

# Compare Extra Services STAR Medical Plans Offer in the El Paso Service Area (El Paso and Hudspeth 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.

	El Paso Health	Molina Healthcare of Texas	Superior HealthPlan
To ask about services or doctors	877-532-3778	866-449-6849	800-783-5386
TTY line for people with a hearing or speech disability	855-532-3740	800-735-2989 or 711	800-735-2989
Help for mental health, drug, or alcohol problems	877-377-6147	866-449-6849	800-783-5386
To ask about prescriptions or medicines	877-532-3778	866-449-6849	800-783-5386
Plan website	www.elpasohealth.com	www.molinahealthcare.com	www.SuperiorHealthPlan.com

Value-Added Services	El Paso Health	Molina Healthcare of Texas	Superior HealthPlan
24-Hour Nurse Line	Members have 24-hour, 7-days-a-week access to FIRSTCALL, a bilingual medical advice info line staffed by nurses, pharmacists, and a medical director on call.	Toll-free 24 Hours a day, 7 days a week Nurse Advice 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.
Extra Help with Getting a Ride	A free ride service to help you get to medical appointments, health education classes or Member Advisory Group meetings that are not covered under the Non-Emergency Medical Transportation (NEMT) benefit.		<ul style="list-style-type: none"> <li>• Help getting a ride to participate in Superior's Member Advisory Group meetings.</li> <li>• Rides requested by and to a Social Security Administration-approved physician for appointments requested by disability determination services.</li> </ul>
Disease Management	Two free books from the EPH Literacy Program for members in speech therapy		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.
Dental Services	Pregnant members 21 or older can receive up to \$500 each year for dental checkups, x-rays, routine cleaning, fillings, and extractions.	Up to \$250 per year for dental checkups, x-rays, and cleaning for members 21 older.	\$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"> <li>• For contact lenses and glasses (lenses and frames), members age 20 years and younger receive up to \$125 above the Medicaid benefit.</li> <li>• For contact lenses and glasses (lenses and frames), members age 21 years and older receive up to \$150 above the Medicaid benefit, once every 24 months.</li> </ul>	\$100 allowance towards upgrades for frames, lenses, or contacts every two years.	\$150 allowance for select eyeglass frames, lenses or contact lenses that aren't covered by Medicaid once every two years.
Discount Pharmacy / Over-the-Counter Benefits	\$25 gift packet which includes a first aid kit and a \$25 Walmart gift card for health-related items, for new members who complete the request form and send by return mail within 30 days of enrollment.	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.	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.

Value-Added Services	El Paso Health	Molina Healthcare of Texas	Superior HealthPlan
Sports and school physicals	Members between the ages of 4 and 18 can get a free sports physical each year.	One physical for school or sports each year for members age 5 through 19.	One sports/school physical each year.
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	One allergy-free pillowcase for members who are enrolled in the Asthma Disease Management Program.		Allergy-free mattress cover and pillowcase to help control asthma symptoms for members enrolled in Asthma Care Management.

Value-Added Services	El Paso Health	Molina Healthcare of Texas	Superior HealthPlan
Extra Help for Pregnant Women	<ul style="list-style-type: none"> <li>• Pregnant members can receive: <ul style="list-style-type: none"> <li>○ A free convertible car seat after attending a baby shower at El Paso Health.</li> <li>○ A First-Steps Baby Shower including a diaper bag, a starter supply of diapers, and other items for the baby.</li> </ul> </li> <li>• Gift cards for completing prenatal visits and after confirmation of those visits for: <ul style="list-style-type: none"> <li>○ \$25 - Prenatal visit in the first trimester or within 42 days of enrollment.</li> <li>○ \$25- 3rd prenatal visit.</li> <li>○ \$25 - 6th prenatal visit.</li> <li>○ \$25 - 9th prenatal visit.</li> <li>○ \$25 - flu shot during pregnancy.</li> <li>○ \$25 -a timely postpartum visit within 7 to 84 days of delivery.</li> </ul> </li> <li>• Pregnant STAR Members age 21 or older must receive four additional nutritional counseling/meal planning services to receive a \$25 Walmart gift card for healthy food related items.</li> <li>• In-home breastfeeding counseling support visits for postpartum members with high-risk pregnancies that require specialized intervention.</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>• 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> <li>• Telephonic health coaching to support smoking cessation efforts during pregnancy</li> <li>• Transportation to a prenatal or postpartum visit when member has additional riders (limited to child/children) and no other transportation options are available.</li> <li>• In-home support and assistance for pregnant members in OB Care Management.</li> </ul>
Home Visits	<p>“Virtual Connect by El Paso Health” is a service that provides face to face virtual visits for members with social determinants of health or complex conditions such as high-risk pregnancies, behavioral, or medical conditions that require specialized intervention.</p>	<p>Up to 8 hours of postpartum respite services that can be used for relaxation or rest for members three months after delivery.</p>	<ul style="list-style-type: none"> <li>• Home visit for members enrolled in Case Management for high-risk pregnancy.</li> <li>• In-home family support for members with complex needs in the first year of life.</li> </ul>

Value-Added Services	El Paso Health	Molina Healthcare of Texas	Superior HealthPlan
Health and Wellness Services	<ul style="list-style-type: none"> <li>• A \$25 “EPH Food from the Heart” food basket for new members after completing a new member orientation with El Paso Health.</li> <li>• Members 20 or younger can receive four additional nutritional/obesity counseling and meal planning services above the Medicaid benefit.</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>• A Joy for All™, battery-operated plush companion pet for members ages 5-17 enrolled in Case Management.</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>
Healthy Play and Exercise Programs	Up to \$35 discount for any sport, swim, or camp registration fee at participating YMCA's; once every 12 months.	Boys and Girls Club membership, where available, for members ages 6 to 18.	6-month membership to YMCA at participating locations for members from birth through age 17 and one additional adult family member.

Value-Added Services	El Paso Health	Molina Healthcare of Texas	Superior HealthPlan
Gift Programs	<ul style="list-style-type: none"> <li>• A \$15 gift card for members 20 and younger who complete a Texas Health Steps check up on time.</li> <li>• A \$20 gift card is offered to members ages 21 and older who get an annual preventative wellness exam.</li> <li>• A \$25 Walmart gift card is offered to members 20 years and younger who complete a follow-up psychiatrist visit within 7 days of a behavioral health inpatient hospital stay. Members can receive one Walmart gift card per year.</li> <li>• A Calming Kit that includes calming strips, pop-it fidgets, clickers, and fidget spinners is offered to members age 6 through 12 years with a prescription dispensed for ADHD medication and who complete a follow-up visit with a practitioner with prescribing authority within 30 days. Members can receive one Calming Kit per year.</li> <li>• A free “EPH Stay Safe kit” that includes 2 washable and reusable cloth masks, 2 mask covers, 4 disposable masks, gloves, hand sanitizers, thermometer, healthy tips on hand washing, and sanitizing wipes.</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 DTaP, 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>	<p>Pregnant members can earn rewards cards for completing the following:</p> <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>
Additional Behavioral Health Benefits	El Paso Health	Molina Healthcare of Texas	Superior HealthPlan
Online Mental Health Resources			Access to an online tool to support mental health and overall well-being.