

Compare Extra Services STAR Medical Plans Offer in the Tarrant Service Area (Denton, Hood, Johnson, Parker, Tarrant, and Wise 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.

	Aetna Better Health	Wellpoint	Cook Children's Health Plan
For questions or doctor information:	800-306-8612	833-731-2160	800-964-2247
TTY line for people with a hearing or speech disability:	800-735-2989	711	711
Help for mental health, drug, or alcohol problems:	800-306-8612	833-731-2160	800-964-2247
For prescription or medicine information:	800-306-8612	833-235-2022	877-908-6023 for providers 800-964-2247 for members
Health Plan Website:	www.aetnabetterhealth.com/texas	https://wellpoint.com/tx/medicaid	www.cookchp.org

Value-Added Services	Aetna Better Health	Wellpoint	Cook Children's Health Plan
24-Hour Nurse Line	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.	Toll-free helpline staffed by nurses available 24 hours a day, 7 days a week.	24-Hour Nurse Line.
Extra Help with Getting a Ride	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.	<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>CCHP will be covering for STAR Members:</p> <ul style="list-style-type: none"> • Additional riders if the Member or LAR cannot make other arrangements • Four (4) coordinated rides (one round trip per quarter) through Transportation Vendor to address Social Determinants of Health needs, for example: Scheduled appt at WIC offices, CCHP scheduled Member events/classes, MAG meetings, GED classes or continued education, Community Resource Centers for food, clothing, TX Workforce Commission, job interviews, grocery stores and other types of assistance.
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 	<ul style="list-style-type: none"> • \$150 Total Gift Card Reward per year for Members ages 18 and over with a diagnosis of diabetes who complete the following (\$25 gift card per component per year, \$150 maximum). The reward will be loaded to the Member's prepaid reloadable card. <ul style="list-style-type: none"> ○ Diabetes Health Risk Assessment ○ Having Hemoglobin A1c tested ○ Hemoglobin A1c <8% ○ Urine Protein test ○ Maintaining blood pressure of <140/90 (readings taken in a doctor's office or inpatient hospital are excluded) ○ Retinal eye exam. <p>This benefit does not apply to Members diagnosed with gestational diabetes.</p> • \$50 per year for pest control services for STAR Members enrolled in the asthma disease management program.
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.	Up to \$350 for basic and major dental services for pregnant women ages 21 years and older who are enrolled in the Cook Children's Health Plan Baby Steps program.

Value-Added Services	Aetna Better Health	Wellpoint	Cook Children's Health Plan
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. 		\$125 value for eyeglass frames/lenses or \$100 for contact lenses/fitting fees per year.
Discount Pharmacy / Over-the-Counter Benefits	<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"> \$30 gift card per household for over-the-counter products every six months for STAR pregnant women 21 years of age and older, upon request. Items include but are not limited to: <ul style="list-style-type: none"> Pain and Fever reducers Allergy sprays and gels Cold and Flu products First Aid Supplies Thermometers Acid Reducers Cough drops and Eye drops 15% discount on over-the-counter products purchased at Cook Children's Pharmacy. Items include but are not limited to: <ul style="list-style-type: none"> Pain and Fever reducers Allergy sprays and gels Cold and Flu products First Aid Supplies Thermometers Acid Reducers Cough drops and Eye drops <p>Excluding Medicaid covered benefits. Up to 80% discount on prescription medications for family members who do not have Medicaid or CHIP, upon request.</p>

Value-Added Services	Aetna Better Health	Wellpoint	Cook Children's Health Plan
Sports and School Physicals	Aetna Better Health will offer medically necessary sports physicals to any STAR member 19 years and younger who have completed a well-child visit.	1 each year for STAR members ages 4 to 19.	CCHP will provide one sports/school physical in addition to a Texas Health Steps exam per calendar year to enrolled members that are ages 3 through 18.
Temporary Phone Help	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.	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.	Reimbursement for up to \$25 per quarter for additional data for Members who qualify for the federal lifeline program.
Help for Members with Asthma	Members with an asthma diagnosis and enrolled in the asthma disease management program will receive the following, up to \$100 per year: <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"> • Up to \$100 per year for STAR Members with an asthma diagnosis and enrolled in the asthma disease management program for: <ul style="list-style-type: none"> ○ Pillow covers/mattress covers ○ Vent cleaning ○ Deep carpet cleaning ○ One peak flow meter and holding chamber or spacer. • \$100 towards a Hepafilter Vacuum for Members with moderate to severe asthma diagnosis enrolled in Asthma Disease Management Program.

Value-Added Services	Aetna Better Health	Wellpoint	Cook Children's Health Plan
<p>Extra Help for Pregnant Women</p>	<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"> • Up to \$100 for prepared childbirth, breast-feeding, or parenting classes per pregnancy. May be on-line or in person. • \$25 gift card for pregnant women for attending their first prenatal visit within 1st trimester or 42 days of enrollment. • \$25 gift card for pregnant women for attending their 3rd prenatal visit. • \$25 gift card for pregnant women for attending their 6th prenatal visit. • \$25 gift card for pregnant women for attending their 9th prenatal visit. • A \$50 gift card for postnatal members who complete a postpartum visit with an approved provider between 7-84 days after delivery. • Car seat class for first time mothers of Members under the age of 1 year. A free car seat will be given after completion of the class. • Safe Baby Sleep class for Parents/Guardian of Member under age 1 year. A pack-n-play will be distributed for those who attend and complete the class. • \$50 box of groceries or prepared meals for pregnant women who complete the CCHP initial health screening within 30 days of becoming a CCHP Member • \$50 box of healthy grocery or prepared meals (1box per month for up to 5 months) for high-risk pregnant women enrolled in case management.
<p>Home Visits</p>	<p>Virtual home visit for lactation consultant for all new moms.</p>		

Value-Added Services	Aetna Better Health	Wellpoint	Cook Children's Health Plan
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"> • Poison Prevention class for Parents/Guardians of Members. Parents/Guardians that complete the class are eligible to receive one medication lockbox per household. Liability form is required. • Lifeguard Your Child (Water Safety) course for drowning prevention for Parent/Guardian for members ages 0-4 years. Choice of one gift per member for completion of course from the following: Life jacket, goggles, beach towels, CPR lessons, or a turtle alarm. • \$25 gift card per year for Members 13 years and over who enroll and complete a tobacco cessation program. • Gun safety education class for Parents/Guardian of Members. Upon completion of class Parent/Guardian is eligible to receive one gun lock per household. • \$25 gift card for gynecological visit for females 16 years and older who had cervical cytology, cervical high risk human papilloma virus (hrHPV) testing, cervical cytology/hrHPV cotesting, or chlamydia screening. Eligible every 12 months. • \$25 gift card for members who attend 3 Cook Children's Health Plan virtual education sessions up to 2 times a year per household. • Online community resource directory for help securing information on parenting, community resources, activities, classes, exercise and nutrition information in the surrounding counties.
Healthy 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. 	<p>Access to the Boys and Girls club where available, at no cost to Members 6 to 21 years of age.</p>

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<p>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"> • \$25 gift card for members age 2 to 21 years who complete a Texas Health Steps well visit per year. • \$25 gift card for members completing a checkup at 2 weeks of age. • \$25 gift card for members completing a checkup at 2 months of age. • \$25 gift card for members completing a checkup at 4 months of age. • \$25 gift card for members completing a checkup at 6 months of age. • \$25 gift card for members completing a checkup at 9 months of age. • \$25 gift card for members completing a checkup at 12 months of age. • \$25 gift card for members completing a checkup at 15 months of age. • \$25 gift card for members completing a checkup at 18 months of age. • CCHP will provide a one-time bathtub kneeling pad per household for CCHP Members ages 3 months to 3 years to prevent drowning during bath time. • \$25 gift card for Members ages 9-13 years who obtain the HPV vaccine. • Up to \$40 reimbursement for one-time GED testing fee for members 17years and over. • \$50 one-time gift card for school supplies when Member complete required Meningococcal, TDAP, and HPV immunizations. For ages 9-13 years. Must be enrolled with CCHP for a minimum of 6 months. • \$50 towards utilities set up fees (water, gas, or electricity) for one household per family for members who complete the Initial Health Needs Screening (IHNS). Each member within a household must complete the IHNS within 30 days of enrollment. • \$125 towards housing deposit fee for house, apartment or hotel for one household per family for members who complete the Initial Health Needs Screening (IHNS). Each member within a household must complete the IHNS within 30 days of enrollment. • \$10 gift card for CCHP members ages 4-9 years of age who complete 1 dental cleaning annually. • \$10 gift card for members ages 6 months and up who receive a COVID-19 vaccine or booster shot. Proof of vaccine required within 30 days of receipt of vaccine. • \$50 Gift card used towards the purchase of diapers and/or wipes for members ages 0-2 years whose parent/guardian attend an annual parenting class offered by CCHP. One per household per year.

Additional Behavioral Health Benefits	Aetna Better Health	Wellpoint	Cook Children's Health Plan
Inpatient Follow -up Incentive Program	<p>\$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.</p>	<p>\$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>	<ul style="list-style-type: none"> • \$25 gift card for Members 13 years of age and older who have a diagnosis of Alcohol or Drug Abuse (AOD) or dependency and receive treatment through an inpatient AOD admission, outpatient visits, intensive outpatient encounter or partial hospitalization, within 14 days of diagnosis. • \$25 gift card for Members who complete a follow-up visit with their Behavioral Health Provider within 7 days of leaving the Behavioral Health Facility. • \$25 gift card one-time for Members ages 6-12 years and newly diagnosed with ADHD who follow up with a practitioner within 30 days after receiving the new medication.
Online Mental Health Resources	<p>https://www.aetnabetterhealth.com/texas/members/behavior</p>	<p>Free 24/7 Secure Online tool accessible through web or mobile app to help member learn to reduce stress, anxiety, or depression.</p>	<p>Online social services resource directory to locate community supports such as food and nutrition, housing, education, and employment services.</p>