

## Compare Extra Services CHIP 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)

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.

	FirstCare CHIP	Superior HealthPlan
For questions or doctor information:	877-639-2447	800-783-5386
TTY line for people with a hearing or speech disability:	7-1-1	800-735-2989
Help for mental health, drug, or alcohol problems:	800-327-6934	800-783-5386
For prescription or medicine information:	877-639-2447	800-783-5386
Health Plan Website:	<a href="http://www.firstcare.com/CHIP">www.firstcare.com/CHIP</a>	<a href="http://www.SuperiorHealthPlan.com">www.SuperiorHealthPlan.com</a>

Value-added Services	FirstCare CHIP	Superior HealthPlan
24-Hour Nurse Line	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		Help getting a ride to behavioral health-related visits for members age 6 and older.
Extra Vision Services		\$150 allowance for select eyeglass frames, lenses or contact lenses that aren't covered by CHIP once every 12 months.
Discount Pharmacy / Over-the-Counter Benefits		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	1 sports physical each year for Members age 19 and younger.	One sports physical each year for CHIP members ages 4 to 18.

Value-added Services	FirstCare CHIP	Superior HealthPlan
Temporary Phone Help		<ul style="list-style-type: none"> <li>• Up to 750 additional minutes per month for members using Safelink phones who are enrolled in a case management program.</li> <li>• 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.</li> </ul>
Help for Members with Asthma	\$25 Gift Card for participation in Asthma Disease Management for not well controlled or very poorly controlled asthma (Level 2 or 3).	Allergy-free mattress cover and pillowcase to help control asthma symptoms when enrolled in Superior's asthma management program.
Extra Help for Pregnant Women	<ul style="list-style-type: none"> <li>• "Expecting The Best" pregnancy management program. <ul style="list-style-type: none"> <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 text messages throughout pregnancy and baby's first year.</li> <li>○ Planning for delivery, including individual support during and after pregnancy.</li> <li>○ Postpartum depression screening following delivery.</li> <li>○ Parental education for newborn health.</li> <li>○ Planning for returning to work.</li> </ul> </li> <li>• Baby Shower and Baby Safety program for pregnant members. Baby shower includes diaper bag and other small items.</li> </ul>	<ul style="list-style-type: none"> <li>• 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"> <li>○ Completing a Notification of Pregnancy (NOP) form and;</li> <li>○ Receiving pregnancy-related education and information by attending a community baby shower or downloading a pregnancy program mobile app and engaging for 30 days.</li> </ul> </li> <li>• Pregnant members receive a convertible car seat by: <ul style="list-style-type: none"> <li>○ Completing a Notification of Pregnancy (NOP) form;</li> <li>○ Attending a baby shower or engaging with the pregnancy program mobile app for 30 days and;</li> <li>○ Completing one prenatal visit within the first trimester of pregnancy or 42 days of enrollment with Superior.</li> <li>○ Book with relevant topics for pregnant members in their first trimester and enrolled in Care Coordination.</li> </ul> </li> </ul>
Home Visits		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	FirstCare Members will have access to quarterly wellness webinars.	<ul style="list-style-type: none"> <li>• Pregnant members receive a smoking cessation support kit upon enrolling in the Puff-Free Pregnancy program and completing initial assessment.</li> <li>• \$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.</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>

Value-added Services	FirstCare CHIP	Superior HealthPlan
Healthy Play and Exercise Programs		<ul style="list-style-type: none"> <li>• 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: <ul style="list-style-type: none"> <li>○ One session of swim lessons for members up to 12 years of age; OR</li> <li>○ One-time sports registration for members 3 to 12 years of age.</li> </ul> </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>
Gift Programs	<ul style="list-style-type: none"> <li>• \$25 gift card for having a well-child checkup on time.</li> <li>• \$25 gift card for PCP visit after a hospital discharge or emergency room visit for member who has depression or anxiety.</li> </ul>	<p>Pregnant members can earn rewards cards for completing the following:</p> <ul style="list-style-type: none"> <li>• \$20 for prenatal visit within first trimester or 42 days of Superior enrollment.</li> <li>• \$20 for 3rd prenatal visit.</li> <li>• \$20 for 6th prenatal visit.</li> <li>• \$20 for 9th prenatal visit.</li> <li>• \$20 for postpartum visit within 21-56 days of delivery.</li> </ul>
Additional Behavioral Health Benefits	FirstCare CHIP	Superior HealthPlan
Inpatient Follow-up Incentive Program	\$20 gift card for timely follow-up after discharge from a behavioral health hospital stay.	\$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	FirstCare Members will have online access to information such as Caring for Family Members in Recovery and Understanding Substance Abuse Treatment.	Access to mobile app to support mental health and overall well-being.