

## Compare Extra Services CHIP Medical Plans Offer in the Tarrant Service Area (Denton, Hood, Johnson, Parker, Tarrant, and Wise counties)



TEXAS  
Health and Human  
Services



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	Cook Children's Health Plan
For questions or doctor information:	800-245-5380	800-600-4441	800-964-2247
TTY line for people with a hearing or speech disability:	800-735-2989	711 English and Español	682-885-2138
Help for mental health, drug, or alcohol problems:	800-245-5380	800-600-4441	855-481-7045
For prescription or medicine information:	800-245-5380	800-600-4441	877-908-6023 for providers 800-964-2247 for members
Health Plan Website:	<a href="http://www.aetnabetterhealth.com/texas">www.aetnabetterhealth.com/texas</a>	<a href="http://www.myamerigroup.com/tx/benefits/chip-benefits.html">www.myamerigroup.com/tx/benefits/chip-benefits.html</a>	<a href="http://www.cookchp.org">www.cookchp.org</a>

Value-added Services	Aetna Better Health	Amerigroup	Cook Children's Health Plan
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	Yes
Extra Help with Getting a Ride	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.	<ul style="list-style-type: none"> <li>• Help getting a ride to doctor visits for CHIP members with chronic illnesses.</li> <li>• Community Transportation is available to members to visit WIC offices or attend Member Advisory Group meetings.</li> </ul>	

Value-added Services	Aetna Better Health	Amerigroup	Cook Children's Health Plan
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"> <li>• One peak flow meter and holding chamber or spacer each year</li> <li>• Pest control</li> <li>• Hypoallergenic bedding</li> <li>• Vent cleaning</li> <li>• Deep carpet cleaning</li> </ul>	<p>Pregnancy, post-partum, and newborn educational materials provided to 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>Up to \$350 for basic and major dental services for CHIP Perinate members enrolled in the Cook Children's Health Plan Baby Steps program.</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>\$125 for eyeglass frames/lenses or \$75 for contact lenses/fitting fees.</p>
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"> <li>• Baby Care</li> <li>• Cold Remedies</li> <li>• Digestive Health</li> <li>• Eye Care</li> <li>• First Aid Supplies</li> <li>• Home Diagnostics</li> <li>• Incontinence</li> <li>• Oral Care</li> <li>• Pain Relievers</li> <li>• Personal Care</li> <li>• Foot Care</li> <li>• Vitamins/Minerals</li> </ul> <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"> <li>• This benefit covers Over-the Counter (OTC) medications and other products items that do not need a prescription and are not otherwise covered benefit.</li> </ul>		

Value-added Services	Aetna Better Health	Amerigroup	Cook Children's Health Plan
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 sports/school physical in addition to a checkup per calendar year to enrolled members ages 3 through 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.	
Help for Members with Asthma	<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"> <li>• One peak flow meter and holding chamber or spacer each year</li> <li>• Pest control</li> <li>• Hypoallergenic bedding</li> <li>• Vent cleaning</li> <li>• Deep carpet cleaning</li> </ul>	1 allergy-free pillow cover each year for certain CHIP members 18 and younger who have asthma and are in a disease management program.	
Extra Help for Pregnant Women	Pregnancy handbook for pregnant Aetna Better Health CHIP members in case management.	<ul style="list-style-type: none"> <li>• \$25 debit 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 debit card receiving post-partum checkup 21 to 56 days after giving birth.</li> <li>• Help getting a ride to pregnancy, birthing or newborn classes.</li> </ul>	Up to \$100 per program for prepared childbirth and breast-feeding classes per pregnancy.
Health and Wellness Services	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>	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.	

Value-added Services	Aetna Better Health	Amerigroup	Cook Children's Health Plan
Health 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.	
Gift Programs	<ul style="list-style-type: none"> <li>• \$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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• \$120 debit card for members 15 months and younger who get all 6 well-child checkups on schedule.</li> <li>• 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.</li> <li>• \$20 debit card per checkup for members ages 3 to 18 who get their well-child checkups on schedule each year.</li> <li>• \$20 debit card for getting the full series of the rotavirus vaccine across different days 42 days after birth through 2 years.</li> <li>• \$20 debit card to members 6 months through 2 years for getting the full series of the flu vaccine.</li> <li>• Free first aid kit to members who complete an online personal disaster kit.</li> <li>• \$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.</li> </ul>	<ul style="list-style-type: none"> <li>• \$50 incentive per pregnancy for members who receive a prenatal visit with an approved provider within the first trimester of pregnancy, on or before enrollment start date, or within 42 days of enrollment in CCHP.</li> <li>• \$50 incentive for postnatal members who complete a post-partum visit with an approved provider between 7-84 days after delivery.</li> <li>• One Baby Basics book for all pregnant members enrolled in the CCHP Baby Steps program.</li> <li>• \$25 incentive for members age 2 to 19 who complete an annual well visit.</li> <li>• \$15 incentive for members who complete a well visit at 2 weeks, 2 months, 4 months, 6 months, 9 months, 12 months, 15 months, and 18 months of age (up to 8 visits, maximum \$120)</li> <li>• A one-time bathtub kneeling pad per household for CCHP Members ages 3 months to 3 years to prevent drowning during bath time.</li> </ul>
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	Cook Children's Health Plan
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.	
Online Mental Health Resources	<a href="https://www.aetnabetterhealth.com/texas/members/behavior">https://www.aetnabetterhealth.com/texas/members/behavior</a>	Free 24/7 Secure Online tool accessible through web or mobile app to help member learn to reduce stress, anxiety, depression or substance abuse.	