

Compare Extra Services STAR Medical Plans Offer in the Travis Service Area (Bastrop, Burnet, Caldwell, Fayette, Hays, Lee, Travis, and Williamson 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.

| | Blue Cross and Blue Shield of Texas | Dell Children's Health Plan | Superior HealthPlan |
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| For questions or doctor information | 888-657-6061 | 855-921-6284 (TTY 711) | 800-783-5386 |
| TTY line for people with a hearing or speech disability: | 711 | 855-921-6284 (TTY 711) | 800-735-2989 |
| Help for mental health, drug, or alcohol problems: | 800-327-7390 | 855-921-6284 (TTY 711) | 800-783-5386 |
| For prescription or medicine information: | 888-657-6061 | 855-921-6284 (TTY 711) | 800-783-5386 |
| Health Plan Website: | www.bcbstx.com/star | DellChildrensHealthPlan.com | www.SuperiorHealthPlan.com |

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| 24-Hour Nurse Line | Members may call our 24/7 Nurseline any time day or night and get health information and help deciding when to go to the doctor or ER. Nurses are available to provide general health management information. Nurses deliver relevant information on health issues and community health services. Teens can call and confidentially speak to a nurse about adolescent health issues. | Toll-free helpline staffed by nurses available 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 | Members can get free rides to approved services not covered by Medicaid such as WIC visits, BCBS TX member events and meetings, approved health classes, approved summer camps, coverage to bring additional children to any covered Medicaid service. | <ul style="list-style-type: none"> • Additional passengers accompanying members to their appointments; in excess of what's currently allowed, must be prior authorized by the Health Plan due to space limitations. • Members can get a ride to WIC, food banks, grocery stores, Dell Children's meetings, child day care, houses of worship, employment search, library, and approved extra services. | <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. |
| Disease Management | Members who join the Special Beginnings program will have access to breastfeeding education information provided by Special Beginnings nurses. | <ul style="list-style-type: none"> • \$20 Gift card for Diabetes Screening: Blood Sugar Test (HbA1c). • \$20 Gift card for Diabetes Maintenance: achieve glucose level HbA1c less than 8. • Additional Interactive Tools for Members who are enrolled in our Care Management Programs for: <ul style="list-style-type: none"> ○ Diabetes. ○ Substance Abuse. ○ Hypertension. ○ Weight Management. | 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 | Members 21 and older can receive dental services up to \$250 per year. | Up to \$500 for checkups, x-rays, cleanings, fillings, and extractions each year for members 21 and older. | \$250 toward routine dental exam and cleaning, x-rays, and fluoride application for pregnant women age 21 and older. |

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| Extra Vision Services | <p>\$150 allowance for STAR members ages 18 and under toward one upgrade to eyewear such as one pair of stylish frames (upgraded from basic), an upgrade to lenses, contact lenses or an additional pair of glasses every year after the completion of an eye exam.</p> | <ul style="list-style-type: none"> • Up to \$100 for nicer lenses and frames every 2 years, including Medicaid benefit. • Up to \$100 for contacts (standard and disposable) every 2 years, including Medicaid benefit. | <p>\$150 allowance for select eyeglass frames, lenses or contact lenses that aren't covered by Medicaid once every two years.</p> |
| Discount Pharmacy / Over-the-Counter Benefits | <p>All members get a free membership to Blue365, a program which offers discounts for health and wellness products and services. Discount types include:</p> <ul style="list-style-type: none"> • Apparel and Footwear • Fitness • Hearing and Vision • Home and Family • Nutrition • Personal Care | <ul style="list-style-type: none"> • \$25 Gift card for over-the-counter products for member's ages 6 months through 24 months for receiving the full series of the flu vaccine. • \$25 Gift card to members 3 and older who receive an annual flu vaccine. | <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> |
| Sports and School Physicals | <p>STAR members can get 1 free sports and camp physical each year.</p> | <p>1 each year for members.</p> | <p>One sports/school physical each year.</p> |
| Temporary Phone Help | | <ul style="list-style-type: none"> • Free cell phone. • Unlimited Minutes, Text and Data. • 2.5 GB monthly mobile hotspot data. • Upgraded phone or services, based upon availability. | |
| Help for Members with Asthma | <p>Members who fill a prescription for an asthma medication for four months in a row are eligible to receive one (1) \$25 gift card per calendar year.</p> | <ul style="list-style-type: none"> • Allergy-free pillow cover to help control asthma symptoms when enrolled in Dell Children's Asthma management program. • Allergy-free mattress cover available in sizes Twin-King for members who participate in Dell Children's Asthma Management Program. • Additional Interactive Tools for Members who are enrolled in the asthma management program. | <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"> • Pregnant members can get a free infant car seat or pack and play by enrolling in Special Beginnings and going to a prenatal visit in the first trimester or within 42 days of joining our plan. • Pregnant members are eligible to take online prenatal classes available in English and 15 other languages using a computer or mobile app. One diaper bag with diapers and other baby care items will be awarded per member upon completion of the class. • Pregnant members can earn a \$50 gift card for completing a prenatal visit in the first trimester or within 42 days of joining our plan. • Earn a \$25 gift card for completing a postpartum visit within 7 to 84 days after having a baby. | <ul style="list-style-type: none"> • \$50 Gift card for receiving prenatal checkup in the 1st trimester or within 42 days of enrollment with the health plan in any trimester. • \$75 Gift card for receiving post-partum checkup 7 to 84 days after giving birth. • Help getting a ride to pregnancy, or birthing classes. • Pregnancy, post-partum, and newborn educational materials provided to pregnant members. • Prenatal classes and baby showers for pregnant members with giveaway items that may include diaper bags and blankets. • Pregnant members can receive a convertible car seat by going to prenatal visits. • Pregnant Members or members that have delivered in last 60 days receive a newborn care kit that may include: Diaper Bag, baby blanket, digital thermometer, baby monitor. • Breastfeeding support kit including breast feeding information and a variety of other aides such as breastfeeding pillow, nursing cover and nursing pad. • Pregnant members receive support kit and help to quit smoking, including gift card incentives. | <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 | | Home visits for members when pregnant and after delivery. Doula services available during birth and after as well. | <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 | <ul style="list-style-type: none"> • Pregnant members can get up to \$50 worth of fresh and healthy produce delivered to their home one time during their pregnancy each calendar year. • Members may be eligible for up to 14 lunch and dinner meals to be delivered to their home after a qualifying hospital discharge. • BCBSTX members can access our community resource platform to get information about local community service programs. Members can ask BCBSTX for help with a referral or self-refer to an agency to request free or reduced-cost services and assistance with financial needs, food medical care, and more. | <ul style="list-style-type: none"> • \$40 gift voucher to be redeemed at Dell Children's Medical Center's Simply Safety Center for members who get an annual checkup within 90 days of enrollment to the plan. • Fresh Food, Fruits, Vegetables, or prepared meals in home delivery after having a baby. • Online social services resource directory is available on the Dell Children's Health Plan member website to locate community supports such as food and nutrition, housing, education, and employment services. • Spiritual Care attend to our members spiritual needs as they cope with illness, loss, grief or pain and to help them heal emotionally regaining a sense of spiritual wellbeing. Speak with a chaplain and/or access practices and techniques to support overall wellbeing and spiritual health online. • Nicotine Recovery Support Program online accessible from your mobile: Free Personalized Support for all Stages of Recovery from Nicotine, including Smoking, Vaping or Smokeless Tobacco, interactive tools that include Quit P.L.A.N, and information on slips and relapses. • Expert guidance for children with health conditions in public schools needing IEP or 504 accommodations. • Emergency food delivery available due to significant life event, for example, new illness or diagnosis, recent job loss, natural disasters. • Movie theatre gift card for children with autism, for Sensory Friendly Films. • Educational advocacy assistance in PreK-12 public schools for individuals with health comorbidities and intellectual or developmental disabilities. • Mobile learning app for children 2 to 8 years old with autism or speech delay. | <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. |
| Healthy Play and Exercise Programs | <p>STAR members can receive up to \$50 reimbursed for participating in a Health and Wellness program one time each calendar year. This includes but is not limited to: YMCA, Boys and Girls Club, sports, swim, music or camp of the member's choice.</p> | <ul style="list-style-type: none"> • Overnight summer and spring break camp for children 9 to 18 years old. • Membership at YMCA of Hays locations for Dell Children's Health Plan members up through age 12. • Planet Fitness membership for members 15 years old and older. • Up to \$50 per semester for Boys & Girls Club membership for members. • Online Pregnancy and Early Parenting Program accessible 24/7 through web or mobile app provides support to New and Expecting Parents. | <ul style="list-style-type: none"> • 6-month membership to YMCA at participating locations for members from birth through age 17 and one additional adult family member. • Up to \$60 allowance per calendar year toward a club membership or sports registration through Superior's partnerships with select Boys & Girls Clubs. Activities may vary by location. Discount may be used toward: <ul style="list-style-type: none"> ○ One-time membership for members 6 to 18 years of age; OR ○ One-time sports registration for members 6 to 12 years of age. |

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| Gift Programs | <ul style="list-style-type: none"> • One \$120 gift card for infants who get 6 Texas Health Steps checkups by 15 months of age • \$25 Gift Card for a child or adolescent to get a well-child check-up each calendar year. • Members age 9-13 can receive a \$25 gift card when complete full series of three (3) HPV vaccines. | <ul style="list-style-type: none"> • \$20 Gift card each year for members receiving their timely Texas Health Steps checkup. • \$120 Gift card for members who receive all 6 Texas Health Steps checkups per the state approved schedule. • \$20 Gift debit card for each timely Texas Health Steps checkups at 18, 24 and 30 months (\$60 Total). • \$20 Gift card for receiving the full series of the Rotavirus Vaccine. • \$20 Gift card for members newly diagnosed with ADHD and have a follow up visit with their prescribing provider within 30 days after starting their medication treatment. • \$50 gift card for members receiving the full series of the Immunizations for Adolescents (IMA). • \$25 gift card for women receiving a chlamydia screening by age 24. • Members can get on-line classes and coaching to prepare for the high school equivalency test (GED) covered to encourage the completion of high school-level education. • Members can get the costs of the high school equivalency test (GED) covered to encourage the completion of high school-level education. • Members between the school grades 9 and 12 are eligible for a \$25 reward card per semester for either of the following achievements by the end of the school year (limit 2 reward cards per school year): <ul style="list-style-type: none"> ○ A GPA of 3.0 or greater. ○ Attendance record of 90% or higher. ○ Member attends their IEP or 504 meeting. | <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 | Blue Cross and Blue Shield of Texas | Dell Children's Health Plan | Superior HealthPlan |
| Inpatient Follow-up Incentive Program | \$50 gift card for members who complete a follow-up visit with a behavioral health provider within 7 days of hospital discharge | \$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. | |
| Online Mental Health Resources | <p>Members will have access to our online Behavioral Health tools where they can login to get information on behavioral health topics, including:</p> <ul style="list-style-type: none"> • Social Anxiety • Depression • Stress, Anxiety & Worry • Insomnia • Substance Use • Panic Attack | Free 24/7 Secure Online tool accessible through web or mobile app to help member learn to reduce stress, anxiety, depression, or substance abuse. | Access to an online tool to support mental health and overall well-being. |