



STAR+PLUS Nursing Facility

Value-Added Services



United
Healthcare®
Community Plan

STAR+PLUS Nursing Facility

What are value-added services?

Thank you for choosing UnitedHealthcare. As a member of UnitedHealthcare Community Plan, you can also receive value-added services beginning September 1-August 31. 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.

Table of contents

Gift programs	2
Healthy living and exercise	2
Vision and dental	3
Online resources	3
Health and wellness services.....	4
Help for members with intellectual or developmental disabilities (IDD)	4
Alzheimer’s Care	4

Gift programs

Creative Fun Kit: Kit with word search, crossword, and Sudoku activity books. Includes colored pencils, and coloring books.

Terms: Limited to one set per year.*

Lap blanket: 1 personal blanket for lap or bed.

Terms: One blanket per member per year.*

Nursing facility welcome kit: 1 Welcome Kit upon admission into an in-network Nursing Facility.

Terms: One per member per year* upon nursing facility admission. Excludes Skilled Nursing Facility admission.

Cozy and Comfort Kit: A Cozy and Comfort Kit with a backscratcher, a soft knitted hat, and a pair of legwarmers for warmth. For Members who have trouble moving, walking or bending during daily activities.

Terms: One kit per year.*

Healthy living and exercise

Online wellness coaching program: Members can get weight loss and exercise tips, and resources. Available online at **myuhc.com**.

Terms: Members need to have access to UHC account and access to a computer, tablet, or smartphone.



Did you know...

Texas Health and Human Services has multiple resources on healthy living. For more information, please scan the QR code or visit hhs.gov/programs/prevention-and-wellness/nutrition-and-fitness/index.html.

*Each state fiscal year, 9/1–8/31.

For more detailed information or to request a service, visit uhccommunityplan.com or call Member Services at **1-888-887-9003**, TTY **711**, 8 a.m.–8 p.m., Monday–Friday

Vision and dental

Eyewear & Contact Lens Extra Benefits: Get \$105 every 24 months. For frames, lenses, or contacts not covered by Medicaid. For more information on your extra vision services, contact Member Services at **1-888-887-9003**.

Terms: Excludes Dual-Eligible members. Once every 24 months if not covered by the Medicaid benefit. Must use an in-network provider. Spare pairs are not covered.

Adult preventive dental services: Up to \$500 annually for members 21-120. This is used for 2 routine exams/cleanings and 1 full set of mouth X-rays from a network provider. For more information on your dental services, contact Member Services at **1-888-887-9003**.

Terms: Excludes Dual-Eligible members. Excludes members in Medicaid waivers.

Online resources



Online mental health resources: LiveandWorkWell.com has news, videos, legal resources, and you can find doctors and other care. For more information, please scan the QR code or visit liveandworkwell.com.

Calm Health app: Get help anytime for stress and wellbeing. Available 24/7 on a website you can use at your own pace.

Terms: Need a tablet, computer, or smartphone to access. Download the UnitedHealthcare® app and look for **Calm Health** under **Additional Benefits**.

*Each state fiscal year, 9/1-8/31.

Health and wellness services

Sensory products: \$35 gift certificate for sensory goods. For eligible members with sensory processing disorder.

Terms: Members with a sensory processing disorder. Service coordinator checks need. One \$35 gift card per year.* Excludes Dual Eligible members.

Online health information chats: Staffed by health professionals who answer your questions 24 hours a day, 7 days a week, for every day of the year.

Second Hearing Aid: Members ages 21–120 with a Medicaid hearing aid can get a second one at no cost.

Terms: Excludes Dual Eligible Members. Members ages 21–120. Available every 5 years. Prescription needed.

Help for members with intellectual or developmental disabilities (IDD)

Location Assistance: \$30 gift certificate. For ID bracelets and other items to help members who may get lost, confused, or cannot ask for help.

Terms: Service Coordinator checks need. One per year*.

Alzheimer's Care

Robopet or Doll: A robopet or doll for comfort and company. Promotes rest and lowers stress. For Members with dementia or Alzheimer's.

Terms: One per member lifetime membership.

*Each state fiscal year, 9/1–8/31.

For more detailed information or to request a service, visit uhccommunityplan.com or call Member Services at **1-888-887-9003**, TTY **711**, 8 a.m.–8 p.m., Monday–Friday