

# Compare Extra Services STAR Medical Plans Offer in the Dallas Service Area (Collin, Dallas, Ellis, Hunt, Kaufman, Navarro, and Rockwall 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.

	Wellpoint	Molina Healthcare of Texas	Parkland Community Health Plan
For questions or doctor information:	833-731-2160	866-449-6849	888-672-2277
TTY line for people with a hearing or speech disability:	711	800-735-2989 or 711	800-735-2989
Help for mental health, drug, or alcohol problems:	833-731-2160	866-449-6849	800-945-4644
For prescription or medicine information:	833-235-2022	866-449-6849	888-672-2277
Health Plan Website:	<a href="https://wellpoint.com/tx/medicaid">https://wellpoint.com/tx/medicaid</a>	<a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>	<a href="http://www.parklandhealthplan.com">www.parklandhealthplan.com</a>

Value-Added Services	Wellpoint	Molina Healthcare of Texas	Parkland Community Health Plan
24-Hour Nurse Line	Toll-free helpline staffed by nurses available 24 hours a day, 7 days a week.	Toll-free 24 Hours a day, 7 days a week Nurse Advice Line.	Toll-free helpline staffed by nurses available 24 hours a day, 7 days a week.
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>		Free ride to and from a grocery store, food bank, or WIC office once per month.
Disease Management	<p>Educational materials for Members who are enrolled in our Care Management Programs for:</p> <ul style="list-style-type: none"> <li>• Diabetes</li> <li>• Substance Abuse</li> <li>• Hypertension</li> </ul>		<ul style="list-style-type: none"> <li>• Free membership in Parkland Community Health Plan's Be In Control Program with educational materials and resources to support the management of asthma and diabetes.</li> <li>• \$15 value to be used on either a gift card or items from a rewards catalog (categories include movement &amp; fitness, athletics, children's activities, outdoors, baby, personal care, essentials, kitchen &amp; nutrition, and education &amp; creativity) annually for completion of diabetic (retinal or dilated) eye exam for members 15 years and older.</li> <li>• \$15 value to be used on either a gift card or items from a rewards catalog for completing: <ul style="list-style-type: none"> <li>○ HB/A1c blood test once every 6 months for ages 18 and older.</li> </ul> </li> </ul>
Dental Services	Dental kit to keep teeth clean and healthy for members 21 and older.	Up to \$250 per year for dental checkups, x-rays, and cleaning for members 21 and older.	<p>\$300 allowance per year for dental services, including:</p> <ul style="list-style-type: none"> <li>• Checkups</li> <li>• X-rays</li> <li>• Cleanings (available for ages 21 and older)</li> </ul>
Extra Vision Services		\$100 allowance towards upgrades for frames, lenses, or contacts every two years.	\$100 allowance for members every 2 years toward upgrades on frames.
Discount Pharmacy / Over-the-Counter Benefits	<ul style="list-style-type: none"> <li>• \$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.</li> <li>• \$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.</li> </ul>	Up to \$100 once a year: \$25 gift card every three months for over-the-counter medicines and other medical or health-related supplies not covered by Medicaid, upon request.	\$20 value to be used on either a gift card for over-the-counter medicine not found in the Plan's formulary or Texas Medicaid/CHIP formularies, or other items from a rewards catalog (categories include movement & fitness, athletics, children's activities, outdoors, baby, personal care, essentials, kitchen & nutrition, and education & creativity) when you complete your Parkland Community Health Plan's Health Risk Assessment once a year.

Value-Added Services	Wellpoint	Molina Healthcare of Texas	Parkland Community Health Plan
Sports and school physicals	1 each year for STAR members ages 4 to 19.	One physical for school or sports each year for members age 5 through 19.	One free sports physical per school year for each covered member ages 5 - 19.
Temporary Phone Help	<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>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>	<p>Free smartphone with free monthly data, phone call minutes and text messaging, plus free 2.5 GB of mobile hotspot data for members enrolled in the Federal Lifeline Program. Unlimited calls and text to:</p> <ul style="list-style-type: none"> <li>• Parkland Community Health Plan Member Services.</li> <li>• Health education text messages, including Text4Babies, Text4Kids, Text4Health, Care4Life and Text2Quit.</li> </ul>
Help for Members with Asthma	<ul style="list-style-type: none"> <li>• 1 allergy-free pillow cover each year for certain members 20 and younger with asthma who are in a disease management program.</li> <li>• Educational materials for Members who are enrolled in our Asthma Care Management Program.</li> </ul>		<ul style="list-style-type: none"> <li>• \$60 value to be used on either a gift card or items from a rewards catalog (categories include movement &amp; fitness, athletics, children's activities, outdoors, baby, personal care, essentials, kitchen &amp; nutrition, and education &amp; creativity) for members who refill asthma medication prescription (every 60 days for 2 refills worth \$10).</li> <li>• \$50 value to be used on either a gift card or items from a rewards catalog (categories include movement &amp; fitness, athletics, children's activities, outdoors, baby, personal care, essentials, kitchen &amp; nutrition, and education &amp; creativity) if you are asthmatic and remain enrolled for 6 months annually in Parkland Community Health Plan's free Be In Control Program.</li> <li>• \$20 value to be used on either a gift card or items from a reward catalog when you remain enrolled for 3 months in the Be In Control program.</li> </ul>
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>• \$40 gift card for newly enrolled pregnant members who get an early prenatal exam within 42 days of enrollment or current members who complete an early prenatal exam in the first trimester (90 days), once confirmed by OB/GYN or Primary Care Provider.</li> <li>• \$50 gift card for members who get a postpartum exam within 7-84 days of delivery.</li> <li>• \$30 gas gift card for mothers visiting newborns in the neonatal intensive care (NICU) once per stay.</li> <li>• Up to 10 meals delivered to member's home for Nutritional Dietary Support each year for postpartum members during the first three months following discharge.</li> <li>• Postpartum kit for members up to three months following delivery. Available once every year.</li> </ul>	<ul style="list-style-type: none"> <li>• Free meal service for pregnant women starting at the 2nd trimester through 60 days post-partum. You can request one free family-style meal (feeds4) per month.</li> <li>• Free car seat once you complete your first prenatal visit within the 1st trimester or within 42 days of your enrollment with Parkland Community Health Plan.</li> <li>• \$60 value to be used on either a gift card or items from a rewards catalog (categories include movement &amp; fitness, athletics, children's activities, outdoors, baby, personal care, essentials, kitchen &amp; nutrition, and education &amp; creativity) per pregnancy when you receive your postpartum checkup within 7 to 84 days of delivery, while enrolled with Parkland Community Health Plan.</li> </ul>

Value-Added Services	Wellpoint	Molina Healthcare of Texas	Parkland Community Health Plan
Home Visits		Up to 8 hours of postpartum respite services that can be used for relaxation or rest for members three months after delivery.	
Health and Wellness Services	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>	<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>• \$25 gift card for members who go to a follow-up doctor visit within 7 days of one hospital stay per year.</li> <li>• Up to 10 home delivered meals each year for Nutritional Dietary Support for members diagnosed with a behavioral health condition (including depression) to help improve nutrition and overall healthcare. Must be authorized.</li> <li>• \$50 Academy ® gift card for work-out clothes for Members ages 16 or older who complete the Weight Watchers ® program.</li> </ul>	<ul style="list-style-type: none"> <li>• \$30 value to be used on either a gift card or other items from a rewards catalog (categories include movement &amp; fitness, athletics, children's activities, outdoors, baby, personal care, essentials, kitchen &amp; nutrition, and education &amp; creativity) each year when you complete a follow up visit with your primary care provider within 7 days after a hospitalization discharge.</li> <li>• \$30 value to be used on either a gift card or items from a rewards catalog (categories include movement &amp; fitness, athletics, children's activities, outdoors, baby, personal care, essentials, kitchen &amp; nutrition, and education &amp; creativity) for getting your annual flu shot, between the months of September and November.</li> <li>• \$20 value to be used on either a gift card or items from a rewards catalog (categories include movement &amp; fitness, athletics, children's activities, outdoors, baby, personal care, essentials, kitchen &amp; nutrition, and education &amp; creativity) for getting your annual flu shot, any time during the month of December through August.</li> <li>• \$20 value to be used on either a gift card or other items from a rewards catalog (categories include movement &amp; fitness, athletics, children's activities, outdoors, baby, personal care, essentials, kitchen &amp; nutrition, and education &amp; creativity); for new members who complete a PCP visit within 90 days of joining Parkland Community Health Plan.</li> </ul>
Healthy Play and Exercise Programs	<ul style="list-style-type: none"> <li>• Up to \$100 per year for Boys and Girls Club basic membership for members ages 6 to 18, where available.</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>	Boys and Girls Club membership, where available, for members ages 6 to 18.	\$30 value to be used on either a gift card or other items from a rewards catalog (categories include movement & fitness, athletics, children's activities, outdoors, baby, personal care, essentials, kitchen & nutrition, and education & creativity) each year for everyone ages 10 and older who complete the free 3 week Step-Up challenge.

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<p>Gift Programs</p>	<ul style="list-style-type: none"> <li>• \$120 Gift card for members 15 months and younger who get all 6 Texas Health Steps checkups per the state approved schedule.</li> <li>• 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.</li> <li>• \$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.</li> <li>• \$20 Gift card for receiving the full series of the rotavirus vaccine across different days 42 days after birth to 2 years.</li> <li>• \$20 Gift card for diabetic members 18 and older after completing an HbA1c blood test once every 6 months for ages 18 and older.</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>• First aid kit and personal disaster plan online to all members.</li> <li>• \$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.</li> <li>• GED equivalency test fee is free for members 18 years and older.</li> <li>• \$20 Gift card for children ages 9 to 13 years for receiving the full series of the HPV (Human papillomavirus) vaccination.</li> </ul>	<ul style="list-style-type: none"> <li>• \$25 gift card for getting a Texas Health Steps checkup each year for members ages 3 years through 20 years.</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>• \$120 gift card for getting eight (8) Texas Health Steps checkups by 15 months of age and an additional \$40 gift card for getting three (3) Texas Health Steps checkups between 15 months and 30 months of age.</li> <li>• One infant car seat for members in the sixth month of pregnancy through six months following delivery.</li> <li>• \$25 gift card for members who get the HPV vaccine series by age 13.</li> <li>• Up to \$60 annually: \$15 gift card for members with asthma who refill their asthma-controlled medication for 3 months in a row.</li> <li>• \$20 gift card for getting D'TaP, flu and Rotavirus vaccines by the 2nd birthday, one time only.</li> <li>• \$20 gift card for members ages 6 to 12 who are diagnosed with ADHD and who have one follow-up visit with their prescribing provider within 30 days of filling their first prescription of ADHD medication. One time only and must be verified.</li> </ul>	<ul style="list-style-type: none"> <li>• Up to \$160 value to be used on either gift cards or other items from a rewards catalog (categories include movement &amp; fitness, athletics, children's activities, outdoors, baby, personal care, essentials, kitchen &amp; nutrition, and education &amp; creativity) for the completion of up to 6 timely Texas Health Steps checkups between ages 0-15 months and up to 2 timely well-child checkups between ages 16-30months.</li> <li>• \$20 value to be used on either a gift card or other items from a rewards catalog (categories include movement &amp; fitness, athletics, children's activities, outdoors, baby, personal care, essentials, kitchen &amp; nutrition, and education &amp; creativity) when you complete a timely Adolescent Texas Health Steps checkup for ages 12-18.</li> <li>• \$20 value to be used on either a gift card or other items from a rewards catalog (categories include movement &amp; fitness, athletics, children's activities, outdoors, baby, personal care, essentials, kitchen &amp; nutrition, and education &amp; creativity) for first-time member enrollment into the online Member Portal at parklandhealthplan.com, once per lifetime.</li> <li>• \$20 reward value to be used on either a gift card or other items from a rewards catalog (categories include movement &amp; fitness, athletics, children's activities, outdoors, baby, personal care, essentials, kitchen &amp; nutrition, and education &amp; creativity) each year, when you receive initial medication for ADHD and receive a follow-up visit within 30 days of initiation.</li> </ul>

Additional Behavioral Health Benefits	Wellpoint	Molina Healthcare of Texas	Parkland Community Health 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.		<ul style="list-style-type: none"> <li>• \$30 value to be used on either a gift card or other items from a rewards catalog (categories include movement &amp; fitness, athletics, children's activities, outdoors, baby, personal care, essentials, kitchen &amp; nutrition, and education &amp; creativity) each year when you complete a behavioral health follow-up within 7 days after hospitalization for a behavioral health diagnosis.</li> <li>• \$20 value to be used on either a gift card or other items from a rewards catalog (categories include movement &amp; fitness, athletics, children's activities, outdoors, baby, personal care, essentials, kitchen &amp; nutrition, and education &amp; creativity) each year when you complete a behavioral health follow-up within 8-30 days after hospitalization for a behavioral health diagnosis.</li> </ul>
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.		Free 24/7 access to a secure online tool accessible through laptop, desktop, or mobile phone to help you learn ways to reduce stress, anxiety, or depression and how to manage substance abuse problems.