

Compare Extra Services STAR+PLUS Medical Plans Offer in the Tarrant Service Area (Denton, Hood, Johnson, Parker, Tarrant, and Wise 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 ordered by your doctor (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.

	Amerigroup	Cigna-HealthSpring
For questions or doctor information:	800-600-4441	877-653-0327
TTY line for people with a hearing or speech disability:	711 English and Español	711
Health Plan Website:	myamerigroup.com/tx/benefits/star-plus-benefits.html	https://starplus.cigna.com

Value-Added Services	Amerigroup	Cigna-HealthSpring
24-Hour Nurse Line	Yes	Yes

Value-Added Services	Amerigroup	Cigna-HealthSpring
Extra Help with Getting a Ride	Help getting a ride to doctor visits.	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.
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 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.	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.
Home Visits	Up to an extra 8 hours respite services, annually, for non-STAR+PLUS Waiver (SPW) members age 21 and older.	Up to 24 hours of respite care in a year.
Healthy Play and Exercise		Choice of two Fitness Coach Home Fitness kits or facility membership.
Gift Programs	Free first aid kit after completing a personal disaster plan online to all members.	<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.
Pest Control	Once every 3 months to eliminate rodents, roaches, and other unsafe pests.	