Compare Extra Services STAR Medical Plans Offer in the Tarrant Service Area (Denton, Hood, Johnson, Parker, Tarrant, and Wise 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>Aetna Better Health</th>
<th>Amerigroup</th>
<th>Cook Children’s Health Plan</th>
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</thead>
<tbody>
<tr>
<td>For questions or doctor information:</td>
<td>800-306-8612</td>
<td>800-600-4441</td>
<td>800-964-2247</td>
</tr>
<tr>
<td>TTY line for people with a hearing or speech disability:</td>
<td>800-735-2989</td>
<td>711 English and Español</td>
<td>682-885-2138</td>
</tr>
<tr>
<td>Help for mental health, drug, or alcohol problems:</td>
<td>800-306-8612</td>
<td>800-600-4441</td>
<td>855-481-7045</td>
</tr>
<tr>
<td>For prescription or medicine information:</td>
<td>800-306-8612</td>
<td>800-600-4441</td>
<td>877-908-6023 for providers 800-964-2247 for members</td>
</tr>
<tr>
<td>Value-Added Services</td>
<td>Aetna Better Health</td>
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<td>24-Hour Nurse Line</td>
<td>Registered Nurses will help STAR members understand physical health issues, provide information on treatment options, review specific questions to ask their PCP and other providers and provide research analyses of treatments and diagnostic procedures. The Registered Nurses will support patient/provider interaction by encouraging members to give a clear medical history and information to providers and to ask clarifying questions. Through Informed Health Line (IHL) members will also have 24-hour access to an audio health library with information on more than 2,000 topics, available in both English and Spanish.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Extra Help with Getting a Ride</td>
<td>Daily bus pass/token or cab fare to Aetna Better Health STAR members and their LAR as well as siblings if the LAR cannot make other arrangements when needed to visit WIC offices, plan sponsored community events/classes or attend Member Advisory Groups meetings.</td>
<td>• Help getting a ride to doctor visits.</td>
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<td></td>
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<td>• Community Transportation is available to members to visit WIC offices or attend Member Advisory Group meetings.</td>
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<td>Disease Management</td>
<td>Aetna Better Health will offer STAR members with an asthma diagnosis and enrolled in the asthma disease management program the following, up to $100: • One peak flow meter and holding chamber or spacer each year • Pest control • Hypoallergenic bedding • Vent cleaning • Deep carpet cleaning</td>
<td>Pregnancy, post-partum, and newborn educational materials provided to pregnant members.</td>
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</tr>
<tr>
<td>Dental Services</td>
<td>Aetna Better Health STAR members have access to oral care products are available through the drug store program.</td>
<td>Dental kit to keep teeth clean and healthy for members 21 and older.</td>
<td>Up to $350 for basic and major dental services for women 21 and older who are enrolled in PREG Medicaid and enrolled in the Cook Children’s Health Plan Baby Steps program.</td>
</tr>
<tr>
<td>Extra Vision Services</td>
<td>Fitting checkup and 20 percent off certain contact lenses and an additional $100 above the existing benefit towards contact lens a year for Aetna Better Health STAR members 12 and older to 18. Must be medically necessary. $100 limit per 12-month period.</td>
<td></td>
<td>$125 for eyeglass frames/lenses or $75 for contact lenses/fitting fees.</td>
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| Discount Pharmacy / Over-the-Counter Benefits | Discount drug store services. Limited to $25 per month per Aetna Better Health STAR household. These products include*:  
• Baby Care  
• Cold Remedies  
• Digestive Health  
• Eye Care  
• First Aid Supplies  
• Home Diagnostics  
• Incontinence  
• Oral Care  
• Pain Relievers  
• Personal Care  
• Foot Care  
• Vitamins/Minerals  
* Excludes prescriptions, alcohol, lottery, postage stamps, gift cards, money orders, prepaid cards and photo finishing and is not valid on any items reimbursed by the federal government.  
• This benefit covers Over-the-Counter (OTC) medications and other products items that do not need a prescription and are not otherwise covered benefit. | | |
| Sports and School Physicals | Aetna Better Health will offer medically necessary sports physicals to any STAR member 19 years and younger who have completed a well-child visit.  
1 each year for members ages 6 to 18. | | One sports/school physical in addition to a Texas Health Steps exam per calendar year to enrolled members ages 3 through 18. |
<p>| Temporary Phone Help | Unlimited text messaging for Aetna Better Health STAR members enrolled in the Federal Lifeline Program including free health education messages from Text4Babies, Text4Kids, and Text4Health and call minutes at no cost. | 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. | |</p>
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| Help for Members with Asthma         | Aetna Better Health will offer STAR members with an asthma diagnosis and enrolled in the asthma disease management program the following, up to $100:  
• One peak flow meter and holding chamber or spacer each year  
• Pest control  
• Hypoallergenic bedding  
• Vent cleaning  
• Deep carpet cleaning | I allergy-free pillow cover each year for certain members 20 and younger with asthma who in a disease management program. |                                                                                             |
| Extra Help for Pregnant Women        | Pregnancy handbook for pregnant Aetna Better Health STAR members in case management. | • $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. | Up to $100 per program for approved childbirth and breast-feeding classes per pregnancy. |
| Health and Wellness Services          | Weight loss program including family counseling with a nutritionist / dietician for non-pregnant Aetna Better Health STAR members ages 12 to 19; with a body mass index (BMI) higher than 85th percentile. Precertification required. |                                                                                             | CCHP will offer Members 18 and over with a diagnosis of diabetes a $25 incentive for each of the following components completed (up to $150) per year. The incentive will be loaded to the Member's prepaid reloadable card.  
• Diabetes Health Risk Assessment  
• Having Hemoglobin A1c tested  
• Hemoglobin A1c < 8%  
• Urine protein test  
• Maintaining blood pressure of <140/90 (readings taken in a doctor's office or inpatient hospital excluded)  
• Retinal eye exam  
This benefit does not apply to CHIP Members or those Members diagnosed with gestational diabetes |                                                                                             |
<p>| Healthy Play and Exercise Programs   | Up to $50 per school semester for Boys and Girls Club basic membership for members ages 6 to 18, where available. |                                                                                             |                                                                                             |</p>
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<td>Gift Programs</td>
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<td>$50 incentive per pregnancy for members who receive a prenatal visit with an approved provider within the first trimester of pregnancy, on or before enrollment start date, or within 42 days of enrollment in CCHP.</td>
</tr>
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<td>Extra Foot Doctor (Podiatry) Services</td>
<td>Actna Better Health STAR members have access to foot care products are available through the drug store program.</td>
<td>Amerigroup $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>$25 incentive for members who complete a post-partum visit with an approved provider between 7-84 days after delivery.</td>
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<td>One Baby Basics book for all pregnant members enrolled in the CCHP Baby Steps program.</td>
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<td>$15 incentive for members who complete $20 debit card for receiving the full series of the rotavirus vaccine approved schedule.</td>
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<td>$50 incentive per pregnancy for members who receive a prenatal visit with an approved provider within the first trimester of pregnancy, on or before enrollment start date, or within 42 days of enrollment in CCHP.</td>
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<td>A one-time bathtub kneeling pad per household for CCHP Members ages 3 months to 3 years to prevent drowning during bath time.</td>
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### Additional Behavioral Health Benefits

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<tr>
<th>Inpatient Follow-up Incentive Program</th>
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<td>Free $25 gift card for Actna Better Health STAR members who complete a follow-up visit with their behavioral health provider within 7 days of leaving the behavioral health facility.</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>Amerigroup 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>
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<thead>
<tr>
<th>Online Mental Health Resources</th>
<th>Actna Better Health</th>
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<td><a href="https://www.aetnabetterhealth.com/texas/members/behavior">https://www.aetnabetterhealth.com/texas/members/behavior</a></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>Amerigroup 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>Amerigroup 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>
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### Resources

- Free $25 gift card for their behavioral health provider within 7 days of discharge from the hospital for a mental health condition.
- Free first aid kit after completing a personal disaster plan online to all members.
- $20 debit card for members age 2 to 21 who complete an annual Texas Health Steps checkup.
- $20 debit card for Texas Health Steps checkups timely each year per the state approved schedule.
- $20 debit card for completing both checkups.
- $20 debit card for completions of discharge from the hospital for a mental health condition.
- $20 debit card for completing both checkups.

### Additional Behavioral Health Benefits

- $20 debit card for members 15 months and younger who get all 6 Texas Health Steps checkups per the state approved schedule.
- $20 debit card for completing both checkups.
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