

Compare Extra Services STAR+PLUS Medical Plans Offer in the Medicaid Rural Service Area – Northeast

(Anderson, Angelina, Bowie, Camp, Cass, Cherokee, Cooke, Delta, Fannin, Franklin, Grayson, Gregg, Harrison, Henderson, Hopkins, Houston, Lamar, Marion, Montague, Morris, Nacogdoches, Panola, Rains, Red River, Rusk, Sabine, San Augustine, Shelby, Smith, Titus, Trinity, Upshur, Van Zandt, and Wood counties)



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Health and Human
Services

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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	UnitedHealthcare Community Plan
For questions or doctor information:	877-653-0327	888-887-9003
TTY line for people with a hearing or speech disability:	711	711
Health Plan Website:	https://starplus.cigna.com	www.uhccommunityplan.com

Value-added Services	Cigna-HealthSpring	UnitedHealthcare Community Plan
24-Hour Nurse Line	Yes	Yes
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.	Help getting a ride to doctor visits when state services are not available.

Value-added Services	Cigna-HealthSpring	UnitedHealthcare Community Plan
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.	
Help for Members with Asthma		Allergy-free mattress cover and pillowcase for Members with asthma or COPD.
Extra Help for Pregnant Women		<ul style="list-style-type: none"> • Infant care book for pregnant members. • Join Baby Blocks and earn gift cards for diapers, wipes etc. when you get timely checkups/event completion for: <ul style="list-style-type: none"> ○ Enrollment ○ 24 week prenatal ○ 32 week prenatal ○ Postpartum visit ○ 2 month well child ○ 4 month well child ○ 6 month well child
Home Visits	Up to 24 hours of respite care in a year.	Up to 8 hours in-home respite services for non-STAR+PLUS Waiver (SPW) Members.
Health and Wellness Services		<ul style="list-style-type: none"> • Home-delivered meals each year after getting out of the hospital for non-STAR+PLUS Waiver (SPW) Members. • Alzheimer's Association Care planning session for members with Alzheimer's disease. • Access to LiveandWorkWell.com, which provides articles, videos, legal resources, and provider searches.
Healthy Play and Exercise	Choice of two Fitness Coach Home Fitness kits or facility membership.	
Gift Programs	<ul style="list-style-type: none"> • Members get one 7-day pillbox every 12 months. Each pillbox has 14 compartments for medication. • Members get one box of vinyl gloves every month. • Members get one fleece lap blanket each year. • Members can ask for one personal assistance kit in a 12-month period. • Members can ask for one pair of non-slip warm socks in a 12-month period. • Members can ask for one lumbar pillow in a 12-month period. • Members can ask for one bedside caddy in a 12-month period. 	
Emergency Response Services (ERS)	Access to emergency response system in home for rapid response to medical emergencies	