

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

(Aransas, Bee, Brooks, Calhoun, Goliad, Jim Wells, Karnes, Kenedy, Kleberg, Live Oak, Nueces, Refugio, San Patricio, and Victoria counties)



## 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 plans offer 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, 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.

	Superior HealthPlan	UnitedHealthcare Community Plan
For questions or doctor information:	877-277-9772	888-887-9003
TTY line for people with a hearing or speech disability:	800-735-2989	711
Help for mental health, drug, or alcohol problems:	877-277-9772	866-302-3996
For prescription or medicine information:	877-277-9772	888-887-9003
Health Plan Website:	www.SuperiorHealthPlan.com	www.uhccommunityplan.com

Value-added Services	Superior HealthPlan	UnitedHealthcare Community Plan
24-Hour Nurse Line	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.	Yes
Extra Help with Getting a Ride	<ul style="list-style-type: none"> <li>• Transportation for members accessing their dental Value-added Service visits.</li> <li>• Transportation for members enrolled in health or safety education classes including diabetes self-management education, or A Matter of Balance fall prevention classes.</li> <li>• Transportation for members to a local benefit office.</li> <li>• Transportation for members enrolled in H-E-B nutritional counseling program.</li> <li>• Extra help getting a ride to behavioral health-related community supports and services.</li> </ul>	Rides to appointments not covered by Medicaid. For example, dental services for non-STAR PLUS Waiver members.
Disease Management	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.	Oxygen reader (Pulse Oximeter), reusable face mask, and health tracker booklet for members who are high risk for COVID-19 complications.
Dental Services	\$500 annually toward exams and cleanings, x-rays, fluoride treatments or a simple extraction for members.	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	\$150 allowance for choice of upgraded eyeglass frames and lenses or contact lenses once per year.	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 \$30 allowance per quarter for over-the-counter items mailed to your home or purchased at participating stores. The OTC catalog includes household, personal care, oral care, and children's items. No prescription required.	
Temporary Phone Help	Connections Plus Phone with unlimited talk and text for members who don't qualify for a SafeLink phone and who are enrolled in a case management program.	

Value-added Services	Superior HealthPlan	UnitedHealthcare Community Plan
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 repellant wall plugs for members who are under case management for Asthma or COPD.</li> </ul>
Extra Help for Pregnant Women	<ul style="list-style-type: none"> <li>• Diaper bag, starter supply of diapers, and educational materials for participating in the Start Smart for Your Baby® program and completing: <ul style="list-style-type: none"> <li>○ A Notification of Pregnancy (NOP) form and</li> <li>○ An educational baby shower hosted by Superior.</li> </ul> </li> <li>• Access to mobile app with pregnancy-related support and information according to your pregnancy stage.</li> </ul>	<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	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Up to 10 home-delivered prepared meals after a hospital stay or discharge from a nursing facility for non-HCBS Waiver members.</li> </ul>	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>• \$50 rewards card upon graduation from the 8-week fall prevention program, “A Matter of Balance”.</li> <li>• A Joy for All™, battery-operated plush companion pet for members enrolled in the Mind at Home or Cognitive Adaptation Therapy Case Management.</li> <li>• Access to Careopolis™, an online "caring community" enabling members to engage friends and family as it relates to their healing or aging journey.</li> <li>• 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.</li> <li>• Access to an online tool to support smoking cessation.</li> <li>• 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.</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>

Value-added Services	Superior HealthPlan	UnitedHealthcare Community Plan
Healthy Play and Exercise		Exercise kit, including pedometer, for members who want to lose weight or become more active.
Gift Programs	<ul style="list-style-type: none"> <li>Members can earn rewards cards for completing the following healthy activities: <ul style="list-style-type: none"> <li>\$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.</li> <li>\$50 reward for currently enrolled female members ages 18 - 64, at average risk for cervical cancer, who complete a recommended cervical cancer screening. Limited to one \$50 reward per year.</li> </ul> </li> <li>Pregnant members can earn rewards cards for completing the following: <ul style="list-style-type: none"> <li>\$100 for prenatal visit within first trimester or 42 days of Superior enrollment.</li> <li>\$50 for postpartum visit within 7-84 days of delivery.</li> </ul> </li> <li>GED preparatory materials for members with an IDD diagnosis.</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	Members can access up to one pair of diabetic shoes and/or one pair of foot insoles per year. Certain eligibility requirements apply.	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)	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.	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	Superior HealthPlan	UnitedHealthcare Community Plan
Inpatient Follow-up Incentive Program	<ul style="list-style-type: none"> <li>\$20 rewards card for members who complete a follow-up visit within 7 days of hospital discharge. Available one time per year.</li> <li>\$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.</li> </ul>	
Online Mental Health Resources	Access to an online tool to support mental health and overall well-being.	Access to LiveandWorkWell.com, which provides articles, videos, legal resources, and provider searches.