

Compare Extra Services STAR Medical Plans Offer in the Travis Service Area (Bastrop, Burnet, Caldwell, Fayette, Hays, Lee, Travis, and Williamson 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.

| | Blue Cross and Blue Shield of Texas | Sendero Health Plans | Dell Children's Health Plan | Superior HealthPlan |
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| For questions or doctor information: | 1-888-657-6061 | 1-855-526-7388 | 1-877-451-5601 | 1-800-783-5386 |
| TTY line for people with a hearing or speech disability: | 711 | 1-800-855-2880 | 1-800-855-2880 | 1-800-735-2989 |
| Help for mental health, drug, or alcohol problems: | 1-800-327-7390 | 1-888-287-5403 | 1-877-451-5601 | 1-800-716-5650 |
| For prescription or medicine information: | 1-888-657-6061 | 1-855-526-7388 | 1-877-451-5601 | 1-800-783-5386 |
| Health Plan Website: | www.bcbstx.com/star | www.senderohealth.com | www.setonhealthplan.com | www.superiorhealthplan.com |

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| 24-Hour Nurse Line | Yes | Yes | Yes | Yes |
| Extra Help with Getting a Ride | Members can get a ride to doctor visits, WIC visits and approved health classes. | <ul style="list-style-type: none"> • Help getting a ride to doctor visits in the Travis service area for members with medically at-risk conditions who need a ride. • Help getting a ride to school for members who are in the Capitol Metro service area. • Help getting a ride to doctor visits for members who need a ride in the Capitol Metro service area. | Help getting a ride to doctor visits. | |
| Dental Services | Pregnant adults can get \$500 worth of dental care including a mouth exam and cleaning. | Up to \$500 for checkups, x-rays, cleanings, fillings, and extractions each year for pregnant members. | Up to \$250 for checkups, x-rays, cleanings, fillings, and extractions each year for pregnant women 21 and older. | Pregnant members 21 and older may receive up to \$500 annually for dental services, including \$250 for exams, x-rays and cleanings, and \$250 for fillings and extractions. |
| Extra Vision Services | Members 18 and younger can get nicer frames for their glasses every year. Members can spend up to \$175 on frames. | Up to \$175 above basic benefit for frames and lenses for members 2 and older or contacts (standard and or disposable) instead of glasses for members ages 13 to 18. | <ul style="list-style-type: none"> • Up to \$100 for upgraded lenses and frames every 2 years. • Up to \$100 for fitting fee and contacts (standard and disposable) instead of glasses every 2 years for members ages 15 to 18. | \$150 for choice of upgraded eyeglass frames and lenses or contact lenses every 24 months. |
| Discount Pharmacy / Over-the-Counter Benefits | | | | \$25 allowance for over-the-counter medicines through the mail every quarter. |
| Sports and School Physicals | 1 each year for STAR members. | One sport summer camp and/or school physical each year for members 18 and younger. | 1 each year for members ages 6 to 18. | One sports physical each year for members ages 4 to 18. |

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| Temporary Phone Help | | Up to an additional 750 minutes every month for members who use Safelink and have a high-risk pregnancy. | Help getting a pre-programmed cell phone for high-risk members with up to 250 monthly minutes from Safelink. Any member who qualifies for the Federal Lifeline program, which provides cell phones to members meeting certain criteria, will be eligible to receive an extra benefit to those who sign up for our healthy text program to receive extra minutes and unlimited inbound text messages. | <ul style="list-style-type: none"> • Up to 750 additional minutes per month for members using Safelink phones and 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 | | | 1 allergy-free pillow cover each year for certain members from birth to 20 years old who have asthma and are in a disease management program. | Superior will provide one spacer and peak flow meter as part of the member's introductory mailing when enrolled into Superior's asthma disease management program. |
| Home Visits | Moms who have delivered a baby can have a home wellness visit by a nurse. | Home wellness visit to new mothers. | | Home visit for high-risk STAR members in the asthma disease management program or members in case management for high risk pregnancy. |
| Disease Management | | | | |
| Gift Programs | | <ul style="list-style-type: none"> • \$25 gift card for returning a completed new member assessment within 45 days of enrollment. • \$50 gift card after completing a checkup on schedule within 90 days of their enrollment date, once per calendar year, for new members ages 2 weeks to 18 years. | | |

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| <p style="text-align: center;">Gift Programs</p> | <ul style="list-style-type: none"> • Members can get a free car seat by enrolling in Special Beginnings and going to prenatal visits. • Members can get a free booster seat. New members need to get a checkup within 90 days of joining the plan or existing members must get a checkup once a year. • Kids ages 3 to 18 can get a safety helmet when they get a checkup. • Free diaper bag with baby items. • Hands free breast pumping bra for moms who are breast feeding. • One \$25 gift card for going to your prenatal visit on schedule. • \$50 gift card for getting your post-partum visit on schedule. • \$50 gift card for kids getting their Texas Health Steps checkup. • Breast feeding support kit for new moms. • Diabetic members can get a free glucose meter in multiple languages. | <ul style="list-style-type: none"> • Free home baby monitor after completing initial OB appointment within 42 days of enrollment effective date and obtaining post-partum visit within 21 to 56 days from delivery for pregnant members. • \$25 gift card for newborn members after completing one checkup within 14 days of birth. • Breast feeding kit for breast feeding members who delivered on our plan and receive a post-partum visit on schedule. • Up to \$125 in gift cards for pregnant members who go to their prenatal and postpartum visits on schedule. • Infant car seat for members who complete their initial OB appointment within 42 days from enrollment with Sendero and attends a Sendero baby shower. • Booster car seat for members weighing 40 to 100 lbs who complete a checkup within 90 days of enrollment date. • Toddler nap kit for members ages 1 to 4 who get a checkup within 60 days from date of birth. • Umbrella stroller for members ages 1 to 3 who receive their vaccines and a flu shot. | <ul style="list-style-type: none"> • Members receive a \$20 gift card each year for their Texas Health Steps checkup on time between the ages of 3 and 18. • Car booster seat for members between the ages of 4 and 12 who get an initial health assessment or an annual checkup within 90 days of enrollment to the pan. • Safety helmet for members age 3 to 18 who get an initial health assessment or an annual Texas Health Steps checkup within 90 days of enrollment to the plan. | <ul style="list-style-type: none"> • Start Smart® program offers gift cards for completion of certain healthy activities related to your pregnancy and delivery. The program offers the following cash awards: <ul style="list-style-type: none"> ○ \$20 for prenatal visit within first trimester or 42 days of enrollment with Superior; ○ \$20 for flu shot during pregnancy; ○ \$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; ○ \$5 per month upon enrollment in our texting education program up to 6 months. |

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| <p>Extra Help for Pregnant Women</p> | <ul style="list-style-type: none"> • Pregnancy, birthing, and newborn classes for pregnant members. • In home breastfeeding coaching for members. • Pregnant adults can get \$40 worth of fresh fruits and vegetables. | <p>Help getting a ride to birthing classes, Sendero's baby shower(s), WIC appointments, Sendero health related events for pregnant members in Travis service area.</p> | <ul style="list-style-type: none"> • Maternity class for pregnant members. • \$25 gift card for completing a maternity class. • \$25 gift card for pregnant members who have a prenatal checkup within 42 days of enrollment or in the first trimester and \$25 for completing a post-partum visit 21 to 56 days after delivery. | <ul style="list-style-type: none"> • Start Smart® Baby Shower program for pregnant members. Baby shower includes a diaper bag and starter supply of diapers and other nominal items. • Members can receive a convertible car seat, after attending a baby shower and completing one prenatal visit during the first trimester or within 42 days of enrollment with Superior. • Pregnant members can receive gift cards for completing prenatal visits, following confirmation of the visit: <ul style="list-style-type: none"> ○ \$20 for prenatal visit in first trimester or within 42 days of enrollment. ○ \$20 for 3rd prenatal visit. ○ \$20 for 6th prenatal visit. ○ \$20 for 9th prenatal visit. ○ \$20 for flu shot during pregnancy. ○ \$20 for timely postpartum visit within 21-56 days of delivery. ○ \$30 for agreeing to receive pregnancy related text messages (\$5/month for 6 mos). |

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| <p>Healthy Play and Exercise Programs</p> | | <ul style="list-style-type: none"> • Boys & Girls Club basic membership for members in Bastrop, Hays, Travis, and Williamson counties. Summer camps are limited to Boys & Girls Clubs of the Austin area only. • 1 YMCA of Austin swim session each year for members. • 1 youth sport session such as soccer, flag football, tee ball, basketball, kickball, boxing, karate, tennis or volleyball per season at participating City of Austin Parks and Recreation Centers for members ages 2-and-a-half to 18 years (Cannot be combined with other sports value-added services). | | <p>Water safety class offered quarterly. Courses will cover basic water safety in and out of the water, focusing on floating on back, getting to the side, reach or throw, how to call for help, how to choose and put on a life jacket. Limited to children ages 4 to 10.</p> |

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| Health and Wellness Services | | | <ul style="list-style-type: none"> • Coaching, written and online education and nicotine replacement therapy products including over-the-counter patches, gum or lozenges, for members 18 years old only, delivered to the member's home. • YMCA membership at Williamson County YMCA for families on Dell Children's Health Plan. • 1 YMCA youth sports session each year for members between the ages 5 to 14 years in Hays, Travis, and Williamson counties. • 1 Boys and Girls Club membership for members in Hays, Travis, and Williamson counties. • Free behavioral health assessment and navigation by trained resource navigators by calling (512) 324-2039 or toll-free at 1-877-918-2039. | <ul style="list-style-type: none"> • Online consumer directed mental health resources for members. • Phone outreach, education and support services to reduce the health risks associated with smoking during pregnancy. Program includes individual plan to quit, health kit to support not smoking and materials to help you quit. Participants in the program receive a carrying bag filled with mints, baby bib and bottle, stress ball and magnet. |
| Additional Behavioral Health Benefits | Blue Cross and Blue Shield of Texas | Sendero Health Plans | Dell Children's Health Plan | Superior HealthPlan |
| Inpatient Follow-up Incentive Program | | | | <p>Gifts for members 20 years and younger who go to a follow-up doctor visit within 7 days of one hospital stay per year. Gifts include a stuffed bear, a book and a \$10 gift card.</p> |