



STAR

Value-Added Services



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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Dental, vision and transportation

Adult dental services: Members age 21 and over receive up to \$250 a year. This is used for 2 routine exams, 2 oral cleanings and 1 full set of mouth X-rays from a network provider. Ask your dentist about access to discounts for non-covered services. (For example: dentures, implants and bridges.) For more information on your dental services, contact Member Services at **1-888-887-9003**.

Extra vision services for adults: Members age 21 and over may receive up to \$105 every 2 years to cover an upgraded selection of frames and lenses or contact 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, contact Member Services at **1-888-887-9003**.

Help getting a ride: As a part of your UnitedHealthcare transportation benefits, you may also be eligible for additional transportation assistance to health care appointments not currently covered by Medicaid. For example, rides to dental appointments for members age 21 and older. 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. Additional children may be approved for rides to Medicaid approved providers.

Tips for when you call to schedule a ride

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

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 member per year.*

Resource book: Adoptive families face unique challenges and this resource book, "The Connected Child", aids in welcoming a new child in the home.

Terms: AAPCA members only. One book per household.* Book is only available in English.



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 [txready.org](https://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.

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.

Help for members with intellectual or developmental disabilities (IDD)

Mikey's Guide: "Mikey's Guide" is a resource book of disability-related programs. Subjects include educational information, waiver programs and government benefits, state-wide camps, adapted sport activities, therapies, day programs and much more. Members with a disability can request "Mikey's Guide to Summer Camps and Activities for Children with Disabilities."

Terms: One guide per year.* Members age 20 and younger.

Name bands: Members with IDD can request a pack of 10 name bands to help identify medical needs and emergency contacts.

Terms: One pack of name bands per year.* Members with IDD age 20 and younger.

Disease management

Diabetes Kit: 1 kit per year*, 1 cookbook (English only), 1 blood sugar log and 1 medicine log for members in disease management for Diabetes.

Terms: Members who are receiving disease management for Diabetes. One Diabetes kit per fiscal year. Book available in English only.

Text Reminders for medication: Access to the Optum Member Portal, which lets members schedule text reminders for their meds online.

Terms: Eligible Members have access to site via a tablet, computer, or smartphone.

Vaping programs: Members who vape can get help to stop. Education and support are available through an online program.

Terms: Members who vape need a tablet, computer, or smartphone.

Extra help for pregnant members

Breastfeeding/grocery cart cover: Eligible STAR 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. 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.

Babyscripts: Pregnant members who enroll in Babyscripts will receive access to free educational content, resources, and rewards for joining, 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. One \$15 gift card for joining. One \$20 gift card for completing a prenatal visit. One \$15 gift card for completing a postpartum visit.

Infant care book: Pregnant members can request 1 book for new moms with tips and info about taking care of yourself and baby. Addresses physical and emotional needs.

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

Wellhop: Wellhop for Mom & Baby connects members with similar due dates online. They will learn together and support each other from pregnancy through early postpartum.

Terms: Pregnant members can enroll in Wellhop at no additional cost.



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.

Behavioral health resources

Exercise program: Members can get weight loss and exercise tips, and resources. It's available through an online program.

Terms: Members who utilize their online member portal have access to an online Wellness coaching program for weight loss, exercise management and education resources. Members need to have access to UHC account and access to a computer, tablet, or smartphone.

Mental health journal: 1 mental health journal after 7-day or 30-day post hospital stay. Journal has resources and writing prompts for members to write and process feelings.

Terms: One mental health journal per fiscal year after completing 7-day or 30-day post hospitalization visit.

Online behavioral health resources



Live and Work Well: 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.

Self Care by AbleTo: 24/7 help for stress and well-being on an online tool where you can learn at your own speed.

Terms: Eligible Members need a mobile device, tablet, or computer to access the program.

*Each state fiscal year, 9/1–8/31.