



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

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## Dental, vision and transportation

**Adult dental services:** Members age 21 and over receive up to \$250 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**.

**Extra vision services for adults:** Members age 21 and over may receive up to \$105 every 2 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, 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 health care appointments not currently covered by Medicaid. For example, rides to dental appointments for members age 21 and older. Members must call Modivcare at **1-866-528-0441** at least 2 days before the appointment to schedule transportation. Members under age 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/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 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 scan the QR code or visit [txready.org](http://txready.org).

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## 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.

For assistance in finding a provider or scheduling an appointment, call Member Services at **1-888-887-9003**, TTY **711** 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.\*

### 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.

## 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 reduce-cost exercise classes or camps. For more information contact your local community center.

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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. 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).

## 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."

**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 age 20 and younger.

**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.

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## 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 **1-866-528-0441** to schedule their rides.

**Breastfeeding/grocery cart cover:** Eligible STAR members who are pregnant or recently delivered a child can request 1 multi-use breastfeeding/grocery cart cover to aid in postpartum recovery, mother and baby bonding and baby health.

Terms: Eligible members can request 1 cover per year.\*

**Breastfeeding supply kit:** New moms can request a kit to aid them in breastfeeding. 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.

**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 members. One book per year.\*



*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).

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## Online resources

**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 Member 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 or visit [liveandworkwell.com](https://liveandworkwell.com).