

# Compare Extra Services Star Medical Plans Offer

## in the Lubbock Service Area

(Carson, Crosby, Deaf Smith, Floyd, Garza, Hale, Hockley, Hutchinson, Lamb, Lubbock, Lynn, Potter, Randall, Swisher, and Terry counties)



TEXAS  
Health and Human  
Services

TEXAS STAR  
Your Health Plan ★ Your Choice

### 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	FirstCare STAR	Superior HealthPlan
For questions or doctor information:	833-731-2160	800-431-7798	800-783-5386
TTY line for people with a hearing or speech disability:	711	7-1-1	800-735-2989
Help for mental health, drug, or alcohol problems:	833-731-2160	800-327-6934	800-783-5386
For prescription or medicine information:	833-235-2022	800-431-7798	800-783-5386
Health Plan Website:	<a href="https://wellpoint.com/tx/medicaid">https://wellpoint.com/tx/medicaid</a>	<a href="http://www.firstcare.com/STAR_Medicaid">www.firstcare.com/STAR_Medicaid</a>	<a href="http://www.SuperiorHealthPlan.com">www.SuperiorHealthPlan.com</a>

Value-Added Services	Wellpoint	FirstCare STAR	Superior HealthPlan
24-Hour Nurse Line	Toll-free helpline staffed by nurses available 24 hours a day, 7 days a week.	Talk to a Nurse – Nurse24™. Get answers 24 hours a day, 7 days a week.	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	<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>	One monthly ride for members to go to the grocery store, WIC appointments, health education classes, fitness centers, vocational trainings, job interviews, self-help group meetings, places of worship/religious services, pregnancy/ birthing classes, newborn classes, CPR/ first aid classes, FirstCare Member Advisory Groups, or FirstCare Baby Showers.	<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	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>	\$20 Gift Card for Members who participate in a Diabetes Disease Management program for not well controlled or very poorly controlled diabetes (Level 2 or 3).	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	Dental kit to keep teeth clean and healthy for members 21 and older.	Pregnant members age 21 and older can get up to \$500 a year for dental checkups which includes: <ul style="list-style-type: none"> <li>• Cleaning every 6 months</li> <li>• X-rays once a year</li> <li>• Simple extractions</li> <li>• Limited fillings</li> <li>• Fluoride treatments</li> </ul>	\$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>• Eye checkup once a year for Members age 21 and older.</li> <li>• Limited to \$200 for eyewear services normally not a covered benefit under the Medicaid program benefits (such as tint, anti-reflective coating, scratch resistant coating, deluxe lens, progressive lenses.) for adults (over 21 years of age).</li> </ul>	\$150 allowance for select eyeglass frames, lenses or contact lenses that aren't covered by Medicaid once every two years.

Value-Added Services	Wellpoint	FirstCare STAR	Superior HealthPlan
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 \$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.
Sports and School Physicals	1 each year for STAR members ages 4 to 19.	1 sports physical each year for Members age 19 and younger.	One sports/school physical each year.
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. 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.		
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>	\$25 Gift Card for members who participate in an asthma disease management program for not well controlled or very poorly controlled asthma (Level 2 or 3).	Allergy-free mattress cover and pillowcase to help control asthma symptoms for members enrolled in Asthma Care Management.

Value-Added Services	Wellpoint	FirstCare STAR	Superior HealthPlan
<p>Extra Help for Pregnant Women</p>	<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>• Expecting the Best(R) pregnancy management program.</li> <li>• Early enrollment in case management support program.</li> <li>• Access to a nurse 24 hours a day, 7 days a week.</li> <li>• Educational smart phone app.</li> <li>• Planning for delivery, including individual support during and after pregnancy.</li> <li>• Perinatal and Postpartum depression screening during pregnancy and until Medicaid coverage ends.</li> <li>• Parental education for newborn health.</li> <li>• Planning for returning to work.</li> <li>• Baby shower and Baby Safety program for pregnant members. Baby shower includes diaper bag and other small items.</li> <li>• \$20 gift card for Members attending a FirstCare Baby Shower and completing one prenatal visit during the 1st trimester or within 42 days of enrollment with FirstCare.</li> <li>• \$20 gift card for Members attending a FirstCare Baby Shower and a timely postpartum visit between 21 to 56 days after delivery.</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>
<p>Home Visits</p>		<p>In-home support for Pregnant FirstCare Members in Care Management for high-risk conditions such as diabetes, hypertension, and severe nausea.</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	Wellpoint	FirstCare STAR	Superior HealthPlan
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>• FirstCare Members will have access to quarterly wellness webinars.</li> <li>• Grow Well™ Smart Phone app for trusted health information for you and your family through every age and stage of life. Plus, you can directly connect to resources.</li> <li>• Online social services resource directory is available on the FirstCare member portal to locate community supports such as food and nutrition, housing, education, and employment services.</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	<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>		<ul style="list-style-type: none"> <li>• 6-month membership to YMCA at participating locations for members from birth through age 17 and one additional adult family member.</li> <li>• Up to \$60 allowance per calendar year toward a club membership or sports registration through Superior's partnerships with select Boys &amp; Girls Clubs. Activities may vary by location. Discount may be used toward: <ul style="list-style-type: none"> <li>○ One-time membership for members 6 to 18 years of age; OR</li> <li>○ One-time sports registration for members 6 to 12 years of age.</li> </ul> </li> </ul>

Value-Added Services	Wellpoint	FirstCare STAR	Superior HealthPlan
Gift Programs	<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 having a THSteps checkup on time.</li> <li>• Up to \$150 for Pregnant Members for completing the following: <ul style="list-style-type: none"> <li>○ \$75 for prenatal visit within the first trimester or within 42 days of FirstCare enrollment.</li> <li>○ \$75 for postpartum visit within 21 - 56 days of delivery.</li> </ul> </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	Wellpoint	FirstCare STAR	Superior HealthPlan
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.	\$20 gift card for timely follow-up after discharge from a behavioral health hospital stay.	
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.	FirstCare Members will have online access to information such as Caring for Family Members in Recovery and Understanding Substance Abuse Treatment.	Access to an online tool to support mental health and overall well-being.