

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)



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 program offers 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, 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
Help for mental health, drug, or alcohol problems:	877-725-2539	866-302-3996
For prescription or medicine information:	877-653-0327	888-887-9003
Health Plan Website:	https://starplus.cigna.com	www.uhccommunityplan.com
Value-added Services	Cigna-HealthSpring	UnitedHealthcare Community Plan
24-Hour Nurse Line	Yes	Yes

Value-added Services	Cigna-HealthSpring	UnitedHealthcare Community Plan
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.
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 \$500 annually towards two routine exams/cleanings, a set of x-rays and one scaling/root planning, if medically necessary for Members ages 21 & older. Other services given at a discount.
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.	Up to \$105 maximum eyewear allowance towards upgrades for frames, lenses, or contacts every 24 months that aren't covered by the Medicaid benefit.
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 active case management 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 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. • Mental health services provided in-home or off-site. • Access to LiveandWorkWell.com, which provides articles, videos, legal resources, and provider searches.
Gift Programs	<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"> • \$25 gift card for diabetic members after completing an A1c blood test each year. • \$25 gift card for diabetic members after completing a diabetic eye exam each year. • \$25 gift card for female members age 21-64 after completing a Cervical Cancer Screening each year. • Active members may receive a Welcome Home Kit upon returning home from a Nursing Facility stay.
Extra Foot Doctor (Podiatry) Services		2 pairs of full-length foot insoles each year for Members 18 years of age and older with a diagnosis of diabetes.
Emergency Response Services (ERS)		Access to rapid response services for eligible non-STAR+PLUS Waiver (SPW) and non-Community First Choice (CFC) Members up to 6 months following a transition from an institutional setting.