



# Compare Extra Services STAR+PLUS Medical Plans Offer in the Travis Service Area (Bastrop, Burnet, Caldwell, Fayette, Hays, Lee, Travis, and Williamson 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 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	UnitedHealthcare Community Plan
For questions or doctor information:	800-600-4441	888-887-9003
TTY line for people with a hearing or speech disability:	711 English and Español	711
Help for mental health, drug, or alcohol problems:	800-600-4441	866-302-3996
For prescription or medicine information:	800-600-4441	888-887-9003
Health Plan Website:	www.myamerigroup.com/tx	www.uhccommunityplan.com

Value-Added Services	Amerigroup	UnitedHealthcare Community Plan
24-Hour Nurse Line	Toll-free helpline staffed by nurses available 24 hours a day, 7 days a week.	Yes
Extra Help with Getting a Ride	<ul style="list-style-type: none"> <li>• Additional family may be approved for rides to doctors.</li> <li>• Community Transportation is available to members to visit WIC offices or attend Member Advisory Group meetings.</li> </ul>	Rides to appointments not covered by Medicaid. For example, dental services for non-STAR PLUS Waiver members.
Disease Management	Educational materials for Members who are enrolled in our Care Management Programs for: <ul style="list-style-type: none"> <li>• Diabetes.</li> <li>• Substance Abuse.</li> <li>• Hypertension.</li> </ul>	Oxygen reader (Pulse Oximeter), reusable face mask, and health tracker booklet for members who are high risk for COVID-19 complications.
Dental Services	Dental kit to keep teeth clean and healthy 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	Certain plastic lenses above the basic benefit for members 21 and older.	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	\$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.	
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.	
Help for Members with Asthma	Educational materials for Members who are enrolled in our Asthma Care Management Program.	<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	Amerigroup	UnitedHealthcare Community Plan
Extra Help for Pregnant Women	<ul style="list-style-type: none"> <li>• \$25 Gift card for receiving prenatal checkup in the 1st trimester or within 42 days of enrollment with the health plan in any trimester.</li> <li>• \$50 Gift card receiving post-partum checkup 7 to 84 days after giving birth.</li> <li>• Help getting a ride to pregnancy, birthing or newborn classes.</li> <li>• Online Pregnancy and Early Parenting Program accessible 24/7 through web or mobile app provides support to New and Expecting Parents.</li> <li>• Pregnancy, post-partum, and newborn educational materials provided to pregnant members.</li> </ul>	<ul style="list-style-type: none"> <li>• Infant care book for pregnant members.</li> <li>• Join Baby Blocks and earn gift cards for diapers, wipes etc. when you get timely checkups/event completion for: <ul style="list-style-type: none"> <li>○ Enrollment.</li> <li>○ 24 week prenatal.</li> <li>○ 32 week prenatal.</li> <li>○ Postpartum visit.</li> <li>○ 2 month well child.</li> <li>○ 4 month well child.</li> <li>○ 6 month well child.</li> </ul> </li> </ul>
Home Visits	Up to an extra 8 hours respite services, annually, for non-STAR+PLUS Waiver (SPW) 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>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• "Coping with COVID toolkit" available for members 24/7 and provide activities and support to take action to cope with COVID-19.</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, "Aunt Bertha", to connect with free or low-cost community resources. For example; food banks, shelters, education, housing, and employment services.</li> <li>• One pill box and health tracker booklet.</li> </ul>
Healthy Play and Exercise	<ul style="list-style-type: none"> <li>• Exercise kit, which may include a towel, weights, water bottle, and ball for members 21 and older.</li> <li>• 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.</li> </ul>	Exercise kit, including pedometer, for members who want to lose weight or become more active.

Value-Added Services	Amerigroup	UnitedHealthcare Community Plan
Gift Programs	<ul style="list-style-type: none"> <li>• \$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.</li> <li>• \$20 Gift card for members 18 and older with diabetes after completing an HbA1c blood test once every 6 months.</li> <li>• \$20 Gift card for members 18 and older with diabetes mellitus achieving HbA1c blood test results less than 8 once every 6 months.</li> <li>• \$50 Gift card for women ages 21 to 64 years who had a pap smear- once every 3 years.</li> <li>• \$50 Gift card for women ages 30 to 64 years who had a pap smear with human papillomavirus (HPV) co-testing.</li> <li>• \$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.</li> <li>• First aid kit and personal disaster plan online to all members.</li> <li>• GED equivalency test fee is free for members 18 years and older.</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 and waterproof 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)		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.
Pest Control	Once every 3 months to eliminate rodents, roaches, and other unsafe pests.	
Additional Behavioral Health Benefits	Amerigroup	UnitedHealthcare Community Plan
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.	
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-	