



STAR Plus



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What are value-added services?

Thank you for choosing UnitedHealthcare, as a member of UnitedHealthcare Community Plan, you can also receive value-added services. These unique services are offered, in addition to the required Medicaid services, to benefit your health and everyday life. Your experience and feedback as a member is the inspiration behind these Value-added services.

We hear you

We get great ideas from people in our communities. That’s why we’re inviting you to join our Member Advisory Council. The Council helps us understand how we’re doing, and what we could do better. To join please contact **1-888-887-9003** and ask to be transferred to a Member Advocate in your Area.

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Help for members Asthma or COPD

Roach repellent wall plug-ins: Members can request a six-pack of roach repellent wall plug-ins.

Terms: One pack per year. Members must be under active case management and have a diagnosis of asthma or COPD.

Hypoallergenic bedding: Members can request one hypoallergenic mattress cover and one pillowcase.

Terms: Members must be under case management for asthma or COPD. One mattress cover and pillowcase per year*.

Did you know... this idea came from members just like you. We get great ideas from people in our communities. That's why we're inviting you to join our Member Advisory Council. To register please call **1-888-887-9003** and ask to be transferred to a Member Advocate in your area.



Helpful Hints

To learn more about Asthma triggers you can scan the QR code using the camera app on your smart phone to watch a short video

Behavioral Health

In-Home/ Off-site Behavioral Health Services: Mental health services provided to Members in off-site environment to help reduce or avoid inpatient admissions through a community-based, mobile multi-disciplinary team of licensed clinicians and trained unlicensed workers under the direction of a licensed professional.

Terms: Limited to 6 visits per calendar year*. Excludes Dual Eligible members



Online mental health resources: Live and Work Well is an online tool that you can use to get support, answers, and expert care. Find articles, self-care tools, caring providers, and other mental health and substance use disorder resources. For more information please scan the QR code.

Community Living Assistance

Aunt Bertha: Access to online resources, Aunt Bertha, to connect with free or low-cost community resources. For example, food banks, shelters, education, housing, and employment services.

Terms: Members will be able to access Aunt Bertha through Health Plan staff, Member advocates or by contact members services at **1-888-887-9003**.

Emergency Response Services: Eligible Members 18 years of age and older may have access to an electronic monitoring system, which includes 24-hours, seven-days-a-week monitoring that helps ensure the appropriate person or service agency is contacted in emergencies.

Terms: Members must live alone or be socially isolated, have a functional impairment, and have a documented history of 2 or more falls and/or hospitalizations in the last 6 months. Excludes STAR+PLUS Waiver, Community First Choice members, and Dual Eligible members. If you have questions about this service please contact **1-888-877-9003** to speak with Service Coordinator or Member Advocate.

Home Visits: Members will have access to up to 8 hours of in-home respite services for an un-paid family care giver.

Terms: Respite services will be provided by certified staff in the home of Member.

Home Delivered Meals: Members who have recently been discharged from an inpatient hospital stay will have access to 10 prepared home-delivered meals.

Terms: Member must be residing in the community after discharge. All 10 meals have to be accepted. Members qualify for this meal delivery once per year. If you have questions about this service please contact **1-888-877-9003** to speak with Service Coordinator or Member Advocate.

Welcome Home Kit: Members who are returning home from a Nursing Facility can request a Welcome Home Kit. The kit will include items like, but not limited to Flashlight, Pill Box, Calendar.

Terms: One kit per year*. Excludes Dual eligible members.

Diabetes and other Disease Management

Diabetic Insoles: Members who have diabetes can request two pair of full-length foot insoles.

Terms: One pack per year*. Excludes Dual eligible members.

Pill Organizer with a Health Tracker Booklet: Members can request one pill organizer and health tracker booklet to independently manage their medications and track their health.

Terms: One per member per year*.

Oximeter with Health Tracker Booklet: Eligible members who do not qualify for the oximeter as a Medicaid benefit and are under active case management can request one finger pulse oximeter, two reusable cloth face masks, and a health tracker booklet. This will allow for members who are at high risk of developing complications from COVID-19 to monitor their oxygen levels.

Terms: One per member per year*.

Gift Programs

Fire/Waterproof Bag: Members can request one fire/waterproof bag to store important documents, medications, and personal items during a natural disaster.

Terms: One bag per year*.

Adult Activity books: Members may receive adult activity books: word search, crossword puzzle, Sudoku, coloring book, and prepaid postage post cards. Member will also receive a pack of colored pencils.

Terms: One pack of books per year*.



Helpful hints

For information on disaster preparation tips, an emergency plan template, disaster kit checklist and other resources please visit www.txready.org.

Healthy Living and Exercise

Exercise Kit: Members who want to become more active or lose weight can request an exercise kit which includes one pedometer, one pack of resistance bands, and one water bottle.

Terms: One exercise kit per year*.

Herb Garden Kit with Recipes: Members who are interested in improving their health through healthier home cooking can request an herb garden kit.

Terms: One kit per year*.

Did you know... the YMCA and Baker Ripley offer financial assistance for memberships. For more information please contact your local center. Many community centers have free or reduce cost exercise classes or camps. For more information contact your local community center.



Did you know... the Texas Health and Human Services has multiple resources on healthy living. For more information please scan the QR code.

Extra help for pregnant members

Healthy First Steps®: Pregnant women who enroll in Healthy First Steps will receive rewards for completing prenatal, postpartum and well child visits in a timely manner.

Terms: All pregnant members are eligible. Must enroll and update visits in Healthy First Steps to qualify for rewards. Once baby is born child must be in a UnitedHealthcare plan to continue to receive rewards. Maximum of each gift reward is \$20.

Infant care book: Pregnant members can request What to Expect The First Year.

Terms: Pregnant STAR PLUS members. One book per year*.



Did You know...

The state of Texas offers resources and assistance for new and expecting mothers. For more information please scan the QR code.

Vision, Dental, and Transportation

Extra vision services: Members may receive up to \$105 every two years to cover: An upgraded selection of frames and lenses or contact lenses in place of glasses damaged/lost frames and lenses from an in-network provider. This value-added service cannot be used for a second or spare pair. For more information on your extra vision services please contact Member Services at **1-888-887-9003**.

Terms: Excludes Dual Eligible members.

Adult dental services: Members 21 and over may receive a \$500 annual benefit to cover: 2 routine exams, 2 oral cleanings, and 1 full mouth x-rays from an in-network provider. Members may also receive access to discounts for non-covered services. For more information on your dental services please contact Member Services at **1-888-887-9003**.

Terms: Excludes Dual Eligible members.

Help Getting a Ride: As a part of your UnitedHealthcare transportation benefits, you may also be eligible for additional transportation assistance to healthcare appointments not currently covered by Medicaid. For example, transportation to dental appointments for non-STAR+PLUS waiver members. Members must call ModivCare at **1-866-528-0041** at least 2 days before the appointment to schedule transportation.

Tips for when you call to schedule a ride

- UnitedHealthcare Member ID
- Provider's name
- Provider's address
- Provider's phone number
- Appointment time

*Each state fiscal year, 9/1–8/31.