

# 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:	www.myamerigroup.com/tx	www.starplus.mycignahealthspring.com

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>	Help getting a ride to a doctor and other medical appointments.
Disease Management	<ul style="list-style-type: none"> <li>• Educational pregnancy books for members pregnant in their first trimester.</li> <li>• Educational book about taking care of your baby for receiving post-partum visit 21 to 56 days after giving birth.</li> </ul>	
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		\$10 each month for over-the-counter medicines or healthcare-related items that don't need a prescription. Monthly sum may carry over month to month but must be used by Aug. 31, 2019.
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.	
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.	Up to 24 hours of respite care in a year.
Health and Wellness Services	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>	

<b>Value-added Services</b>	<b>Amerigroup</b>	<b>Cigna-HealthSpring</b>
Health Play and Exercise Programs	Exercise kit, which may include a towel, weights, water bottle, and ball for members 21 and older.	Choice of two Fitness Coach Home Fitness kits or facility membership.
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>• \$20 debit card for women ages 21 to 64 years who had cervical cytology or cervical cytology/human papillomavirus (HPV) annually.</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> </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 HealthSpring card.</li> <li>• Members get one 7-day pillbox every 12 months. Each pillbox has 14 compartments for medication.</li> <li>• Members get one box of vinyl gloves every month.</li> <li>• Members get one fleece lap blanket each year.</li> <li>• Members can ask for one personal assistance kit in a 12-month period.</li> <li>• Members can ask for one pair of non-slip warm socks in a 12-month period.</li> <li>• Members can ask for one lumbar pillow in a 12-month period.</li> <li>• Members can ask for one bedside caddy in a 12-month period.</li> </ul>
Emergency Response Services (ERS)		Access to emergency response system in home for rapid response to medical emergencies.
Pest Control	Once every 3 months to eliminate rodents, roaches, and other unsafe pests.	

<b>Additional Behavioral Health Benefits</b>	<b>Amerigroup</b>	<b>Cigna-HealthSpring</b>
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> </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.	