

Compare Extra Services STAR Medical Plans Offer in the Bexar Service Area (Atascosa, Bandera, Bexar, Comal, Guadalupe, Kendall, Medina, and Wilson counties)



Medicaid Health Care Services:

All people in managed care receive the same traditional Medicaid services, which include:

- Doctor and clinic visits
- 24-hour emergency care
- Hospital care
- Surgery
- Ambulance service
- Lab and X-ray services
- Major organ transplants
- Help getting a ride to the doctor
- Hearing tests and aids
- Home health services
- Chiropractors (neck and back doctors)
- Podiatrists (foot doctors)
- Help for drug or alcohol problems
- Dialysis for kidney problems
- Family planning services
- Eye checkups, glasses, and contact lenses
- Shots for children age 20 and younger
- Texas Health Steps medical and dental checkups
- No limit on medicines for children age 20 and younger
- Mental health services (such as counseling)
- Yearly adult checkup

STAR Program Services:

In addition to the traditional Medicaid health care services, the STAR Program offers more services, such as:

- Health Education classes
- No limit on medicines for adults
- No limit on needed days in a hospital for adults

Value-Added Services:

Every STAR medical plan offers basic Medicaid benefits. The plans in your area also offer extra services. 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.

	Aetna Better Health	Wellpoint	Community First Health Plans	Superior HealthPlan
For questions or doctor information:	800-248-7767	833-731-2160	800-434-2347	800-783-5386
TTY line for people with a hearing or speech disability:	800-735-2989	711	800-390-1175 or 711	800-735-2989
Help for mental health, drug, or alcohol problems:	800-248-7767	833-731-2160	877-221-2226	800-783-5386
For prescription or medicine information:	800-248-7767	833-235-2022	800-434-2347	800-783-5386
Health Plan Website:	www.aetnabetterhealth.com/texas	https://wellpoint.com/tx/medicaid	www.CommunityFirstHealthPlans.com	www.SuperiorHealthPlan.com

Value-Added Services	Aetna Better Health	Wellpoint	Community First Health Plans	Superior HealthPlan
24-Hour Nurse Line	<p>This 24-hours-a-day, 7-days-a-week service enables all members to have telephonic access to clinical support from experienced Registered Nurses. The member will call the nurse line directly at 1-800-556-1555 for assistance.</p>	<p>Toll-free helpline staffed by nurses available 24 hours a day, 7 days a week.</p>	<p>Community First's 24-hour Nurse Advice Line staffed by registered nurses who are ready to answer your health-related questions every day, including weekends and holidays. Members can call the Nurse Advice Line at 1-800-434-2347 (deaf and hard of hearing, dial 711).</p>	<p>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.</p>
Extra Help with Getting a Ride	<p>Daily bus passes for members and their LAR as well as siblings if the LAR cannot make other arrangements; when needed to visit WIC offices, plan sponsored community events/classes or attend Member Advisory Groups meetings.</p>	<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. 	<p>Bus passes for Members, their siblings and their parent or legal guardian to places such as the grocery store, community-based services, Community First hosted events, health education classes, Member Advisory Group meetings, WIC, Social Security Administration offices to submit applications for employment and housing, voter polling sites to vote in local and national elections, and to a Social Security Administration-approved physician for appointments requested by disability determination services. Bus passes are not provided to children younger than 18 unless they are with their parent or guardian. For non-medical related use only. The service is available only for bus service routes within San Antonio and routes are offered by VIA Metropolitan Transit.</p>	<ul style="list-style-type: none"> • Help getting a ride to participate in Superior's Member Advisory Group meetings. • Rides requested by and to a Social Security Administration-approved physician for appointments requested by disability determination services.

Value-Added Services	Aetna Better Health	Wellpoint	Community First Health Plans	Superior HealthPlan
Disease Management		<p>Educational materials for Members who are enrolled in our Care Management Programs for:</p> <ul style="list-style-type: none"> • Diabetes. • Substance Abuse. • Hypertension. 	<p>Offers programs that provide outreach, education and more, including but not limited to:</p> <ul style="list-style-type: none"> • Healthy Expectations: Maternity Program • Healthy Lungs: Asthma Matters: Asthma Management Program, COPD Management Program • Diabetes in Control: Diabetes Management Program • Healthy Mind: Behavioral Health Program • Healthy Living: Lifestyle Management Program • Healthy Heart: Blood Pressure, Congestive Heart Failure, Coronary Artery Disease Management Programs • Healthy Joint: Arthritis Management Program • YMCA Diabetes Prevention Program: a no-cost, year-long, evidenced- based program to help those of 18 years of age at risk of developing Type 2 Diabetes may receive a complimentary 4-month YMCA membership for two adults and up to 4 children after attending education sessions 1-4. • Y Weight Loss Program-16 Weeks to Wellness- a no-cost program for those 13 and older interested in implementing and maintaining a healthy lifestyle may receive a complimentary 4-month YMCA membership for two adults and up to 4 children after attending education sessions 1-4. • YMCA Blood Pressure Self-Monitoring Program: a no-cost, four-month long, evidence-based program that offers adults personalized support-includes a free blood pressure cuff while supplies last. 	<p>6-months access to the Weight Watchers® online program plus in-person and virtual weight loss support via unlimited workshops for members over 18 years old with a BMI value of 30 or greater.</p>

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Dental Services	<p>Members are eligible for the following Annual Dental Benefits:</p> <ul style="list-style-type: none"> • Cleaning every 6 months. • X-Rays once a year. • Simple Extractions. • Limited Fillings. • Fluoride Treatments. 	Dental kit to keep teeth clean and healthy for members 21 and older.	<p>Low-cost dental services for Members age 21 and older enrolled in Medicaid or CHIP and their family who do not have dental coverage. Benefits include:</p> <ul style="list-style-type: none"> • No Savings Plan membership fee. • Up to 50% off dental & orthodontic services. • Price match guarantee (terms apply). • Free exams and x-rays every 6 months. 	\$250 toward routine dental exam and cleaning, x-rays, and fluoride application for pregnant women age 21 and older.
Extra Vision Services	<ul style="list-style-type: none"> • STAR members will receive financial assistance in obtaining vision services and products. • 21 Years and older – Aetna will cover the cost of eye exams once every other year. • 21 Years and older – Aetna will cover up to \$175 once every other year for eye wear not limited to Eyeglass Frames, Lenses and Contact Lenses that are not covered by Medicaid. • Under 21 years old – Aetna will cover up to \$175 once a year for eye wear not limited to Eyeglass Frames, Lenses and Contact Lenses that are not covered by Medicaid. 		<p>Enhanced vision services up to \$125 for frames or \$75 for contact lenses-either must be medically necessary-available every year for members age 21 and younger and every other year for members age 22 and older. Glasses or contacts can only be replaced when there is a change in vision. Lost or broken glasses or contacts may be replaced as allowed by the Benefit Program.</p>	\$150 allowance for select eyeglass frames, lenses or contact lenses that aren't covered by Medicaid once every two years.

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<p style="text-align: center;">Discount Pharmacy / Over-the-Counter Benefits</p>	<p>The OTC Health Solutions program offers members a \$25 monthly allowance (\$300 annually). OTC medications and products can be ordered by phone, online, fax or mail and are then delivered directly to members' homes. Limited to \$25 per month (\$300 annually) per member. These products include*:</p> <ul style="list-style-type: none"> • Baby Care • Cold Remedies • Digestive Health • Ear & Eye Care • Feminine Care • First Aid Supplies • Foot Care • Home Diagnostics • Incontinence • Oral Care • Pain Relievers • Personal Care • Vitamins/Minerals <p>*Excludes prescriptions, alcohol, lottery, postage stamps, gift cards, money orders, prepaid cards and photo finishing and is not valid on any items reimbursed by the federal government. This benefit covers Over-the Counter (OTC) medications and other products items that do not need a prescription and are not otherwise covered benefits.</p>	<ul style="list-style-type: none"> • \$20 gift card for over-the-counter products for members ages 6-24 months for receiving the full series of the flu vaccine. Excludes items found in the Plan's formulary or Texas Medicaid/CHIP formularies. • \$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. 	<ul style="list-style-type: none"> • Up to 80% discount on prescription medicines for member's family who do not have Medicaid or CHIP coverage. • \$50 one-time allowance for over-the-counter items for Members actively participating in Complex Case Management for more than 60 days. Items include household, personal care, oral care and children's items. No prescription required. Excludes beer, wine, alcohol, cigarettes, and items covered in the Plan's pharmacy benefit. 	<p>Up to \$25 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.</p>
<p>Sports and school physicals</p>	<p>Medically necessary sports physicals to any member 19 years and younger who have completed a well-child visit.</p>	<p>1 each year for STAR members ages 4 to 19.</p>	<p>One free physical per calendar year for members age 19 and younger to be used for sports, school or other physical activities.</p>	<p>One sports/school physical each year.</p>

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Temporary Phone Help	<p>Members that qualify for the Federal Lifeline Program are provided with choice of a smartphone, feature phone or use of their personal cell phone to include the following plan options depending on coverage area. (1) Assurance Wireless: Android smartphone with 500 MB of data, 350 talk minutes and unlimited text; (2) EnTouch Wireless: use of personal cell phone, 500 MB of data, and 500 units of voice/text where 1 unit = 1 text or 1 minute; (3) EnTouch Wireless: Feature phone, 10 MB of data, 500 talk minutes, 100 texts; (4) Life Wireless: use of personal cell phone, 10 MB of data, 500 talk minutes and unlimited text. Member calls to and from the Health Plan and health-related texts received from the Health Plan will not apply to minute or text limits.</p>	<p>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. Wellpoint 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.</p>	<p>Members that qualify for the Federal Lifeline Program can get a free cell phone (limit one per household) or use their own from the following plan options depending on coverage area:</p> <ul style="list-style-type: none"> • SafeLink Wireless: Unlimited talk and text, calls to Canada and Mexico, 25GB of high-speed data, up to 5GB of hotspot data. • Life Wireless: Up to 500 minutes including unlimited text and up to 4.5 GB of data per month. • Members can get unlimited calls to Member Services, Member Advocates and Service Coordinators through our toll-free line and free text health education messages. 	
Help for Members with Asthma	<p>Members with an asthma diagnosis and enrolled in the asthma disease management program will receive the following, up to \$100 per year:</p> <ul style="list-style-type: none"> • One peak flow meter and holding chamber or spacer each year. • Pest control. • Hypoallergenic bedding. • Deep carpet cleaning (*additional assistance beyond initial \$100 per year up to \$50 based on service delivery area). • Baby / Pet gates. 	<ul style="list-style-type: none"> • 1 allergy-free pillow cover each year for certain members 20 and younger with asthma who are in a disease management program. • Educational materials for Members who are enrolled in our Asthma Care Management Program. 	<ul style="list-style-type: none"> • For members with asthma participating in the asthma management program: <ul style="list-style-type: none"> ○ 1 adult or child size mask with aerosol chamber each year. ○ 1 allergy-free protector pillowcase each year. ○ \$10 gift card for completing asthma education. • \$10 gift card for receiving the flu vaccine. Gift card excludes beer, wine, alcohol, cigarettes, and over-the-counter drugs. • Up to \$80 in gift cards for completing home visits with San Antonio Kids BREATHE: <ul style="list-style-type: none"> ○ \$35 for first visit. ○ \$10 for second visit. ○ \$35 for third visit. 	<p>Allergy-free mattress cover and pillowcase to help control asthma symptoms for members enrolled in Asthma Care Management.</p>

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Extra Help for Pregnant Women	<ul style="list-style-type: none"> • \$25 gift card and a special pregnancy handbook for enrolling in case management within 30 days of enrollment. • \$25 gift card and a special pregnancy handbook for enrolling in case management within 30 days of pregnancy diagnosis if already a member • \$50 worth of diapers, baby wipes and/or similar items for completion of 3 prenatal visits • \$50 worth of diapers, baby wipes and/or similar items 3 additional prenatal visits (6 in total) and 1 postpartum care visit • Members will call the health plan when they have completed all their prenatal and post-partum care visits to claim their gift of baby items. • Pregnancy handbook for pregnant members in case management. 	<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"> • For Members participating in the maternity program: <ul style="list-style-type: none"> ○ Free baby car seat or Pack & Play Portable Play Yard ○ Free diaper bag with baby supplies including baby wipes and other baby items • Free gifts for fathers who attend Mommy and Me Baby Showers with mom. Limited to one baby shower per pregnancy. Unless having more than one baby (i.e., twins), members get one diaper bag and a choice of a car seat or safe sleep pack and play. • For pregnant members participating in the maternity management program who also participate in the Community Health Club: <ul style="list-style-type: none"> ○ A Health Educator assigned to you to help find health services, community resources, and guide you through pregnancy and beyond. ○ Pregnancy, birthing, postpartum and baby education. ○ Free baby car seat or Pack & Play Portable Play Yard, whichever was not received during Community First hosted Mommy and Me Baby Shower. 	<ul style="list-style-type: none"> • 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"> ○ A Notification of Pregnancy (NOP) form and ○ An educational baby shower hosted by Superior. • Access to mobile app with pregnancy-related support and information according to your pregnancy stage. • Telephonic health coaching to support smoking cessation efforts during pregnancy • Transportation to a prenatal or postpartum visit when member has additional riders (limited to child/children) and no other transportation options are available. • In-home support and assistance for pregnant members in OB Care Management.
Home Visits	Virtual home visit for lactation consultant for all new moms.		<ul style="list-style-type: none"> • Home visits for high-risk members participating in disease management programs to include Asthma, Diabetes, Behavioral Health and pregnancy. • One home-delivered package of 10 prepared meals for Members who completed a Community First postpartum assessment within 30 days after delivery. 	<ul style="list-style-type: none"> • Home visit for members enrolled in Case Management for high-risk pregnancy. • In-home family support for members with complex needs in the first year of life.

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Health and Wellness Services	<p>Online social services resource directory is available on the Aetna member website to locate community supports such as food and nutrition, housing, education, and employment services. Weight loss program including family counseling with a nutritionist / dietician for non-pregnant Members ages 3 to 19; Body Mass Index (BMI) greater than 85th percentile; precertification required.</p>	<ul style="list-style-type: none"> • Online social services resource directory is available on the Wellpoint member website to locate community supports such as food and nutrition, housing, education, and employment services. • This is Quitting: An interactive, text-based program to help teens ages 13–17 quit vaping or using e-cigarettes. The program focuses on web counseling for up to 12 weeks. 	<ul style="list-style-type: none"> • Online social services resource directory is available on the member website to find community resources such as housing, food and nutrition, education, and more. • Free toddler booster seat for children age 4 through 10 who are current with their Texas Health Steps checkups. To be used according to safety guidelines. • Free, personalized support and the tools and strategies to keep you motivated and help you become tobacco-free by phone or online. Includes coaching, education, activities and more • Free notary services for documents such as medical power of attorney, health agent of record and living wills. Members must have a valid, state-issued identification card or driver's license. • Health Education Special Events, in-person and virtual, seasonal and community events at no-cost where members may receive health education on topics such as telehealth, healthy habits, new benefits and more. 	<ul style="list-style-type: none"> • A Joy for All™, battery-operated plush companion pet for members ages 5-17 enrolled in Case Management. • Access to an online tool 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.
Health Play and Exercise Programs	<p>Aetna Activate Kids Health Club. A health program where children can earn one \$50 gift card per year toward one of the following programs like Boys and Girls Clubs, 4-H, Boy Scouts, Girl Scouts, Cub Scouts, Brownie Scouts or Big Buddy. They can also earn one \$50 gift card per year toward swim lessons at participating YMCA locations.</p>	<ul style="list-style-type: none"> • Up to \$100 per year for Boys and Girls Club basic membership for members ages 6 to 18, where available. • 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. 	<ul style="list-style-type: none"> • Free Zumba classes for Members and their family with free fitness giveaway, which includes the choice of frisbees, water bottles, or exercise bands. • Free Bike Safety and Repair Program with free giveaway. 	<p>6-month membership to YMCA at participating locations for members from birth through age 17 and one additional adult family member.</p>

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<p style="text-align: center;">Gift Programs</p>	<ul style="list-style-type: none"> • Gift Program for Well-child / Texas Health Steps exams: <ul style="list-style-type: none"> ○ \$50 gift card at no cost to members for completing Texas Health Steps/well-child checkups/visits at 2 weeks and 2, 4, 6, months of age. Upon completion of these checkups, Members will call Member Services to redeem and request one \$50 gift card. ○ \$25 gift card at no cost to you for completing a Texas Health Steps/well-child checkup/visit at 9 months of age. Upon completion of this checkup, Members will call Member Services to redeem and request one \$25 gift card. ○ \$25 gift card at no cost to you for completing a Texas Health Steps/well-child checkup/visit at 12 months of age. Upon completion of this checkup, Members will call Member Services to redeem and request one \$25 gift card. ○ \$25 gift card at no cost to you for completing a Texas Health Steps/well-child checkup/visit at 15 months of age. Upon completion of this checkup, Members will call Member Services to redeem and request one \$25 gift card. ○ \$25 gift card at no cost to you for completing a Texas Health Steps/well-child checkups/visits at 18 and 30 months of age. Upon completion of each of these checkups, the Members will call Member Services to redeem and request one \$25.00 gift card. A total of two \$25 gift cards are available for completing both checkups. ○ \$25 gift card at no cost to you each time an annual Texas Health Steps/well-child checkups/visits is received for members 3-20 years of age. Upon completion of each of these checkups/visits, the Members will call Member Services to redeem and request one \$25.00 gift card. Limit one card per member per year. • Gift Program for Behavioral Health <ul style="list-style-type: none"> ○ \$25 gift card to members who complete a follow-up visit with their behavioral health provider within 7 days of leaving the Behavioral Health hospitalization. 	<ul style="list-style-type: none"> • \$120 Gift card for members 15 months and younger who get all 6 Texas Health Steps checkups per the state approved schedule. • Up to a total \$60 Gift card for members who get each timely Texas Health Steps checkups at 18, 24 and 30 months (\$20 each) per the state approved schedule. • \$20 Gift card per checkup for members ages 3 to 20 who get Texas Health Steps checkups timely each year per the state approved schedule. • \$20 Gift card for receiving the full series of the rotavirus vaccine across different days 42 days after birth to 2 years. • \$20 Gift card for diabetic members 18 and older after completing an HbA1c blood test once every 6 months for ages 18 and older. • \$20 Gift card for members 18 and older with diabetes mellitus achieving HbA1c blood test results less than 8 once every 6 months. • First aid kit and personal disaster plan online to all members. • \$20 Gift card for members ages 6 to 12 who are newly diagnosed with ADHD and have a follow up visit with their prescribing provider within 30 days after starting their medication treatment. • GED equivalency test fee is free for members 18 years and older. • \$20 Gift card for children ages 9 to 13 years for receiving the full series of the HPV (Human papillomavirus) vaccination. 	<ul style="list-style-type: none"> • Up to \$90 in gift programs for pregnant Members participating in the maternity program: <ul style="list-style-type: none"> ○ \$10 for attending Mommy and Me Baby Shower. ○ \$20 for completing the maternity assessment and agreeing to receive health education text messages. ○ \$20 for completing a prenatal visit in first trimester or within 42 days of enrollment with Community First. ○ \$20 for receiving the flu shot during pregnancy. ○ \$20 for completing a postpartum visit between 7 and 84 days after delivery (to qualify for this incentive - date of visit must occur prior to end of member eligibility). ○ Gift card restrictions include no beer, wine, alcohol, cigarettes, or over-the-counter drugs may be purchased. This program is limited to pregnant members. • For members participating in the maternity program: <ul style="list-style-type: none"> ○ Up to \$30 reimbursement for birthing classes or pregnancy-related items such as a pregnancy pillow. ○ Community First will reimburse for birthing classes at hospital that STAR member delivers baby. • Up to \$60 in gift cards for members with Diabetes participating in the Diabetes management program: <ul style="list-style-type: none"> ○ \$20 gift card for completing the Diabetes assessment. ○ \$10 gift card for completing Diabetes education. ○ \$10 gift card for receiving a dilated eye exam. ○ \$10 gift card once every six months for submitting the A1c results from the laboratory vendor. ○ Gift card excludes beer, wine, alcohol, cigarettes, and over-the-counter drugs. • \$10 gift card for completing the General Health Survey and providing an email address. Limited to new members; one per household and excludes beer, wine, alcohol, cigarettes and over-the-counter items. • Up to \$25 in gift card for completing a preventive health assessment and receiving the adolescent immunizations for children ages 9 through 13. Gift card excludes beer, wine, alcohol, cigarettes and over-the-counter drugs. • Up to \$80 for completing a preventive health assessment and the Texas Health Steps checkups: <ul style="list-style-type: none"> ○ \$10 gift card each, for completing the 2, 4, 6, 9, 12, 15, 18, and 24 month checkups. ○ Gift card excludes beer, wine, alcohol, cigarettes and over-the-counter drugs. ○ One gift card per child • \$25 gift card for completing a preventive health assessment and receiving a 2nd flu shot on or before booster by Member's second birthday. • For members participating in the lifestyle management program: \$25 gift card for members ages 21 through 64 who are not pregnant and get screened for cervical cancer. Gift card excludes beer, wine, alcohol, cigarettes, and over-the-counter drugs. 	<p>Pregnant members can earn rewards cards for completing the following:</p> <ul style="list-style-type: none"> • \$100 for prenatal visit within first trimester or 42 days of Superior enrollment. • \$50 for postpartum visit within 7-84 days of delivery.

Additional Behavioral Health Benefits	Aetna Better Health	Wellpoint	Community First Health Plans	Superior HealthPlan
Inpatient Follow - up Incentive Program	\$25 gift card at no cost to you; for members who complete a follow-up visit with their behavioral health provider within 7 days of leaving a behavioral health inpatient hospitalization.	\$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.	<p>For Members participating in the behavioral health program:</p> <ul style="list-style-type: none"> • \$25 gift card for completing a follow-up visit with a behavioral health provider within 7 days of discharge from a mental health hospital or facility upon request. • Gift card excludes beer, wine, alcohol, cigarettes, and over-the-counter drugs. 	
Online Mental Health Resources	https://www.aetnabetterhealth.com/texas/members/behavior	Free 24/7 Secure Online tool accessible through web or mobile app to help member learn to reduce stress, anxiety, or depression.	We want to say how much we value your mental health, so much so that we have a dedicated page for resources & information. www.CommunityFirstMedicaid.com .	Access to an online tool to support mental health and overall well-being.