

# Compare Extra Services STAR+PLUS 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)

## STAR+PLUS Program Services for Dual Eligible Members:

If you are covered by both Medicaid and Medicare, most of your basic health services and medicines your doctor orders are covered by Medicare. Through STAR+PLUS you will get long-term services and help getting other services you need. The STAR+PLUS plan you pick will pay for Medicaid-approved medicines and services you get that are not covered by Medicare. These include long-term services such as:

- Adult day care
- Adult foster care
- Nursing
- Emergency response services
- Short-term help for caregivers
- Medical supplies
- Assisted living / home care
- Personal assistance (help with dressing, eating, and bathing)
- Adaptive aids (things like walkers and canes)
- 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	Superior HealthPlan
For questions or doctor information:	1-800-600-4441	1-866-516-4501
TTY line for people with a hearing or speech disability:	7-1-1 English and Spanish	1-800-735-2989
Help for mental health, drug, or alcohol problems:	1-800-600-4441	1-800-466-4089
For prescription or medicine information:	1-800-600-4441	1-866-516-4501
Health Plan Website:	www.myamerigroup.com	www.superiorhealthplan.com

<b>Value-added Services</b>	<b>Amerigroup</b>	<b>Superior HealthPlan</b>
24-Hour Nurse Line	Yes	Yes
Extra Help with Getting a Ride	Help getting a ride to doctor visits.	
Temporary Phone Help	One free cell phone with up to 350 monthly minutes from Safelink. Amerigroup includes extra minutes and unlimited inbound text messages when enrolled with Amerigroup healthy text program.	
Home Visits	Up to an extra 8 hours respite services, annually, for non-STAR+PLUS Waiver (SPW) members 21 and older.	<ul style="list-style-type: none"> <li>• 10 home-delivered meals per year after getting out of acute inpatient hospital or nursing facility for non-STAR+PLUS waiver members 21 and older.</li> <li>• Non-STAR+PLUS waiver members ages 21 to 99 will have access to 8 hours of in-home respite care services.</li> </ul>
Health and Wellness Services	Coaching, written and online education and nicotine replacement therapy products including over-the-counter patches, gum or lozenges, for members 18 and older, delivered to the member's home.	
Gift Programs	Free first aid kit after completing a personal disaster plan online to all members.	
Pest Control	Once every 3 months to eliminate rodents, roaches, and other unsafe pests.	
Emergency Response Services (ERS)		Round-the-clock emergency response services for non-STAR+PLUS HCBS waiver adult members.