



CHIP value-added services



CHIP

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 members like you 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 call **1-888-887-9003** and ask to be transferred to a Member Advocate in your area.

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Extra help for pregnant members

Transportation for new caregivers: Eligible CHIP-Perinate members who have recently delivered a child may receive up to 20 round trips, up to 30 miles, to visit their child in the NICU.

Terms: Caregivers must have a child staying in the NICU. Members must call Modivcare at **1-866-528-0441** to schedule their rides.

Breastfeeding/grocery cart cover: Eligible CHIP-Perinate members who are pregnant or recently delivered a child can request 1 multi-use breastfeeding/grocery cart cover to aid in postpartum recovery, mother and baby bonding, and baby health.

Terms: Eligible members can request 1 cover per year.*

Breast feeding supply kit: New moms can request a kit to aid them in breastfeeding. The kit will include items like freezer storage bags, lanolin cream and breast pads.

Terms: Eligible for pregnant members or those who recently delivered. Must be a current UnitedHealthcare member at the time of delivery. Eligible members can request 1 kit per year.*



Did you know...

The state of Texas offers resources and assistance for mothers who choose to breastfeed. For more information, please scan the QR code or visit texaswic.org/breastfeeding.

Babyscripts: Pregnant members who enroll in Babyscripts will receive access to free educational content, resources, and rewards for going to prenatal and postpartum visits. To sign up, visit the Apple App Store or Google Play store on your smartphone. Download the **Babyscripts myJourney** app or call 1-800-599-5985.

Terms: All pregnant members are eligible. The child must be in a UnitedHealthcare plan after birth to continue to receive rewards.

Infant care book: Pregnant members can request “What to Expect the First Year.”

Terms: Pregnant CHIP-Perinate members. One book per year.*

Gift programs

Fire/water-resistant bag: Members can request 1 fire/water-resistant bag to store important documents, medications and personal items during a natural disaster.

Terms: One bag per year.*



Helpful hints

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

Health and wellness services

Sports and school exams: Members receive an annual exam for sports/school/camps.

Terms: Must use in-network provider. One exam per year. Ages 4 through 19. For assistance in finding a provider or scheduling an appointment, call Member Services at **1-888-887-9003**, TTY **711** 8 a.m.–8 p.m., Monday–Friday. Excludes CHIP-Perinate members.

Pill organizer and health tracker: Members can request a pill organizer and health tracker to aid in medication management and health monitoring.

Terms: One pill organizer and health tracker per year.*

Helpful hints

Bring all of your non-refrigerated medications, including over the counter medications and/or supplements, to all of your doctor's appointment. If you are taking medications that require refrigeration please write them down in your health tracker booklet to bring with you to your appointment. Review all medications with your doctor and discuss any concerns you may have. We encourage you to ask your doctor for an active list of medications to ensure that you are taking your current medications correctly.

Healthy play and exercise

Exercise kit: Members who want to become more active or lose weight can request an exercise kit, which includes 1 pedometer, 1 pack of resistance bands and 1 water bottle.

Terms: One exercise kit per year.*



Did you know...

The YMCA and BakerRipley offer financial assistance for memberships. Many community centers have free or reduced-cost exercise classes or camps. For more information, contact your local community center.

Help for members with asthma or COPD

Roach repellent wall plug-ins: Members can request a 6-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 1 hypoallergenic mattress cover and 1 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. That's why we're inviting you to join our Member Advisory Council. To register, 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 smartphone to watch a short video or search for additional information at liveandworkwell.com.

Online resources

findhelp (formerly Aunt Bertha): Access online resources 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 findhelp through Health Plan staff, Member Advocates or by contacting Members Services at **1-888-887-9003**.



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, scan the QR code or visit liveandworkwell.com.

Vision and transportation

Extra vision services for adults: Members may receive up to \$105 every year to cover an upgraded selection of frames and lenses or contact lenses in place of glasses. This includes damaged/lost frames and lenses. Must be 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, contact Member Services at **1-888-887-9003**.

Terms: Excludes CHIP-Perinate members

Help getting a ride: As a part of your UnitedHealthcare value-added services benefits, we offer transportation to medical appointments when no other options are available. Members must call Modivcare at **1-866-528-0441** at least 2 days before the appointment to schedule transportation. Members under age 18 must be accompanied by an adult.

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.