

Compare Extra Services STAR+PLUS Medical Plans Offer in the Nueces Service Area

(Aransas, Bee, Brooks, Calhoun, Goliad, Jim Wells, Karnes, Kenedy, Kleberg, Live Oak, Nueces, Refugio, San Patricio, and Victoria counties)

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.

	Superior HealthPlan	UnitedHealthcare Community Plan
For questions or doctor information:	877-277-9772	888-887-9003
TTY line for people with a hearing or speech disability:	800-735-2989	711
Help for mental health, drug, or alcohol problems:	877-277-9772	866-302-3996
For prescription or medicine information:	877-277-9772	888-887-9003
Health Plan Website:	www.SuperiorHealthPlan.com	www.uhccommunityplan.com

Value-added Services	Superior HealthPlan	UnitedHealthcare Community Plan
24-Hour Nurse Line	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.	Yes
Extra Help with Getting a Ride	<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. 	Help getting a ride to doctor visits when state services are not available.
Disease Managemnet	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	\$250 annually toward exams and cleanings, x-rays, and fluoride treatments for members age 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	\$100 allowance for choice of upgraded eyeglass frames and lenses or contact lenses every 12 months.	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	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.	
Temporary Phone Help	<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. 	
Help for Members with Asthma		Allergy-free mattress cover and pillowcase for Members with active case management with asthma or COPD.

Value-added Services	Superior HealthPlan	UnitedHealthcare Community Plan
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. 	<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	<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. 	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"> • \$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. 	<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"> • 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. 	<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.

Value-added Services	Superior HealthPlan	UnitedHealthcare Community Plan
Extra Foot Doctor (Podiatry) Services	Extra visits with your podiatrist (foot doctor).	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)	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.	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.

Additional Behavioral Health Benefits	Superior HealthPlan	UnitedHealthcare Community Plan
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.	