Compare Extra Services Star Medical Plans Offer in the Lubbock Service Area (Carson, Crosby, Deaf Smith, Floyd, Garza, Hale, Hockley, Hutchinson, Lamb, Lubbock, Lynn, Potter, Randall, Swisher, and Terry counties)

Medicaid Health Care Services:
All people in managed care receive the same traditional Medicaid services, which include:
- Doctor and clinic visits
- 24-hour emergency care
- Hospital care
- Surgery
- Ambulance service
- Lab and X-ray services
- Major organ transplants
- Help getting a ride to the doctor
- Hearing tests and aids
- Home health services
- Chiropractors (neck and back doctors)
- Podiatrists (foot doctors)
- Help for drug or alcohol problems
- Dialysis for kidney problems
- Family planning services
- Eye checkups, glasses, and contact lenses
- Shots for children age 20 and younger
- Texas Health Steps medical and dental checkups
- No limit on medicines for children age 20 and younger
- Mental health services (such as counseling)
- Yearly adult checkup

STAR Program Services:
In addition to the traditional Medicaid health care services, the STAR Program offers more services, such as:
- Health Education classes
- No limit on medicines for adults
- No limit on needed days in a hospital for adults

Value-Added Services:
Every STAR medical plan offers basic Medicaid benefits. The plans in your area also offer extra services. 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.

<table>
<thead>
<tr>
<th></th>
<th>Amerigroup</th>
<th>FirstCare STAR</th>
<th>Superior HealthPlan</th>
</tr>
</thead>
<tbody>
<tr>
<td>For questions or doctor</td>
<td>800-600-4441</td>
<td>800-431-7798</td>
<td>800-783-5386</td>
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<tr>
<td>information:</td>
<td></td>
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<tr>
<td>TTY line for people with a</td>
<td>711 English and</td>
<td>7-1-1</td>
<td>800-735-2989</td>
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<td>hearing or speech disability:</td>
<td>Español</td>
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<tr>
<td>Help for mental health, drug,</td>
<td>800-600-4441</td>
<td>800-327-6934</td>
<td>800-783-5386</td>
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<td>or alcohol problems:</td>
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<tr>
<td>24-Hour Nurse Line</td>
<td>Yes</td>
<td>Talk to a Nurse – Nurse24™. Get answers 24 hours a day, 7 days a week.</td>
<td>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.</td>
</tr>
<tr>
<td>Extra Help with Getting a Ride</td>
<td>Help getting a ride to doctor visits. Community Transportation is available to members to visit WIC offices or attend Member Advisory Group meetings.</td>
<td>Help getting a ride to behavioral health-related visits for members 6 and older.</td>
<td>3-months access to the Weight Watchers® online program for members 18 years or older with a BMI value of 30 or greater and a primary diagnosis of diabetes or prediabetes.</td>
</tr>
<tr>
<td>Disease Management</td>
<td>Pregnancy, post-partum, and newborn educational materials provided to pregnant members.</td>
<td>$20 Gift Card for Members who participate in a Diabetes Disease Management program for not well controlled or very poorly controlled diabetes (Level 2 or 3).</td>
<td></td>
</tr>
<tr>
<td>Dental Services</td>
<td>Dental kit to keep teeth clean and healthy for members 21 and older.</td>
<td>Up to $500 a year for dental checkups which includes: Cleaning every 6 months. X-rays once a year. Simple extractions. Limited fillings. Flouride treatments. For Pregnant Members age 21 and older.</td>
<td>$250 toward routine dental exam and cleanings, x-rays, fillings and extractions for pregnant women age 21 and older.</td>
</tr>
<tr>
<td>Extra Vision Services</td>
<td>Eye checkup once a year for Members age 21 and older. $200 annually toward select eyeglass frames, lenses, and contact lenses that are not covered by Medicaid for all FirstCare members.</td>
<td>$150 allowance for select eyeglass frames, lenses or contact lenses that aren't covered by Medicaid once every 24 months.</td>
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<tr>
<td>Discount Pharmacy / Over-the-Counter Benefits</td>
<td></td>
<td>Up to $25 allowance for over-the-counter items mailed to your home every three months. The enhanced OTC catalog has new items such as diapers, shampoo, deodorant, toothpaste, and laundry detergent. No prescription required.</td>
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<td>Sports and School Physicals</td>
<td>1 each year for members ages 6 to 18.</td>
<td>1 sports physical each year for Members age 19 and younger.</td>
<td>One sports physical each year for members ages 4 to 18.</td>
</tr>
<tr>
<td>Temporary Phone Help</td>
<td>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.</td>
<td>• 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 who are enrolled in a case management program.</td>
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<tr>
<td>Help for Members with Asthma</td>
<td>1 allergy-free pillow cover each year for certain members 20 and younger with asthma who are in a disease management program.</td>
<td>$25 Gift Card for participation in Asthma Disease Management for not well controlled or very poorly controlled asthma (Level 2 or 3).</td>
<td>Allergy-free mattress cover and pillowcase to help control asthma symptoms when enrolled in Superior’s asthma management program.</td>
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| **Extra Help for Pregnant Women** | • $25 debit card for receiving prenatal checkup in the 1st trimester or within 42 days of enrollment with the health plan in any trimester.  
• $50 debit card receiving post-partum checkup 21 to 56 days after giving birth.  
• Help getting a ride to pregnancy, birthing or newborn classes. | • "Expecting The Best" pregnancy management program.  
  o Early enrollment in case management support program.  
  o Access to a nurse 24 hours a day, 7 days a week.  
  o Educational text messages throughout pregnancy and baby's first year.  
  o Planning for delivery, including individual support during and after pregnancy.  
  o Postpartum depression screening following delivery.  
  o Parental education for newborn health.  
  o Planning for returning to work.  
  • Baby shower and Baby Safety program for pregnant members. Baby shower includes diaper bag and other small items.  
  • $20 gift card for Members attending a FirstCare Baby Shower and completing one prenatal visit during the 1st trimester or within 42 days of enrollment with FirstCare.  
  • $20 gift card for Members attending a FirstCare Baby Shower and a timely postpartum visit between 21 to 56 days after delivery. | • Pregnant members receive a diaper bag, starter supply of diapers, and educational materials by participating in the Start Smart for Your Baby® program and:  
  o Completing a Notification of Pregnancy (NOP) form;  
  o 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:  
  o Completing a Notification of Pregnancy (NOP) form;  
  o Attending a baby shower or engaging with the pregnancy program mobile app for 30 days and;  
  o Completing one prenatal visit within the first trimester of pregnancy or 42 days of enrollment with Superior.  
  o Book with relevant topics for pregnant members age 19 or younger in their first trimester and enrolled in Care Coordination. |
| **Home Visits** | In-home support for Pregnant FirstCare Members in Care Management for high-risk conditions such as diabetes, hypertension, and severe nausea. | FirstCare Members will have access to quarterly wellness webinars. | Home visit for high-risk STAR members in the Asthma Management Program or members in Care Management for high risk pregnancy. |
| **Health and Wellness Services** | | | • Pregnant members receive a smoking cessation support kit upon enrolling in the Puff-Free Pregnancy program and completing initial assessment.  
  • $20 rewards card for members enrolled in Care Management for downloading the Wellframe app and participating in a care program for 30 days after discharge from the hospital. Available one time every six months.  
  • 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. |
| **Healthy Play and Exercise** | Up to $50 per school semester for Boys and Girls Club basic membership for members ages 6 to 18, where available. | | • Up to $60 allowance toward swim lessons or a sports registration through Superior's partnerships with select YMCAs. Activities may vary by location. Discount may be used toward:  
  o One session of swim lessons for members up to 12 years of age; OR  
  o One-time sports registration for members 3 to 12 years of age.  
  • Up to $60 allowance toward a club membership or sports registration through Superior's partnerships with select Boys & Girls Clubs. Activities may vary by location. Discount may be used toward:  
  o One-time membership for members 6 to 18 years of age; OR  
  o One-time sports registration for members 6 to 12 years of age. |
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| Gift Programs        | • $120 debit card for members 15 months and younger who get all 6 Texas Health Steps checkups per the state approved schedule.  
• Up to a total $60 debit card for members who get each timely Texas Health Steps checkups at 18, 24 and 30 months ($20 each) per the state approved schedule.  
• $20 debit card per checkup for members ages 3 to 20 who get Texas Health Steps checkups timely each year per the state approved schedule.  
• $20 debit card for receiving the full series of the rotavirus vaccine across different days 42 days after birth to 2 years.  
• $20 debit card to member’s ages 6 months to 2 years for receiving the full series of the flu vaccine.  
• $20 debit card to members 18 and older for getting a flu vaccine annually.  
• $20 debit card for diabetic members after completing a retinopathy exam for ages 18 to 75.  
• $20 debit card for diabetic members 18 and older after completing an HbA1c blood test once every 6 months for ages 18 and older.  
• $20 debit card for members 18 and older with diabetes mellitus achieving HbA1c blood test results less than 8 once every 6 months.  
• $20 debit card for members 21 and older with cardiovascular disease after completing a cholesterol blood test.  
• Free first aid kit after completing a personal disaster plan online to all members.  
• $20 debit card for members ages 6 to 12 who are newly diagnosed with ADHD and have a follow up visit with their prescribing provider within 30 days after starting their medication treatment.  
• GED equivalency test fee is free for members 18 years and older. | • $25 gift card for having a THSteps checkup on time.  
• $25 gift card for PCP visit after a hospital discharge or emergency room visit for Member who has depression or anxiety.  
• $25 gift card for children between the ages of 1-17 who are on two or more antipsychotic medications and receive one test for blood glucose and one test for cholesterol.  
• Up to $150 for Pregnant Members for completing the following:  
  - $75 for prenatal visit within the first trimester or within 42 days of FirstCare enrollment.  
  - $75 for postpartum visit within 21 - 56 days of delivery. | Pregnant members can earn rewards cards for completing the following:  
• $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. |

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<th>Additional Behavioral Health Benefits</th>
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<tr>
<td>Inpatient Follow-up Incentive Program</td>
<td>$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.</td>
<td>$20 gift card for timely follow-up after discharge from a behavioral health hospital stay.</td>
<td>$20 rewards card and journal for members age 6-20 who complete a follow-up visit within 7 days of hospital discharge. Available one time per year.</td>
</tr>
<tr>
<td>Online Mental Health Resources</td>
<td>Free 24/7 Secure Online tool accessible through web or mobile app to help member learn to reduce stress, anxiety, depression or substance abuse.</td>
<td>FirstCare Members will have online access to information such as Caring for Family Members in Recovery and Understanding Substance Abuse Treatment.</td>
<td>Access to mobile app to support mental health and overall well-being.</td>
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