

Compare Extra Services CHIP Medical Plans Offer in the Bexar Service Area

(Atascosa, Bandera, Bexar, Comal, Guadalupe, Kendall, Medina, and Wilson counties)



Every CHIP medical plan offers basic CHIP 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 | Amerigroup | Community First Health Plans | Superior HealthPlan |
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| For questions or doctor information: | 866-818-0959 | 800-600-4441 | 800-434-2347 | 800-783-5386 |
| TTY line for people with a hearing or speech disability: | 800-735-2989 | 711 English and Español | 800-390-1175 | 800-735-2989 |
| Help for mental health, drug, or alcohol problems: | 866-818-0959 | 800-600-4441 | 877-221-2226 | 800-783-5386 |
| For prescription or medicine information: | 866-818-0959 | 800-600-4441 | 800-434-2347 | 800-783-5386 |
| Health Plan Website: | www.aetnabetterhealth.com/texas | www.myamerigroup.com/tx/benefits/chip-benefits.html | www.cfhp.com | www.SuperiorHealthPlan.com |

| Value-added Services | Aetna Better Health | Amerigroup | Community First Health Plans | Superior HealthPlan |
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| 24-Hour Nurse Line | Registered Nurses will help CHIP members understand physical health issues, provide information on treatment options, review specific questions to ask their PCP and other providers and provide research analyses of treatments and diagnostic procedures. The Registered Nurses will support patient/provider interaction by encouraging members to give a clear medical history and information to providers and to ask clarifying questions. Through Informed Health Line (IHL) members will also have 24-hour access to an audio health library with information on more than 2,000 topics, available in both English and Spanish. | Yes | CFHP 24-hour nurse advice line is a health info line staffed by registered nurses who are ready to answer your questions every day. | 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. |

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| Extra Help Getting a Ride | <p>Daily bus pass/token or cab fare to Aetna Better Health CHIP 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.</p> | <ul style="list-style-type: none"> • Help getting a ride to doctor visits for CHIP members with chronic illnesses. • Community Transportation is available to members to visit WIC offices or attend Member Advisory Group meetings. | <p>Help getting a ride for medical, behavioral visits, CFHP sponsored events, health classes, and Member Advisory Group meetings.</p> | <p>Help getting a ride to behavioral health-related visits for members age 6 and older.</p> |
| Disease Management | <p>Aetna Better Health will offer CHIP members with an asthma diagnosis and enrolled in the asthma disease management program the following, up to \$100:</p> <ul style="list-style-type: none"> • One peak flow meter and holding chamber or spacer each year • Pest control • Hypoallergenic bedding • Vent cleaning • Deep carpet cleaning | <p>Pregnancy, post-partum, and newborn educational materials provided to pregnant members.</p> | <p>Healthy Expectations Prenatal Program: Pregnancy outreach and education for pregnant members.</p> | |
| Dental Services | <p>Aetna Better Health CHIP members have access to oral care products are available through the drug store program.</p> | | <p>Low-cost dental services for family members.</p> | |
| Extra Vision Services | <p>Fitting checkup and 20 percent off certain contact lenses and an additional \$100 above the existing benefit towards contact lens a year for Aetna Better Health CHIP members 12 and older. Must be medically necessary. \$100 limit per 12-month period.</p> | | <p>Enhanced vision services up to \$125 for frames or \$75 for contact lenses available every year for members age 21 and younger and every other year for members age 22 and older.</p> | <p>\$150 allowance for select eyeglass frames, lenses or contact lenses that aren't covered by CHIP once every 12 months.</p> |

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| Discount Pharmacy / Over-the-Counter Benefits | <p>Discount drug store services. Limited to \$25 per month per Aetna Better Health CHIP household. These products include*:</p> <ul style="list-style-type: none"> • Baby Care • Cold Remedies • Digestive Health • Eye Care • First Aid Supplies • Home Diagnostics • Incontinence • Oral Care • Pain Relievers • Personal Care • Foot 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.</p> <ul style="list-style-type: none"> • This benefit covers Over-the Counter (OTC) medications and other products items that do not need a prescription and are not otherwise covered benefit. | | Up to 80% discount on prescription medicines for family members who do not have Medicaid or CHIP coverage. | Up to \$25 allowance for over-the-counter items mailed to your home every three months. The enhanced OTC catalog has new items such as diapers, shampoo, deodorant, toothpaste, and laundry detergent. No prescription required. |
| Sports and School Physicals | Aetna Better Health will offer medically necessary sports physicals to any CHIP member 19 years and younger who have completed a well-child visit. | 1 each year for CHIP members ages 6 to 18. | One Free Sports Physical per year for Members age 18 and younger. | One sports physical each year for CHIP members age 4 to 18. |
| Temporary Phone Help | Unlimited text messaging for Aetna Better Health CHIP members enrolled in the Federal Lifeline Program including free health education messages from Text4Babies, Text4Kids, and Text4Health and call minutes at no cost. | 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. Amerigroup 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. | Free smart phone with up to 500 minutes including unlimited text, and 1GB of data per month including free health education messages for Text4Baby. | <ul style="list-style-type: none"> • Up to 750 additional minutes per month for members using Safelink phones who are enrolled in a case management program. • Connections Plus Phone and monthly minutes for members who don't qualify for a Safelink phone and who are enrolled in a case management program. |

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| <p>Help for Members with Asthma</p> | <p>Aetna Better Health will offer CHIP members with an asthma diagnosis and enrolled in the asthma disease management program the following, up to \$100:</p> <ul style="list-style-type: none"> • One peak flow meter and holding chamber or spacer each year • Pest control • Hypoallergenic bedding • Vent cleaning • Deep carpet cleaning | <p>1 allergy-free pillow cover each year for certain CHIP members 18 and younger who have asthma and are in a disease management program.</p> | <ul style="list-style-type: none"> • 1 peak flow meter and aerosol holding chamber each year for members with asthma. • 1 allergy free protector pillowcase each year for members with asthma. • \$10 Gift Card upon completion of asthma education session. | <p>Allergy-free mattress cover and pillowcase to help control asthma symptoms when enrolled in Superior's asthma management program.</p> |
| <p>Extra Help for Pregnant Women</p> | <p>Pregnancy handbook for pregnant Aetna Better Health CHIP members in case management.</p> | <ul style="list-style-type: none"> • \$25 debit card for receiving prenatal checkup in the 1st trimester or within 42 days of enrollment with the health plan in any trimester. • \$50 debit card receiving post-partum checkup 21 to 56 days after giving birth. • Help getting a ride to pregnancy, birthing or newborn classes. | <ul style="list-style-type: none"> • Pregnancy outreach and education for CHIP and CHIP Perinate Members. • Free Baby Car Seat or Pack and Play Portable Play Yard • Free diaper bag with baby supplies including baby wipes and other baby items. • Pregnant members can receive gift cards for completing prenatal services following confirmation after visit: <ul style="list-style-type: none"> ○ \$10 for attending Mommy and Me Baby Shower ○ \$20 for enrolling into Healthy Expectations Program and agreeing to receive Healthy Baby Texts ○ \$20 for prenatal visit in first trimester or within 42 days of enrollment with CFHP ○ \$20 for receiving flu shot ○ \$20 for postpartum visit between 7 and 84 days after delivery (to qualify for this incentive-date of visit must occur prior to end of member eligibility) ○ Up to \$50 reimbursement for birthing class or towards pregnancy pillow • Free gifts for fathers who attend Mommy and Me Baby Showers with mom. | <ul style="list-style-type: none"> • Pregnant members receive a diaper bag, starter supply of diapers, and educational materials by participating in the Start Smart for Your Baby® program and: <ul style="list-style-type: none"> ○ Completing a Notification of Pregnancy (NOP) form and; ○ Receiving pregnancy-related education and information by attending a community baby shower or downloading a pregnancy program mobile app and engaging for 30 days. • Pregnant members receive a convertible car seat by: <ul style="list-style-type: none"> ○ Completing a Notification of Pregnancy (NOP) form; ○ Attending a baby shower or engaging with the pregnancy program mobile app for 30 days and; ○ Completing one prenatal visit within the first trimester of pregnancy or 42 days of enrollment with Superior. ○ Book with relevant topics for pregnant members in their first trimester and enrolled in Care Coordination. |

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| Home Visits | | | Home visits for high-risk members enrolled in Case Management. | Home visit for high-risk CHIP members in the Asthma Management Program or members in Care Management for high risk pregnancy. |
| Health and Wellness Services | <ul style="list-style-type: none"> • Stop-smoking counseling for non-pregnant Aetna Better Health CHIP members 12 and older and stop-smoking products for members 18 and older, up to \$200 each year after the CHIP benefit is exhausted. • Weight loss program including family counseling with a nutritionist / dietician for non-pregnant Aetna Better Health CHIP members ages 12 to 19; with a body mass index higher than 85th percentile. Precertification required. | Coaching, written and online education and nicotine replacement therapy products including over-the-counter patches, gum or lozenges, for members 18 and older, delivered to the member's home. | <ul style="list-style-type: none"> • Free toddler booster seat for children 4 to 10 years current with their CHIP Well Child Medical Checkup. • Online Social Services resource directory available on the CFHP member website to locate community supports such as food and nutrition, housing, education, and employment services. • Stop smoking classes with education. There is no cost. • Free notary services for medical documents for members. • Free Zumba classes for members and family members with free fitness giveaway. • Bike safety and repair classes with free giveaway. • Online member focused mental health resources. | <ul style="list-style-type: none"> • Parenting education classes. • Pregnant members receive a smoking cessation support kit upon enrolling in the Puff-Free Pregnancy program and completing initial assessment. • \$20 rewards card for members enrolled in Care Management for downloading the Wellframe app and participating in a care program for 30-days after discharge from the hospital. Available one time every six months. • 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 | | Up to \$50 per school semester for Boys and Girls Club basic membership for CHIP members ages 6 to 18, where available. | <ul style="list-style-type: none"> • Disease Prevention Classes for Members: Online Social Services resource directory available on the CFHP member website to locate community supports such as food and nutrition, housing, education, and employment services. • Free Zumba classes for members and family members with free fitness giveaway. • Bike safety and repair classes with free giveaway. | <p>Up to \$60 allowance toward swim lessons or a sports registration through Superior's partnerships with select YMCAs. Activities may vary by location. Discount may be used toward:</p> <ul style="list-style-type: none"> • One session of swim lessons for members up to 12 years of age; OR • One-time sports registration for members 3 to 12 years of age. |

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| <p style="text-align: center;">Gift Programs</p> | <ul style="list-style-type: none"> • \$50 worth of diapers, baby wipes and similar baby items for pregnant Aetna Better Health CHIP members who complete a minimum of 10 prenatal visits and 1 postpartum visit. • A onetime \$125 gift card at no cost to you for completing Texas Health Steps/well-child checkups/visits at 2 weeks and 2, 4, 6, 9, 12, and 15 months of age. Upon completion of these checkups, Members will call Member Services to redeem and request one \$125 gift card. • One \$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. • One \$25 gift card at no cost to you each time an annual Texas Health Steps/well-child checkups/visits is received for the years 3-20. 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. | <ul style="list-style-type: none"> • \$120 debit card for members 15 months and younger who get all 6 well-child checkups on schedule. • Up to a total \$60 debit card for members who get each well-child checkups at 18, 24 and 30 months (\$20 each) on schedule. • \$20 debit card per checkup for members ages 3 to 18 who get their well-child checkups on schedule each year. • \$20 debit card for getting the full series of the rotavirus vaccine across different days 42 days after birth through 2 years. • \$20 debit card to members 6 months through 2 years for getting the full series of the flu vaccine. • Free first aid kit to members who complete an online personal disaster kit. • \$20 debit 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. | <p>Up to \$260 in Gift programs:</p> <p>Gift program for pregnant moms:</p> <ul style="list-style-type: none"> • \$10 for attending a Mommy and Me Baby Shower • \$20 upon enrollment into prenatal program. • \$20 for prenatal visit in first trimester or within 42 days of enrollment with CFHP • \$20 for receiving flu shot • \$20 for postpartum visit between 7 and 84 days after delivery (to qualify for this incentive-date of visit must occur prior to end of member eligibility) • Up to \$50 reimbursement for birthing class or towards pregnancy pillow <p>Gift Program for Asthma:</p> <ul style="list-style-type: none"> • \$10 gift card upon completion of asthma education sessions. <p>Gift programs for members with diabetes:</p> <ul style="list-style-type: none"> • \$20 gift card upon enrollment into Diabetes in Control program. • \$10 gift card upon completion of diabetes education sessions. • \$10 gift card for dilated eye exam. • \$10 gift card upon completion of A1c screening. <p>Gift Program for General Assessment:</p> <ul style="list-style-type: none"> • \$10 Gift Card for completing General Assessment <p>Gift Program for Behavioral Health:</p> <ul style="list-style-type: none"> • \$25 Gift card for members who complete a follow-up visit with a behavioral health provider within 7 days of discharge <p>Gift Program for Adolescent Immunizations:</p> <ul style="list-style-type: none"> • \$25 in gift cards for completion of adolescent immunizations. | <p>Pregnant members can earn rewards cards for completing the following:</p> <ul style="list-style-type: none"> • \$20 for prenatal visit within first trimester or 42 days of Superior enrollment. • \$20 for 3rd prenatal visit. • \$20 for 6th prenatal visit. • \$20 for 9th prenatal visit. • \$20 for postpartum visit within 21-56 days of delivery. |

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| Extra Foot Doctor (Podiatry) Services | Aetna Better Health CHIP members have access to foot care products are available through the drug store program. | | | |

| Additional Behavioral Health Benefits | Aetna Better Health | Amerigroup | Community First Health Plans | Superior HealthPlan |
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| Inpatient Follow-up Incentive Program | Free \$25 gift card for CHIP members who complete a follow-up visit with their behavioral health provider within 7 days of leaving the behavioral health facility. | \$20 debit 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. | \$25 Gift card for members complete a follow-up visit with a behavioral health provider within 7 days of discharge. | \$20 rewards card and journal for members age 6-18 who complete a follow-up visit within 7 days of hospital discharge. Available one time per year. |
| Online Mental Health Resources | https://www.aetnabetterhealth.com/texas/members/behavior | Free 24/7 Secure Online tool accessible through web or mobile app to help member learn to reduce stress, anxiety, depression or substance abuse. | Online educational mental health related resources. | Access to mobile app to support mental health and overall well-being. |