



# STAR Plus



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

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## Help for members with asthma or COPD

**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. 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.



### **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).

## Behavioral health

**In-home/off-site behavioral health services:** Mental health services provided to members in an off-site environment to help reduce or avoid inpatient admissions through a community-based, mobile multi-disciplinary team of licensed clinicians and trained unlicensed workers under the direction of a licensed professional.

Terms: Limited to 6 visits per calendar year.\* Excludes Dual Eligible members.



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

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## Community living assistance

**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**.

**Emergency response services:** Eligible members age 18 and older 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: Members must live alone or be socially isolated, have a functional impairment, and have a documented history of 2 or more falls and/or hospitalizations in the last 6 months. Excludes STAR+PLUS Waiver, Community First Choice members and Dual-Eligible members. If you have questions about this service, call **1-888-877-9003** to speak with a Service Coordinator or Member Advocate.

**Home visits:** Members will have access to up to 8 hours of in-home respite services for an unpaid family caregiver.

Terms: Respite services will be provided by certified staff in the home of member. Excludes STAR+PLUS Waiver members

**Home-delivered meals:** Members who have recently been discharged from an inpatient hospital stay will have access to 10 prepared home-delivered meals.

Terms: Member must be residing in the community after discharge. All 10 meals have to be accepted. Members qualify for this meal delivery once 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:** Members who are returning home from a nursing facility can request a Welcome Home kit. The kit will include items like, but not limited to, flashlight, pill box and calendar.

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

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## Diabetes and other disease management

**Diabetic insoles:** Members who have diabetes can request 2 pair of full-length foot insoles.

Terms: One pack per year.\* Excludes Dual-Eligible members.

**Pill organizer with a health tracker booklet:** Members can request 1 pill organizer and health tracker booklet to independently manage their medications and track their health.

Terms: One per member 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.

**Oximeter with health tracker booklet:** Eligible members who do not qualify for the oximeter as a Medicaid benefit and are under active case management can request 1 finger pulse oximeter, 2 reusable cloth face masks and a health tracker booklet. This will allow for members who are at high risk of developing complications from COVID-19 to monitor their oxygen levels.

Terms: Must have a diagnosis of asthma, COPD, heart failure, sickle cell disease or be immunocompromised and under active case management. Members who have gotten all CDC-recommended COVID-19 vaccine doses are not eligible. One per member 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.\*

**Adult activity books:** Members may receive adult activity books such a word search, crossword puzzle, Sudoku, coloring book and prepaid postage postcards. Members will also receive a pack of colored pencils.

Terms: One pack of books 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](https://txready.org).

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## Healthy living 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.\*

**Herb garden kit with recipes:** Members who are interested in improving their health through healthier home cooking can request an herb garden kit.

Terms: One kit per year.\*

### *Did you know...*

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



### *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.texas.gov/services/health/wellness/texercise/healthy-eating](https://hhs.texas.gov/services/health/wellness/texercise/healthy-eating).

## Extra help for pregnant members

**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 STAR PLUS members. One book per year.\*



### *Did you know...*

The state of Texas offers resources and assistance for new and expecting mothers. For more information, please scan the QR code or visit [texaswic.org/breastfeeding](https://texaswic.org/breastfeeding).

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## Vision, dental 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. 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 Dual-Eligible members.

**Adult dental services:** Members age 21 and over receive up to \$500 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**.

Terms: Excludes Dual-Eligible members and STAR+PLUS Waiver members.

**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, transportation to dental appointments for non-STAR+PLUS waiver members. Members must call Modivcare at **1-866-528-0441** at least 2 days before the appointment to schedule transportation.

### 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.