

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 Members with Medicaid Only:

Every STAR+PLUS medical plan offers the same basic set of health services you've been getting through traditional Medicaid. In addition to those services, STAR+PLUS plans offer more, such as:

- Health education classes
- Service coordination (helping you get the services you need)
- No limit on medicines your doctor orders (prescriptions)

Through STAR+PLUS you also get long-term services such as:

- Adult day care
- Adult foster care
- Nursing
- Medical supplies
- Assisted living/ home care
- Emergency response services
- Short-term help for caregivers
- Adaptive aids (things like walkers and canes)
- Personal assistance (help with dressing, eating, and bathing)
- 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, 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
Help for mental health, drug, or alcohol problems:	877-725-2539	866-449-6849	877-277-9772
For prescription or medicine information:	877-653-0327	866-449-6849	877-277-9772
Health Plan Website:	https://starplus.cigna.com	www.molinahealthcare.com	www.SuperiorHealthPlan.com

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.
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.		<ul style="list-style-type: none"> • Help getting a ride to behavioral health-related visits for members 6 and older. • For Bexar and MRSA Central Members: Transportation for members within 48 hours of the request for PCP, Specialist or pharmacy within a 30-day period following hospital discharge. • Limited to 4 round trip rides per member.
Disease Management			Attend Weight Watchers®: choose either a 3-month online program or attend local meetings for members with a BMI value of 30 or greater and a primary diagnosis of diabetes or prediabetes.
Dental Services	Up to \$500 each year for check-ups, x-rays, cleanings, fillings and simple tooth extractions for members 21 and older.	Up to \$250 per year for dental checkups, x-rays and cleaning for members 21 and older.	\$250 annually toward exams and cleanings, x-rays, and fluoride treatments for members age 21 and older.
Extra Vision Services	Members 21 and older can have an eye exam, a pair of glasses and an additional allowance of up to \$100 for enhanced frame selection every year.	\$100 eyewear allowance towards upgrades for frames, lenses, or contacts every two years.	\$100 allowance for choice of upgraded eyeglass frames and lenses or contact lenses every 12 months.
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.	\$60 gift card for over-the-counter medicines every six months, upon request for members.	Up to \$30 allowance for over-the-counter items mailed to your home every three months. The enhanced OTC catalog has new items such as shampoo, deodorant, toothpaste, and laundry detergent. No prescription required.

Value-added Services	Cigna-HealthSpring	Molina Healthcare of Texas	Superior HealthPlan
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"> • Up to 750 additional minutes per month for members using Safelink phones who are enrolled in a case management program. • Connections Plus Phone and monthly minutes for members who don't qualify for a Safelink phone and are enrolled in a case management program.
Extra Help for Pregnant Women			<ul style="list-style-type: none"> • 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"> ○ Completing a Notification of Pregnancy (NOP) form and; ○ Receiving pregnancy-related education and information by attending a community baby shower or downloading a pregnancy program mobile app and engaging for 30 days. • Pregnant members receive a convertible car seat by: <ul style="list-style-type: none"> ○ Completing a Notification of Pregnancy (NOP) form; ○ Attending a baby shower or engaging with the pregnancy program mobile app for 30 days and; ○ Completing one prenatal visit within the first trimester of pregnancy or 42 days of enrollment with Superior.
Home Visits		Up to an extra 8 hours respite services per calendar year for non-STAR+PLUS waiver members age 21 and older.	<ul style="list-style-type: none"> • 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. • Up to 10 home-delivered prepared meals after a hospital stay or discharge from a nursing facility for non-HCBS Waiver members.

Value-added Services	Cigna-HealthSpring	Molina Healthcare of Texas	Superior HealthPlan
Health and Wellness Services		<ul style="list-style-type: none"> • 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. • Body weight scale once yearly for members with congestive heart failure. • 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. • Home blood pressure monitoring kit for members with cardiovascular disease and/or high blood pressure. • 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. • \$75 gift card each year for members who refill their diabetic medication for 6 consecutive months. • \$75 gift card each year for members with a diagnosis of hypertension who refill their high blood pressure medicine for 6 consecutive months. • \$50 Academy gift card for work-out clothes for Members ages 18 or older who complete the Weight Watchers ® program. 	<ul style="list-style-type: none"> • \$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. • Up to four (4) nutritional service visits with a registered dietitian for non-dual members with a BMI value of 32 or greater, an ER or hospital discharge in the last 6 months, and have a diagnosis of Diabetes, Cardiovascular Disease or COPD. Limited to H-E-B stores that offer Nutritional Services. • 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.

Value-added Services	Cigna-HealthSpring	Molina Healthcare of Texas	Superior HealthPlan
<p style="text-align: center;">Gift Programs</p>	<ul style="list-style-type: none"> • \$30 gift card for members who complete yearly physical or checkup along with any of the laboratory tests or health screenings shown in the Good Health Rewards Program Brochure or on the STAR+PLUS member website and recommended by the provider. Limitations apply. See the Good Health Rewards Brochure or contact the Customer Service number on your Cigna card. • \$20 gift card for Diabetic Members who complete A1c testing annually. • \$25 gift card for Members who complete a recommended cervical cancer screening. 	<ul style="list-style-type: none"> • Members with major depression and currently taking an antidepressant medication, who remain on their medication for 84 days would receive a \$20 gift card and an additional \$20 gift card for remaining on medication for 180 days. • \$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. • One \$20 gift card each year for current female members between the ages of 50 to 74 at average risk, who complete a recommended mammogram. • Four visits per year with a registered dietitian for members 21 and older who have diabetes. • \$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. • Free accessory tote bag for members. Available one time only. • \$15 gift card for diabetic members who complete an HbA1c blood test every 6 months and an additional \$15 gift card for having an A1c less than 8. Maximum \$60 gift card annually. • \$20 gift card for female members ages 21-64, at average for cervical cancer, who complete a recommended cervical cancer screening. • \$20 gift card for members with a diagnosis of schizophrenia or bi-polar and taking antipsychotics who complete an HBA1c diabetic screening once per year. • \$20 gift card for members with asthma who refill their asthma-controlled medication for 3 consecutive months. Maximum amount \$80. • \$20 gift card for members who have diabetes after completing a diabetic eye exam each year. 	<ul style="list-style-type: none"> • Pregnant members can earn rewards cards for completing the following: <ul style="list-style-type: none"> ○ \$20 for prenatal visit within first trimester or 42 days of Superior enrollment. ○ \$20 for 3rd prenatal visit. ○ \$20 for 6th prenatal visit. ○ \$20 for 9th prenatal visit. ○ \$20 for postpartum visit within 21-56 days of delivery. • GED preparatory materials for members with an IDD diagnosis who are enrolled with Superior for at least 60 days.

Value-added Services	Cigna-HealthSpring	Molina Healthcare of Texas	Superior HealthPlan
Extra Foot Doctor (Podiatry) Services			Extra visits with your podiatrist (foot doctor).
Emergency Response Services (ERS)		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
Inpatient Follow -up Incentive Program			<ul style="list-style-type: none"> • \$20 rewards card for members age 21 and over who complete a follow-up visit within 7 days of hospital discharge. Available one time per year. • \$20 rewards card for members age 21 and over who complete a follow-up visit with their health care professional within 7 days of an emergency room visit for a substance use disorder. Available one time per year.
Online Mental Health Resources			Access to mobile app to support mental health and overall well-being.