

Compare Extra Services STAR+PLUS Medical Plans Offer in the Lubbock Service Area

(Carson, Crosby, Deaf Smith, Floyd, Garza, Hale, Hockley, Hutchinson, Lamb, Lubbock, Lynn, Potter, Randall, Swisher, and Terry counties)



TEXAS
Health and Human
Services

TEXAS
STAR+PLUS
Your Health Plan ★ Your Choice

STAR+PLUS Program Services for Members with Medicaid Only:

Every STAR+PLUS medical plan offers the same basic set of health services you’ve been getting through traditional Medicaid. In addition to those services, STAR+PLUS program offers more, such as:

- Health education classes
- Service coordination (helping you get the services you need)
- No limit on medicines ordered by your doctor (prescriptions)

Through STAR+PLUS you also get long-term services such as:

- Adult day care
- Adult foster care
- Nursing
- Medical supplies
- Assisted living/ home care
- Emergency response services
- Short-term help for caregivers
- Adaptive aids (things like walkers and canes)
- Personal assistance (help with dressing, eating, and bathing)
- Home modifications (things like wheelchair ramps and grab bars)
- Speech therapy (helping you learn to speak again or speak better)
- Occupational therapy (helping you learn to do everyday activities)
- Physical therapy (helping you learn to move around better or become stronger)

Extra Services:

In addition to the services listed above, STAR+PLUS medical plans in your area also offer extra services. These extra services cannot be used in place of services provided by Medicaid, including those provided by the following programs: Intermediate Care Facilities for Individuals with Intellectual Disabilities or Related Conditions (ICF-IID), Home and Community-based Services (HCS), Community Living Assistance and Support Services (CLASS), Deaf Blind with Multiple Disabilities (DBMD), and Texas Home Living (TxHmL).

Use this chart to compare the extra services each plan offers its members. If you have questions about a plan’s extra services, call the number under that plan’s name.

A “blank” under a plan’s name means that the plan does not offer the service listed.

	Amerigroup	Superior HealthPlan
For questions or doctor information:	800-600-4441	877-277-9772
TTY line for people with a hearing or speech disability:	711 English and Español	800-735-2989
Help for mental health, drug, or alcohol problems:	800-600-4441	877-277-9772
For prescription or medicine information:	800-600-4441	877-277-9772
Health Plan Website:	www.myamerigroup.com/tx	www.SuperiorHealthPlan.com

Value-added Services	Amerigroup	Superior HealthPlan
24-Hour Nurse Line	Toll-free helpline staffed by nurses available 24 hours a day, 7 days a week.	Superior's 24-hour nurse advice line is a health information line staffed by registered nurses who are ready to answer your questions 24 hours a day, every day of the year.
Extra Help with Getting a Ride	<ul style="list-style-type: none"> • Additional family may be approved for rides to doctors. • Community Transportation is available to members to visit WIC offices or attend Member Advisory Group meetings. 	<ul style="list-style-type: none"> • Extra help getting a ride to behavioral health-related community supports and services. • Transportation for members enrolled in health education classes including diabetes self-management education, or A Matter of Balance fall prevention classes. • Transportation for members enrolled in H-E-B nutritional counseling program.
Disease Management	Educational materials for Members who are enrolled in our Care Management Programs for: <ul style="list-style-type: none"> • Diabetes. • Substance Abuse. • Hypertension. 	<ul style="list-style-type: none"> • 3-months access to the Weight Watchers® online program for members with a BMI value of 30 or greater and a primary diagnosis of diabetes, prediabetes, hypertension or heart disease. • Up to 6 months of remote medication monitoring services for non-HCBS Waiver Members enrolled in care management with a recent inpatient discharge and a diagnosis of Diabetes, Asthma, COPD, or Heart Failure (CHF).
Dental Services	Dental kit to keep teeth clean and healthy for members 21 and older.	\$250 annually toward exams and cleanings, x-rays, and fluoride treatments.
Extra Vision Services	Certain plastic lenses above the basic benefit for members 21 and older.	\$100 allowance for choice of upgraded eyeglass frames and lenses or contact lenses once per year.
Discount Pharmacy / Over-the-Counter Benefits	\$20 gift card for over-the-counter products for members ages 3 and older who receive the annual flu vaccine. Excludes items found in the Plan's formulary or Texas Medicaid/CHIP formularies.	Up to \$30 allowance for over-the-counter items mailed to your home every quarter. The OTC catalog includes household, personal care, oral care and children's items. No prescription required.
Temporary Phone Help	Members that qualify for the federal lifeline program can get a free cell phone with monthly minutes, text messages and data through the federal lifeline provider. Amerigroup members can get unlimited calls to member services, Member Advocates and Service Coordinators through our toll-free line and health text messages, including important renewal reminders. Additional 100 bonus minutes during member's birth month and one-time 200 bonus minutes at enrollment.	<ul style="list-style-type: none"> • Up to 750 additional minutes per month for members using Safelink phones who are enrolled in a case management program. • Net10 Connections Plus Phone and monthly minutes for members who don't qualify for a Safelink phone and are enrolled in a case management program.
Help for Members with Asthma	Educational materials for Members who are enrolled in our Asthma Care Management Program.	

Value-added Services	Amerigroup	Superior HealthPlan
Extra Help for Pregnant Women	<ul style="list-style-type: none"> • \$25 Gift card for receiving prenatal checkup in the 1st trimester or within 42 days of enrollment with the health plan in any trimester. • \$50 Gift card receiving post-partum checkup 7 to 84 days after giving birth. • Help getting a ride to pregnancy, birthing or newborn classes. • Online Pregnancy and Early Parenting Program accessible 24/7 through web or mobile app provides support to New and Expecting Parents. • Pregnancy, post-partum, and newborn educational materials provided to pregnant members. 	<ul style="list-style-type: none"> • Pregnant members receive a diaper bag, starter supply of diapers, and educational materials by participating in the Start Smart for Your Baby® program and: <ul style="list-style-type: none"> ○ Completing a Notification of Pregnancy (NOP) form and; ○ Receiving pregnancy-related education and information by attending a community baby shower or downloading a pregnancy program mobile app and engaging for 30 days. • Pregnant members receive a convertible car seat by: <ul style="list-style-type: none"> ○ Completing a Notification of Pregnancy (NOP) form; ○ Attending a baby shower or engaging with the pregnancy program mobile app for 30 days and; ○ Completing one prenatal visit within the first trimester of pregnancy or 42 days of enrollment with Superior.
Home Visits	Up to an extra 8 hours respite services, annually, for non-STAR+PLUS Waiver (SPW) members age 21 and older.	<ul style="list-style-type: none"> • Up to 8 hours of in-home respite care per year for the caregivers of non-HCBS waiver members with certain complex and chronic conditions. • Up to 10 home-delivered prepared meals after a hospital stay or discharge from a nursing facility for non-HCBS Waiver members.
Health and Wellness Services	<ul style="list-style-type: none"> • One month of home-delivered meals each year after getting out of hospital or nursing facility for non-STAR+PLUS waiver members 21 and older. • Online social services resource directory is available on the Amerigroup member website to locate community supports such as food and nutrition, housing, education, and employment services. • Nicotine Recovery Support Program online accessible from your mobile: Free Personalized Support for all Stages of Recovery from Nicotine, including Smoking, Vaping or Smokeless Tobacco, interactive tools that include: Quit P.L.A.N, and information on slips and relapses. • "Coping with COVID toolkit" available for members 24/7 and provide activities and support to take action to cope with COVID-19. 	<ul style="list-style-type: none"> • \$50 rewards card upon graduation from the 8-week fall prevention program, "A Matter of Balance". Program may be offered by Superior or a community support service agency. • Up to four (4) nutritional service visits per year with a registered dietitian for non-dual members with a BMI value of 32 or greater, an ER or hospital discharge in the last 6 months, and have a diagnosis of Diabetes, Cardiovascular Disease or COPD. • Access to mobile app to support smoking cessation. • Online social services resource directory is available on the Superior member website to locate community supports such as food and nutrition, housing, education, and employment services.
Healthy Play and Exercise	<ul style="list-style-type: none"> • Exercise kit, which may include a towel, weights, water bottle, and ball for members 21 and older. • Weight Management virtual Program: 24/7 Access to resources, tools and Activities on Healthy Snacking, Portion management, Weight Goals, Extra Calories and Exercise tips to help members manage their weight. 	

Value-added Services	Amerigroup	Superior HealthPlan
Gift Programs	<ul style="list-style-type: none"> • \$20 Gift card per checkup for members ages 18 to 20 who get Texas Health Steps checkups on time each year per the state approved schedule. • \$20 Gift card for members 18 and older with diabetes after completing an HbA1c blood test once every 6 months. • \$20 Gift card for members 18 and older with diabetes mellitus achieving HbA1c blood test results less than 8 once every 6 months. • \$50 Gift card for women ages 21 to 64 years who had a pap smear- once every 3 years. • \$50 Gift card for women ages 30 to 64 years who had a pap smear with human papillomavirus (HPV) co-testing. • \$20 Gift card for members ages 18 to 64 years with schizophrenia or bipolar disorder who are using antipsychotic medications and received a diabetes screening. • First aid kit and personal disaster plan online to all members. • GED equivalency test fee is free for members 18 years and older. 	<ul style="list-style-type: none"> • Pregnant members can earn rewards cards for completing the following: <ul style="list-style-type: none"> ○ \$20 for prenatal visit within first trimester or 42 days of Superior enrollment. ○ \$20 for 3rd prenatal visit. ○ \$20 for 6th prenatal visit. ○ \$20 for 9th prenatal visit. ○ \$20 for postpartum visit within 7-84 days of delivery. • Members can earn rewards cards for completing the following healthy activities: <ul style="list-style-type: none"> ○ \$20 every 6 months for a member with diabetes who has a blood sugar test (HbA1c) with a result less than 8. Limited to two \$20 rewards per year. ○ \$25 reward for currently enrolled female members ages 21-64, at average risk for cervical cancer, who complete a recommended cervical cancer screening. Limited to one \$25 reward per year. • GED preparatory materials for members with an IDD diagnosis.
Extra Foot Doctor (Podiatry) Services		Extra visits with your podiatrist (foot doctor).
Emergency Response Services (ERS)		Round-the-clock emergency response services for non-HCBS waiver, non-CFC adult members for up to six months following discharge from a hospital or nursing facility.
Pest Control	Once every 3 months to eliminate rodents, roaches, and other unsafe pests.	

Additional Behavioral Health Benefits	Amerigroup	Superior HealthPlan
Inpatient Follow-up Incentive Program	\$20 Gift card for Members who complete a follow up outpatient visit with a mental health provider within 7 days of discharge from the hospital for a mental health condition.	<ul style="list-style-type: none"> • \$20 rewards card for members who complete a follow-up visit within 7 days of hospital discharge. Available one time per year. • \$20 rewards card for members who complete a follow-up visit with their health care professional within 7 days of an emergency room visit for a substance use disorder. Available one time per year.
Online Mental Health Resources	Free 24/7 Secure Online tool accessible through web or mobile app to help member learn to reduce stress, anxiety, or depression-	Access to mobile app to support mental health and overall well-being.