STAR value-added services

United Healthcare Community Plan

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STAR

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 people 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 please contact **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 21 and over may receive a $250 annual benefit to cover: 2 routine exams, 2 oral cleanings, and 1 full mouth x-rays from an in-network provider. Members may also receive access to discounts for non-covered services. For more information on your dental services please contact Member Services at **1-888-887-9003.**

Extra vision services for adults: Members 21 and over may receive up to $105 every two 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 please 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 healthcare appointments not currently covered by Medicaid. For example, rides to dental appointments for members 21 and older. Members must call ModivCare at **1-866-528-0041** at least 2 days before the appointment to schedule transportation. Members under the age of 18 must be accompanied by an adult.

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/Waterproof Bag: Members can request one fire/waterproof 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 visit 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 years. For assistance in finding a provider or scheduling an appoint call Member Services at **1-888-887-9003,** TTY **7-1-1** Monday – Friday, 8 a.m. – 8 p.m.

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*.

Healthy play and exercise

Exercise kit: Members who want to become more active or lose weight can request an exercise kit which includes one pedometer, one pack of resistance bands, and one water bottle.

Terms: One exercise kit per year*.

Did you know... the YMCA and Baker Ripley offer financial assistance for memberships. For more information please contact your local center. Many community centers have free or reduce cost exercise classes or camps. For more information contact your local community center.

Help for members Asthma or COPD

Roach repellent wall plug-ins: Members can request a six-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 one hypoallergenic mattress cover and one 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 please call **1-888-887-9003** and ask to be transfered 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 smart phone to watch a short video

Help for members with 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.

COVID-19 Update: The status of some of the resources in this book may have changed. Please contact the resource you are interested in directly to get the up-to-date information.

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

Name bands: Members with Intellectual or Developmental Disabilities (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 20 and younger.

Extra help for pregnant members

Transportation for new caregivers: Eligible STAR members who have recently delivered a child may receive up to 20 round trips, up to 30 miles, to visit their child in the NICU.

Terms: Caregivers must have a child staying in the NICU. Members must call ModivCare at **1-866-528-0041** to schedule their rides.

Breast feeding/grocery cart cover: Eligible STAR members who are pregnant or recently delivered a child can request one multi-use breast feeding/grocery cart cover to aid in postpartum recovery, mother and baby bonding, and baby health.

Terms: Eligible members can request one cover per year*.

Breast feeding supply kit: New moms can request a kit to aid them in breast feeding. 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.

Healthy First Steps®: Pregnant women who enroll in Healthy First Steps will receive rewards for completing prenatal, postpartum and well child visits in a timely manner.

Terms: All pregnant members are eligible. Must enroll and update visits in Healthy First Steps to qualify for rewards. Once baby is born child must be in a UnitedHealthcare plan to continue to receive rewards. Maximum of each gift reward is $20.

Infant care book: Pregnant members can request What to Expect The First Year.

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

Did You know....
The state off Texas offers resources and assistance for mothers who choose to breastfeed. For more information please scan the QR code.

Online resources

Aunt Bertha: Access to 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 Aunt Bertha through Health Plan staff, Member advocates or by contacting members services at **1-888-887-9003.**

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.

*Each state fiscal year, 9/1–8/31.