



# STAR Kids

## Value-Added Services





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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 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 **1-877-597-7799** and ask to be transferred to a Member Advocate in your area.

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## 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.\*

**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.

**Wheelchair safety lights:** Wheelchair safety lights to improve visibility.

Terms: Member must regularly use wheelchair. One wheelchair safety light set per Member in a 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 [txready.org](https://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 20. For assistance in finding a provider or scheduling an appointment, call Member Services at **1-877-597-7799**, TTY **711** Monday–Friday, 8 a.m.–5 p.m.

**Inpatient follow-up incentive:** Members who follow-up with a mental health practitioner within 7 days of discharge from an inpatient mental health hospital stay will received a \$20 gift card.

**Equine therapy:** Children with intellectual and developmental disabilities (IDD), autism or who are in a cognitive therapy program, face unique challenges that may be eased through equine therapy sessions.

Terms: Eligible members will receive up to ten (10) sessions. Harris and Northeast SDAs only. Must use an in-network Equine Provider.\*

**Food allergy labels:** A pack of “I have allergies” alert labels to make members aware of their own food allergies and others when away from their caregiver. Pack includes 24 labels that help identify nut, shellfish, dairy, peanut, soy, wheat/gluten, egg or other food allergies.

Terms: One pack per year.\*

**UnitedHealthcare OMW™:** (UnitedHealthcare On My Way) is for teen/young adult members to learn independence. Find housing, get a job, manage money and more online.

Terms: Eligible Members need a computer, tablet, or smartphone to access the site.



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## 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.\*

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### 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](http://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."



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**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.

**Focused learning bundle:** One focused learning bundle, through Stacy's Sensory Solutions, containing items that promote focus and engagement during homework tasks or remote learning; for members with a diagnosis of dyslexia, ADHD, dyscalculia, dysgraphia or processing deficits.

Terms: One bundle per year.\*

**Down Syndrome Clinic 2 U (DSC2U):** Members with Down Syndrome can access an online program for health and wellness info about Down Syndrome. Family can also use this resource.

Terms: Must have a diagnosis of Down Syndrome. One access to the DSC2U program per member per year\*.

**Hyper-sensory gift card:** Members with a diagnosis of sensory integration dysfunction are eligible to receive a \$75 gift card to Stacy's Sensory Solutions for items such as weighted backpacks or blankets, resistance/pressure products and certain apparel; other items available.

Terms: One gift card per year.\*

**Wheelchair bag:** Members who regularly use a wheelchair can request a durable personal tote bag for the back of their wheelchair. This will ease the burden when traveling to school, doctor or therapy visits and will allow transport of books and other personal items.

Terms: One bag per year.\*

## 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.



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## Extra help for pregnant members

**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 Kids 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](https://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.



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## Online behavioral health resources

**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.



**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, please scan the QR code or visit [liveandworkwell.com](https://liveandworkwell.com).

## Respite

**PPECC Respite Services:** STAR Kids Members with PPECC or PDN services can get 8 hours of care in the facility. This applies to normal business hours.

Terms: Must use in-network provider. Limited to eight (8) hours per calendar year.

## Vision and transportation

**Extra vision services:** Members may receive up to \$105 every 2 years to cover an upgraded selection of frames and lenses or contact lenses in place of glasses. Must use 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 **1-877-597-7799**.

**Help getting a ride:** As a part of your UnitedHealthcare transportation benefits, you may also be eligible for additional transportation assistance to health care services not currently covered by Medicaid. For example, transportation to EquineTherapy (members in the Northeast and Harris SDAs only). Members must call Modivcare at **1-866-529-2117** 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

\*Each state fiscal year, 9/1–8/31.

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For more detailed information or to request a service, visit [uhccommunityplan.com](https://uhccommunityplan.com) or call Member Services at **1-877-597-7799**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday