



STAR+PLUS

Value-Added Services



TEXAS
Health and Human
Services

TEXAS
STAR+PLUS
Your Health Plan ★ Your Choice

**United
Healthcare®**
Community Plan

STAR+PLUS

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.

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Help for members with asthma or COPD

Pest control reward: \$20 rewards card to be used on home improvement items, such as pest control plug-ins.

Terms: For members who are under case management for Asthma or COPD. Excludes Dual Eligible members. One time per year.*

\$25 rewards card: For indoor air quality items such as fans, air filters, or humidifiers.

Terms: For members in our disease management program for Asthma & COPD. Excludes Dual Eligible members. One 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, call **1-888-887-9003** and ask to be transferred to a Member Advocate in your area.

Help for members with intellectual or developmental disabilities (IDD)

Period Underwear: 3 pairs of washable period underwear.

Terms: For members with Intellectual or Developmental Disability diagnosis. Limited to one set per year.*

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 \$30 gift certificate per year*.

*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

Behavioral health



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.

Terms: Need a tablet, computer, or smartphone to access.

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

Terms: Eligible Members need a mobile device, tablet, or computer to access the program. Download the UnitedHealthcare® app and look for **Calm Health** under **Additional Benefits**.

Inpatient follow-up incentive: \$20 rewards card for members who follow-up with a mental health practitioner. Must be within 7 days of discharge from an inpatient mental health hospital.

Terms: Excludes Dual Eligible members. One per year.*

Mental Health journal: One mental health journal per year. Includes a list of resources related to mental health where members can write down and process their feelings using prompts.

Terms: One mental health journal per year*.

Health and wellness services

Adult 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 certificate per year.* Excludes Dual Eligible members.

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

Terms: Need a tablet, computer, or smartphone to access.

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.

Food fitness reward: \$40 rewards card to be used on Healthy Food and Fitness items.

Terms: One time per year.* Excludes Dual Eligible members.

*Each state fiscal year, 9/1–8/31.

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

Terms: Ages 21–120. Every 5 years. A prescription is needed. Excludes Dual Eligible members.

Community living assistance

Emergency response services: Eligible members may have access to an electronic monitoring system, which includes 24 hour hours a days, seven days a week monitoring that helps ensure the appropriate person or service agency is contacted in emergencies.

Terms: 24/7 ERS. Up to 6 months after discharge from a hospital or nursing facility. Limited to members who are not in a waiver program or Community First Choice members. If you have questions about this service, call **1-888-877-9003** to speak with a Service Coordinator or Member Advocate.

Home visits: Up to 8 hours per calendar year of in-home respite services.

Terms: For members who are not in the STAR+PLUS Waiver. Must use in-network provider.

Healing food help: \$60 rewards card to be used on healthy food.

Terms: For non-STAR PLUS waiver members who get out of a hospital stay of 2 or more days. One time per year.* If you have questions about this service, call **1-888-877-9003** to speak with a Service Coordinator or Member Advocate. Excludes STAR+PLUS Waiver members.

Welcome Home kit: A Welcome Home Kit upon returning home from a Nursing Facility stay.

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

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Diabetes and other disease management

OTC diabetic reward: \$15 Rewards Card. Get OTC items such as diabetic insoles.

Terms: Must have diagnosis of Diabetes. One pack per year.* Excludes Dual Eligible members.

Daily Health reward: \$20 rewards card to be used on items like pill organizer and notebook to keep track of health.

Terms: One time per year.* Excludes Dual Eligible members.

Body weight scale: One body weight scale per year* for members under disease management with a diagnosis of congestive heart failure.

Terms: Members under disease management with a diagnosis of congestive heart failure. Excludes Dual Eligible members. One per year.*

Text Reminders for medication: Access to the Optum Member Portal. Schedule text reminders for your meds online.

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

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

Gift programs

Emergency radio: A NOAA/FM/AM radio that helps you stay connected during bad weather or a disaster. Includes cellphone charger and flashlight.

Terms: One per year.*

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.*

Online enrollment reward: \$15 rewards card for new members who sign up for **myuhc.com**.

Terms: Must sign up within the first 30 days of enrollment with UHC. One time per year.*

Menopause Book: A “Generation M” menopause book. For members 31-65 who have symptoms of perimenopause or menopause. One book 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 txready.org.

Healthy living and exercise

Food fitness reward: \$40 rewards card to be used on Healthy Food and Fitness items.

Terms: One per year.*

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

Terms: Need a computer, tablet or smartphone to access.



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

Extra help for pregnant members

Prenatal pregnant Mom support: Members can use **myuhc.com** or app to get info and tools to learn about their pregnancy. May earn rewards for doctor visits.

- \$25 for going to a prenatal visit

Postpartum pregnant Mom support: Members can use **myuhc.com** or app to get info and tools to learn about their postpartum care. May earn rewards for doctor visits.

- \$25 for going to a postpartum visit

Blood Pressure monitor: 1 electronic Blood Pressure cuff at for pregnant members with or at risk of high blood pressure.

Terms: Eligible pregnant members with or at risk of high blood pressure. Service coordinators check need. One per pregnancy. Excludes Dual Eligible members.

Wellhop: Wellhop for Mom & Baby helps moms-to-be with similar due dates. They can chat online, learn new things, and support each other from pregnancy to early motherhood.

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



Did you know...

The Health and Human Services Commission (HHSC) offers resources and assistance for new and expecting mothers. For more information, please scan the QR code or visit texaswic.org/breastfeeding.

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Vision, dental and transportation

Eyewear & contact lens extra benefits: Get \$105 every 24 months. For frames, lenses, or contacts not covered by Medicaid.

Terms: Excludes members in Medicaid waivers and Dual Eligible members. Every 24 months. 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, 1 scaling/root planning if medically necessary and 1 full set of mouth X-rays from a network provider.

Terms: Excludes Dual Eligible members and Medicaid Waiver members.

Transportation for services that impact health: Get 4 round-trip rides for non-Medicaid health needs. Like grocery, housing, or utility visits. Ages 0-17 ride with an adult. Book with SafeRide at **1-888-462-6050** at least 2 days before the appointment to schedule transportation.

Terms: Must use designated in-network provider, SafeRide.

Tips for when you call to schedule a ride

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

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