

# Compare Extra Services STAR+PLUS Medical Plans Offer in the Medicaid Rural Service Area – Northeast

(Anderson, Angelina, Bowie, Camp, Cass, Cherokee, Cooke, Delta, Fannin, Franklin, Grayson, Gregg, Harrison, Henderson, Hopkins, Houston, Lamar, Marion, Montague, Morris, Nacogdoches, Panola, Rains, Red River, Rusk, Sabine, San Augustine, Shelby, Smith, Titus, Trinity, Upshur, Van Zandt, and Wood 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 your doctor orders (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, the 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.**

	Molina Healthcare of Texas	UnitedHealthcare Community Plan
For questions or doctor information:	866-449-6849	888-887-9003
TTY line for people with a hearing or speech disability:	800-735-2989 or 711	711
Help for mental health, drug, or alcohol problems:	866-449-6849	866-302-3996
For prescription or medicine information:	866-449-6849	888-887-9003
Health Plan Website:	www.molinahealthcare.com	www.uhccommunityplan.com

Value-added Services	Molina Healthcare of Texas	UnitedHealthcare Community Plan
24-Hour Nurse Line	Toll-free 24 Hours a day, 7 days a week Nurse Advice Line.	Yes
Extra Help with Getting a Ride		Rides to appointments not covered by Medicaid. For example, dental services for non-STAR PLUS Waiver members.
Disease Management		Oxygen reader (Pulse Oximeter), reusable face mask, and health tracker booklet for members who are high risk for COVID-19 complications.
Dental Services	Up to \$250 per year for dental checkups, x-rays, and cleaning for members 21 and older.	Up to \$500 annually towards two routine exams/cleanings, a set of x-rays and one scaling/root planning, if medically necessary for Members ages 21 & older. Other services given at a discount.
Extra Vision Services	\$100 allowance towards upgrades for frames, lenses, or contacts every two years.	Up to \$105 maximum eyewear allowance towards upgrades for frames, lenses, or contacts every 24 months that aren't covered by the Medicaid benefit.
Discount Pharmacy / Over-the-Counter Benefits	Up to \$120 once a year: \$30 gift card every three months for over-the-counter medicines and other medical or health-related supplies not covered by Medicaid, upon request.	
Temporary Phone Help	<p>Molina Members ages 18 years and older eligible for the Federal Lifeline Program and Affordable Connectivity Program are offered at no cost to the member the exclusive Molina Healthcare Unlimited Plan that includes:</p> <ul style="list-style-type: none"> <li>• An Android Smartphone</li> <li>• Unlimited Data</li> <li>• Unlimited Text</li> <li>• Unlimited International calling to Mexico, Canada, China, South Korea and Vietnam for both landlines and cell phones.</li> </ul>	
Help for Members with Asthma		<ul style="list-style-type: none"> <li>• Allergy-free mattress cover and pillowcase for members under active case management with asthma or COPD.</li> <li>• Roach repellent wall plugs for members who are under case management for Asthma or COPD.</li> </ul>

Value-added Services	Molina Healthcare of Texas	UnitedHealthcare Community Plan
Extra Help for Pregnant Women		<ul style="list-style-type: none"> <li>• Infant care book for pregnant members.</li> <li>• Join Babyscripts to receive access to free educational content, resources, and more. Eligible pregnant members also receive rewards for completing the enrollment, a prenatal visit, and a post-partum visit.</li> </ul>
Home Visits	Up to an extra 8 hours respite services for STAR+PLUS non- waiver members age 21 and older.	Up to 8 hours in-home respite services for non-STAR+PLUS Waiver (SPW) Members.
Health and Wellness Services	<ul style="list-style-type: none"> <li>• Weight Watchers program meeting vouchers for members 15 and older with BMI of 30 or more and diabetic members with A1c of 8 or more.</li> <li>• Body weight scale once a year for members with congestive heart failure.</li> <li>• Up to 10 home-delivered meals each year after getting out of hospital or nursing facility for STAR+PLUS non-waiver members 21 and older. Must be authorized.</li> <li>• One \$75 gift card each year for members who refill their diabetic prescription (medication) each month for six (6) months in a row.</li> <li>• One \$50 gift card each year for current members with a diagnosis of high blood pressure who refill their high blood pressure prescription (medication) each month for six (6) months in a row.</li> <li>• \$50 Academy ® gift card for work-out clothes for Members ages 18 or older who complete the Weight Watchers ® program.</li> </ul>	<ul style="list-style-type: none"> <li>• Home-delivered meals each year after getting out of the hospital for non-STAR+PLUS Waiver (SPW) Members.</li> <li>• Mental health services provided in-home or off-site.</li> <li>• Access to LiveandWorkWell.com, which provides articles, videos, legal resources, and provider searches.</li> <li>• Access to online resources, “findhelp”, to connect with free or low-cost community resources. For example, food banks, shelters, education, housing, and employment services.</li> <li>• One pill organizer and health tracker booklet.</li> </ul>
Healthy Play and Exercise Programs		Exercise kit, including pedometer, for members who want to lose weight or become more active.

Value-added Services	Molina Healthcare of Texas	UnitedHealthcare Community Plan
Gift Programs	<ul style="list-style-type: none"> <li>Up to \$40 each year: \$20 gift card for Members with major depression and taking antidepressant medication, who stay on medication for 84 days. An extra \$20 gift card for staying on medication for 180 days.</li> <li>\$30 gift card for members who have an office visit with a behavioral health specialist within 7 days of hospitalization for a mental health condition. An extra \$30 gift card for having an office visit within 30 days of hospitalization for a mental health condition.</li> <li>One \$20 gift card each year for current female members ages 50 to 74 who get a recommended mammogram.</li> <li>Four visits per year with a registered dietitian for diabetic members 21 and older.</li> <li>\$25 gift card for members who have a follow-up doctor visit within 30 days of getting out of the hospital once a year.</li> <li>Free accessory tote bag for members. Available one time only.</li> <li>Up to \$80 annually: \$20 gift card for diabetic members who get an HbA1c blood test every 6 months. An extra \$20 gift card for having an A1c less than 8.</li> <li>One \$50 gift card for current female members ages 21-64 who get a recommended cervical cancer screening once every three years.</li> <li>\$25 gift card for diabetic members who get a diabetic eye exam each year.</li> </ul>	<ul style="list-style-type: none"> <li>Active members may receive a Welcome Home Kit upon returning home from a Nursing Facility stay.</li> <li>Fire/water resistant storage bag for natural disasters.</li> <li>Herb growing kit for members interested in improving their health through healthier home cooking.</li> <li>Receive adult activity books: word search, crossword puzzle, Sudoku, coloring book, paid postage postcards, and colored pencils.</li> </ul>
Extra Foot Doctor (Podiatry) Services		2 pairs of full-length foot insoles each year for Members 18 years of age and older with a diagnosis of diabetes.
Emergency Response Services (ERS)	Emergency response services for STAR+PLUS non-Waiver members 21 and older and must be authorized.	Access to rapid response services for eligible non-STAR+PLUS Waiver (SPW) and non-Community First Choice (CFC) Members up to 6 months following a transition from an institutional setting.
Additional Behavioral Health Benefits	Molina Healthcare of Texas	UnitedHealthcare Community Plan
Online Mental Health Resources		Access to LiveandWorkWell.com, which provides articles, videos, legal resources, and provider searches.