

# Compare Extra Services STAR+PLUS Medical Plans Offer in the Hidalgo Service Area (Cameron, Duval, Hidalgo, Jim Hogg, Maverick, McMullen, Starr, Webb, Willacy, and Zapata counties)



TEXAS Health and Human Services

TEXAS STAR+PLUS Your Health Plan ★ Your Choice

## STAR+PLUS Program Services for Dual Eligible Members:

If you are covered by both Medicaid and Medicare, most of your basic health services and medicines your doctor orders (prescriptions) are covered by Medicare. Through STAR+PLUS you will get long-term services and help getting other services you need. The STAR+PLUS plan you pick will pay for Medicaid-approved medicines and services you get that are not covered by Medicare. These include long-term services such as:

- Adult day care
- Adult foster care
- Nursing
- Emergency response services
- Short-term help for caregivers
- Medical supplies
- Assisted living / home care
- Personal assistance (help with dressing, eating, and bathing)
- Adaptive aids (things like walkers and canes)
- Home modifications (things like wheelchair ramps and grab bars)
- Speech therapy (helping you learn to speak again or speak better)
- Occupational therapy (helping you learn to do everyday activities)
- Physical therapy (helping you learn to move around better or become stronger)

## Extra Services:

In addition to the services listed above, the STAR+PLUS medical plans in your area also offer extra services. These extra services cannot be used in place of services provided by Medicaid, including those provided by the following programs: Intermediate Care Facilities for Individuals with Intellectual Disabilities or Related Conditions (ICF-IID), Home and Community-based Services (HCS), Community Living Assistance and Support Services (CLASS), Deaf Blind with Multiple Disabilities (DBMD), and Texas Home Living (TxHmL).

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.

	Cigna-HealthSpring	Molina Healthcare of Texas	Superior HealthPlan
For questions or doctor information:	877-653-0327	866-449-6849	877-277-9772
TTY line for people with a hearing or speech disability:	711	800-735-2989 or 711	800-735-2989
Health Plan website:	<a href="https://starplus.cigna.com">https://starplus.cigna.com</a>	<a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>	<a href="http://www.SuperiorHealthPlan.com">www.SuperiorHealthPlan.com</a>

Value-added Services	Cigna-HealthSpring	Molina Healthcare of Texas	Superior HealthPlan
24-Hour Nurse Line	Yes	Yes	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.

Value-added Services	Cigna-HealthSpring	Molina Healthcare of Texas	Superior HealthPlan
Extra Help with Getting a Ride	Members have access to non-medical transportation (NMT) services to or from a covered health care service, urgent care center and pharmacy, including transportation related to discharge from a health care facility. Some restrictions apply.		
Dental Services		Up to \$250 per year for dental checkups, x-rays and cleaning for members 21 and older.	
Discount Pharmacy / Over-the-Counter Benefits	\$30 each quarter for over-the-counter medicines or healthcare-related items that don't need a prescription or are otherwise not covered by Medicaid. Quarterly sum may accumulate but must be used by Aug. 31, 2021.		
Temporary Phone Help	Members who are enrolled in the Federal Lifeline free Smart Phone program will receive free outbound calls to the Cigna Member Services phone number that will not count toward monthly minute allotment.		<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 are enrolled in a case management program.</li> </ul>
Home Visits	Up to 24 hours of respite care in a year.	Up to an extra 8 hours respite services per calendar year for non-STAR+PLUS waiver members age 21 and over.	<ul style="list-style-type: none"> <li>• Up to 8 hours of in-home respite care per year for the caregivers of non-HCBS waiver members with certain complex and chronic conditions.</li> <li>• Up to 10 home-delivered prepared meals after a hospital stay or discharge from a nursing facility for non-HCBS Waiver members.</li> </ul>

Value-added Services	Cigna-HealthSpring	Molina Healthcare of Texas	Superior HealthPlan
Health and Wellness Services		<ul style="list-style-type: none"> <li>• Weight Watchers program meeting vouchers for members 15 and older with BMI of 30 or more and diabetic members with A1c of 8 or more.</li> <li>• Up to 10 home-delivered meals each year after getting out of hospital or nursing facility for non-STAR+PLUS waiver members 21 and older.</li> <li>• Home exercise kit (includes jump rope, tubing with handles, flat resistance band, pedometer, reflective arm band, Get Started guide, Exercise Flip Cards, 6 week fitness and nutrition plans, articles, recipes, advice, and online exercise library) for members 12 and older with BMI of 30 or more and diabetic members with A1c of 8 or more.</li> <li>• \$50 Academy gift card for work-out clothes for Members ages 18 or older who complete the Weight Watchers ® program.</li> </ul>	<ul style="list-style-type: none"> <li>• \$50 rewards card upon graduation from the 8-week fall prevention program, “A Matter of Balance”. Program may be offered by Superior or a community support service agency.</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>
Healthy Play and Exercise	Choice of two Fitness Coach Home Fitness kits or facility membership.		

Value-added Services	Cigna-HealthSpring	Molina Healthcare of Texas	Superior HealthPlan
Gift Programs	<ul style="list-style-type: none"> <li>Members get one 7-day pillbox every 12 months. Each pillbox has 14 compartments for medication.</li> <li>Members get one box of vinyl gloves every month.</li> <li>Members get one fleece lap blanket each year.</li> <li>Members can ask for one personal assistance kit in a 12-month period.</li> <li>Members can ask for one pair of non-slip warm socks in a 12-month period.</li> <li>Members can ask for one lumbar pillow in a 12-month period.</li> <li>Members can ask for one bedside caddy in a 12-month period.</li> </ul>	<ul style="list-style-type: none"> <li>\$30 gift card for members who complete an office visit with a behavioral health specialist within 7 days of hospitalization for a mental health condition and an additional \$30 gift card for completing an office visit within 30 days of hospitalization for a mental health condition.</li> <li>Four visits per year with a registered dietitian for members 21 and older who have diabetes.</li> <li>\$20 gift card for members who complete a follow-up doctor visit within 30 days of getting out of the hospital. One gift card every 30 days after hospitalization and confirmed doctor follow-up visit. Maximum amount \$80 per year.</li> <li>Free accessory tote bag for members. Available one time only.</li> </ul>	GED preparatory materials for members with an IDD diagnosis who are enrolled with Superior for at least 60 days.
Emergency Response Services (ERS)	Access to emergency response system in home for rapid response to medical emergencies.	Emergency response services for non-STAR+PLUS Waiver (non-SPW) members 21 and older.	Round-the-clock emergency response services for non- HCBS waiver, non-CFC adult members for up to six months following discharge from a hospital or nursing facility.

Additional Behavioral Health Benefits	Cigna-HealthSpring	Molina Healthcare of Texas	Superior HealthPlan
Online Mental Health Resources			Access to mobile app to support mental health and overall well-being.