

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

Through STAR+PLUS you also can 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.

	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
Help for mental health, drug, or alcohol problems:	800-600-4441	877-725-2539
For prescription or medicine information:	800-600-4441	877-653-0327
Health Plan Website:	<a href="http://myamerigroup.com/tx/benefits/star-plus-benefits.html">myamerigroup.com/tx/benefits/star-plus-benefits.html</a>	<a href="https://starplus.cigna.com">https://starplus.cigna.com</a>

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

Value-added Services	Amerigroup	Cigna-HealthSpring
Extra Help with Getting a Ride	<ul style="list-style-type: none"> <li>• Help getting a ride to doctor visits.</li> <li>• Community Transportation is available to members to visit WIC offices or attend Member Advisory Group meetings.</li> </ul>	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.
Disease Management	Pregnancy, post-partum, and newborn educational materials provided to pregnant members.	
Dental Services	Dental kit to keep teeth clean and healthy for members 21 and older.	Up to \$500 each year for check-ups, x-rays, cleanings, fillings and simple tooth extractions for members 21 and older.
Extra Vision Services	Certain plastic lenses above the basic benefit for members 21 and older.	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.
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.
Extra Help for Pregnant Women	<ul style="list-style-type: none"> <li>• \$25 debit card for receiving prenatal checkup in the 1st trimester or within 42 days of enrollment with the health plan in any trimester.</li> <li>• \$50 debit card receiving post-partum checkup 21 to 56 days after giving birth.</li> <li>• Help getting a ride to pregnancy, birthing or newborn classes.</li> </ul>	
Home Visits	Up to an extra 8 hours respite services, annually, for non-STAR+PLUS Waiver (SPW) members age 21 and older.	

Value-added Services	Amerigroup	Cigna-HealthSpring
Health and Wellness Services	One month of home-delivered meals each year after getting out of hospital or nursing facility for non-STAR+PLUS waiver members 21 and older.	
Health Play and Exercise Programs	Exercise kit, which may include a towel, weights, water bottle, and ball for members 21 and older.	
Gift Programs	<ul style="list-style-type: none"> <li>• \$20 debit card per checkup for members ages 3 to 20 who get Texas Health Steps checkups on time each year per the state approved schedule.</li> <li>• \$20 debit card to members 18 and older for getting a flu vaccine annually.</li> <li>• \$20 debit card for members ages 18 to 75 with diabetes who get a diabetic eye exam.</li> <li>• \$20 debit card for members 18 and older with diabetes after completing an HbA1c blood test once every 6 months.</li> <li>• \$20 debit card for members 18 and older with diabetes mellitus achieving HbA1c blood test results less than 8 once every 6 months.</li> <li>• \$20 debit card for members 21 and older with cardiovascular disease after completing a cholesterol blood test.</li> <li>• \$50 debit card for women ages 21 to 64 years who had a pap smear- once every 3 years.</li> <li>• \$50 debit card for women ages 30 to 64 years who had a pap smear with human papillomavirus (HPV) co-testing.</li> <li>• \$20 debit card for members ages 18 to 64 years with schizophrenia or bipolar disorder who are using antipsychotic medications and received a diabetes screening.</li> <li>• Free first aid kit after completing a personal disaster plan online to all members.</li> <li>• GED equivalency test fee is free for members 18 years and older.</li> </ul>	<ul style="list-style-type: none"> <li>• \$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.</li> <li>• \$20 gift card for Diabetic Members who complete A1c testing annually.</li> <li>• \$25 gift card for Members who complete a recommended cervical cancer screening.</li> </ul>
Pest Control	Once every 3 months to eliminate rodents, roaches, and other unsafe pests.	

Additional Behavioral Health Benefits	Amerigroup	Cigna-HealthSpring
Inpatient Follow -up Incentive Program	<ul style="list-style-type: none"> <li>• \$20 debit card for newly diagnosed members ages 18 and older with major depression who take medication for 12 weeks.</li> <li>• \$20 debit card for newly diagnosed members ages 18 and older with major depression who take medication for 6 months.</li> <li>• \$20 debit card for Members who complete a follow up outpatient visit with a mental health provider within 7 days of discharge from the hospital for a mental health condition.</li> </ul>	
Online Mental Health Resources	Free 24/7 Secure Online tool accessible through web or mobile app to help member learn to reduce stress, anxiety, depression or substance abuse.	