

## 2017/2018 Value-added Services

UnitedHealthcare Community Plan offers Value-added Services in addition to basic benefits to help serve our members' unique health care needs. These services are available at no cost to CHIP, CHIP Perinatal (expecting mothers), STAR Kids, STAR, STAR+PLUS members, and members who are eligible for both Medicare and Medicaid (dual eligible members). Some exceptions may apply, as noted within the description of each service.

Each Value-added Service is available once Sept. 1 through Aug. 31, unless otherwise noted, and are subject to change. If there is a change, a care provider notification will be posted to [UHCommunityPlan.com](http://UHCommunityPlan.com) > For Health Care Professionals > Texas > Reference Guides > **Value-Added Services**.

### List of Services Offered:

- Transportation Help
- Weight Watchers\*
- Workout Gear
- Mikey's Guide
- Breathe Easier
- Home Delivered Meals
- Equine therapy
- Sensitive Touch
- Food Allergy Alerts
- Personal Tote
- Helpful Technology
- Activity Book
- Breast Feeding Kit
- Emergency Response
- Alzheimer's Care Planning
- Foot Care
- Mental Health in the Community
- Phone Smarts
- Home Visits
- Respite
- Becoming a Family
- Planning Guide
- Med Alert Safe Return
- Nerf Energy
- Get Involved

### How Can I Refer my Patients for These Value-added Services?

You can help our members when you think they would benefit from one or more of these value-added services. For more information on how to refer a member, please contact customer service at **888-887-9003**.

### Health and Wellness

#### Members can directly access:

- Extra Dental
- Extra Vision
- Physical for Extra Activities
- Baby Blocks at [uhcbabyblocks.com](http://uhcbabyblocks.com)
- Nurseline
- [Liveandworkwell.com](http://Liveandworkwell.com)
- [Solutions for Caregivers at uhc.com > Individuals & Families > Member Resources > Health Care Tools > Solutions for Caregivers](http://Solutions for Caregivers at uhc.com > Individuals & Families > Member Resources > Health Care Tools > Solutions for Caregivers)

Dental and vision services require an approved authorization prior to delivering services. To find a network dentist or optical location, members can go to [UnitedHealthcareCommunityPlan.com](http://UnitedHealthcareCommunityPlan.com) and search by their program or see all plans in Texas.

## Postcard Programs

Members receive one or more postcards for you to sign when they come in to your office for significant wellness visits:

- Annual Wellness and Prevention
- Mom and Baby Wellness
  - For Mom and Baby Wellness, if a member forgets or loses their postcard, you or they can call our customer service to have another one mailed, please call **888-887-9003**.
  - For Annual Wellness, the member can call our gift card vendor to request a new form. If they lose or misplace the form, please have them call **877-210-3495**.

### Annual Wellness and Prevention

We know the importance of annual wellness visits and screenings, including Texas Health Step medical check-up for children and youth who are STAR or STAR Kids members. As an incentive, each member is eligible to receive a \$20 gift card when they complete this annual visit. Members can choose a gift card to help with basic necessities found at HEB, CVS or Walgreens.

Gift card cannot be used to purchase tobacco, alcohol or lottery tickets.

### Adult Dental

Members 21 and over can use up to \$500 to help with:

- Routine exam and cleaning, including full mouth x-ray
- Scaling and root planing, if medically necessary
- Access to discounted fee schedule for non-covered services

Services are provided by in-network providers using the following billing codes:

**STAR:** D0120, D0140, D0150, D1110, D4341, D4342, D0210

**STAR+PLUS:** D0120, D0140, D0150, D0210, D0220, D0230, D0270, D0272, D0273, D0274, D0330, D1110, D2140, D2150, D2160, D2161, D2330, D2331, D2332, D2335, D2391, D2392, D2393, D2394, D4341, D4342, D7140, D7210, D7250, D9110

Prior authorization is necessary; excludes STAR+PLUS Waiver members.

### Extra Vision

Members can use up to \$105 to:

- Upgrade a new prescription selection for types of frames and lenses (to align with the member's Medicaid benefit).
- Replace frames and lenses due to loss, theft or damage (to align with the member's Medicaid benefit).

Services are provided by in-network providers using the following billing codes:

Current Procedural Terminology (CPT) Code 92310 together with: V2500, V2501, V2502, V2503, V2510, V2511, V2512, V2513, V2520, V2521, V2522, V2523, V2530 or V2531

Prior authorization is necessary. This service is available every two years (August through September)

## Postcard Programs (continued)

### Foot Care

Members with a diagnosis of diabetes may request two pair of full-length foot insoles to help ease pain and reduce risk of injury.

### Help Getting a Ride

Sometimes lack of transportation can make it hard to get to the dentist, doctor or pharmacy. The primary resource for Medicaid members to get transportation to and from the doctor, dentist or pharmacy is the Texas Health and Human Services (HHS) Medical Transportation Program (MTP). Medicaid members or their representatives can arrange a ride by calling **877-633-8747**.

Rides need to be scheduled at least two days ahead of the time the ride is needed. Children under 15 years of age need to be accompanied by a guardian, or another adult with a signed consent of the guardian. Youth 15 to 17 can ride alone when their parent or guardian signs a consent form. For details go to [HHS.Texas.gov > services > health > Medicaid and CHIP > programs > Texas Medicaid CHIP Medical Transportation Program](https://www.hhs.texas.gov/services/health/Medicaid-and-CHIP/programs/Texas-Medicaid-CHIP-Medical-Transportation-Program).

We also offer rides through our program and can help with a ride when MTP is not available. Visits over 75 miles require prior additional approval. Members under 19 years old need to be accompanied by an adult. Only one escort can accompany the member. STAR, STAR+PLUS and dually eligible members are limited to up to eight one-way trips per year.

## Healthy Lifestyles: Healthy living, good nutrition and regular physical activity

### Physical for Extra Activities

We encourage extra activities such as camps and sports. This Value-added Service can be used for members 4 to 19 to see a primary care provider for a camp or sports physical as well as the corresponding paperwork to make sure this extra experience is a healthy one. This does not take the place of annual wellness or the Texas Health Steps medical checkup. Network providers delivering this service can use diagnosis codes:

- Z02.89 Other medical exam for administrative purposed
- Z02.0 Admission to educational institution
- Z02.5 Participation in Sport

Services are provided by in-network providers using the following codes:

- 97169-Athletic Training Evaluation - low complexity
- 97170-Athletic Training Evaluation - moderate complexity
- 97171-Athletic Training Evaluation - high complexity

### Get Involved

Good health is more than physical. We encourage healthy activities and community involvement that is safe and nurturing. We've partnered with youth organization Boys & Girls Club to cover the cost of an annual membership. Members in the Houston area may also request a base membership to a BarkerRipley Community Center instead of Boys & Girls Club.

## Healthy Lifestyles: Healthy living, good nutrition and regular physical activity (continued)

### NERF ENERGY™

NERF ENERGY Game Kits, which include an activity tracker (NERF ENERGY Game Band), a soccer ball (NERF PRO FOAM soccer ball) and a mobile game (NERF ENERGY RUSH) help kids stay active. As children participate in physical activity, they earn energy points that are tracked by the activity band, and these points turn into screen time to play the mobile game on a smartphone or tablet.

The NERF ENERGY RUSH mobile game is an endless runner game that requires players to turn, jump and avoid obstacles to complete courses and earn power-ups to continue playing. Available for CHIP members ages 6 to 12 who are diagnosed with diabetes and get an annual HbA1c check. Need to have access to a smart phone or computer to synch tracker.

### Weight Watchers

A healthy body results from a healthy lifestyle incorporating mental, emotional and physical health. Weight Watchers helps to make healthy eating decisions and encourage a more active lifestyle. We sponsor participation in 13 weekly support meetings for in-person motivation and accountability.

\*We'll need a statement from the primary care provider identifying the weight goal for members 10 to 16 years old wanting to participate in Weight Watchers meeting. Please fax to **866-883-0724**.

### Workout Gear

We're proud of our member's accomplishments and want to encourage continued healthy choice lifestyles. When a member completes 13 weeks of participating in Weight Watchers meetings, this well-earned reward is a \$50 Academy Sports & Outdoors gift card to purchase workout gear.

### Mikey's Guide

Families with special needs children or adults may request a Mikey's Guide to Summer Camps and Activities for Children with Disabilities. This biannual publication details summer camps, sports activities, year-round classes and other resources for children and adults living with disabilities.

## A Little Something Extra

### Breathe Easier

Eligible members who have a diagnosis of severe asthma or chronic obstructive pulmonary disease (COPD) and participate in our case management program for asthma or COPD may request one hypoallergenic mattress cover with a hypoallergenic pillowcase.

### Delivered Meals

To help members being discharged from an inpatient stay, we'll bring them 10 frozen dinners so they won't need to spend energy cooking dinner while they are recuperating. Network providers delivering this service can use code S5170 with modifier U7.

## A Little Something Extra (continued)

### Equine Therapy

Horses help promote emotional growth when members interact with them through grooming, feeding, haltering and leading a horse. The therapy is supervised by a mental health professional, often with the support of a horse professional. Both during the activity and afterwards, the equine therapist can observe and interact with our members in order to identify behavior patterns and process thoughts and emotions. Members may qualify for up to 10 sessions. Members who are eligible typically either:

- Have an intellectual and/or developmentally disability, including autism spectrum disorders
- Are in trauma-focused or cognitive therapy

This benefit does not apply to members who are eligible to receive animal therapies through a Texas State waiver.

### Sensitive to Touch

Sensory processing disorder makes it difficult to process and act upon information received through the senses. It can affect one or multiple senses and experiences can be different from person to person. Some over-respond to touch sensation and find clothing, physical contact, and other tactile sensory input to be unbearable. Others have little or no reaction to a sensation. We offer a Stacy's Sensory Solutions \$75 gift card where members can select from a range of specially-designed products from clothes, weighted backpacks and sensory compounds to help these members.

### Food Allergy Alerts

Food allergies can kill, and sometimes our members are not able to tell people what their allergies are. Food allergy alert labels make it easy for people to know how to protect our members when they may be away from their family, such as at summer camp or school.

### Personal Tote

This specially designed bag that attaches to the back of our member's wheelchair is a great way to carry books and personal items when going to school, doctor or therapy visits.

### Helpful Technology

Members who are developmentally or physically delayed are eligible for an iTunes or GooglePlay gift card to purchase helpful apps. We've partnered with Easter Seals of Greater Houston's BridgingApps® to help members choose apps that are appropriate, useful and life-enhancing. BridgingApps® is comprised of parents, therapists, teachers, doctors, people with disabilities and assistive technology professionals who test and review these apps and wish to share their findings and experience to help others. We make available a \$25 gift card to purchase the apps.

### Activity Book

Our members stay sharp and sometimes find it relaxing to sit with a book to do word searches, crossword puzzles, Sudoku or coloring. The book is accompanied by a pack of colored pencils.

## Baby

We welcome new members to the UnitedHealthcare Community Plan family with tips and tools. Among them:

### Infant Care Book

Babies don't come with instructions, but we can help new parents get some of the information they need. We mail a book, such as *What to Expect the First Year*, to the member's home address.

### Baby Shower

Pregnant mothers and those who recently gave birth are invited to a baby shower where they receive health and safety education and a gift bag. They also have the opportunity to win prizes, such as strollers or car seats. We host a baby shower quarterly in one of our service delivery areas: Harris, Hidalgo and Jefferson. We invite all eligible members living in the service delivery area where we are hosting a shower so they can attend.

### Baby Blocks™

We encourage prenatal, postpartum and baby's first 15 months of life wellness. Baby Blocks is a unique to UnitedHealthcare online program that outlines necessary prenatal and postpartum appointments and gives rewards for accomplishing milestones. Rewards include Old Navy or Gap gift cards, thermometer, teething rings and learning toys. Members can use their smart device or a computer to access [UHCBabyBlocks.com](https://UHCBabyBlocks.com). The website is also available in Spanish.

### Mom and Baby Wellness

Our postcard incentive program encourages mom's postpartum checkup, baby's 2 week as well as 2, 4 and 6 month checkups. Members receive baby-related items, such as diapers or wipes, as an incentive when important exams are completed on time. The postcards are signed when mom and baby are at the doctor's office for the exams.

### Pregnancy Pampering

We love to pamper our expecting mothers. We have delivered to her door a care package stuffed with personal treats such as comfy footie socks, lip moisturizer, stretch mark cream and a matching set of lotion, shampoo, and conditioner.

### Breast Feeding Kit

Breast feeding can be beneficial to both mom and baby. We want to support our mothers who may want a little support. Our members can receive a supportive kit which includes items like lanolin cream, breast pads and breast milk freezer storage bags.

### Home Visits

Members who are home after recently giving birth can request up to two visits in their home from a home health company in our provider network. Visits can help with lactation, newborn care, postpartum depression, safety concerns and reviewing follow-up care. These visits are an added value in addition to our members home health benefit. Network providers delivering this service should use billing codes GO299 or GO300.

## Being There When They Need It Most

### Welcome Kit

We recognize that it can be difficult when any of our members are admitted to a network nursing facility as their new home. We want them to know that we are thinking about them by having a welcome kit ready to help ease their transition. We include gripper socks, a shower cap, water bottle/coffee cup, light magnifier and a reusable bag.

### Emergency Response

This in-home 24/7 monitoring program helps members remain in their home with the confidence that if they have an emergency then a response system will assist. We offer this service to members who are functionally impaired and live alone or who are socially isolated in the community. Members need to have a documented history of two or more falls and/or two or more hospitalizations in the last six months. Members eligible for this service are STAR+PLUS members 18 years of age or older who are not in a Texas waiver program or receiving Community First Choice services.

Network emergency response providers use billing code S5160 for installation and testing. Billing code S5161 with modifiers U7, U7 is for monthly monitoring.

### Alzheimer's Care Planning

We can arrange for a professional consultation to help members and families facing challenges associated with Alzheimer's disease. This session with a licensed professional will address financial, legal, family and health issues for a member diagnosed with Alzheimer's disease.

### Mental Health in the Community

This service is for members to help reduce or avoid inpatient admissions. Services are delivered by a community-based, multi-disciplinary team of licensed clinicians and trained health care personnel work under the direction of a licensed professional. Network provider delivering this service can use codes 99510 - Under Home Health Procedures or H2020 - Therapeutic behavioral services, per diem.

## Personal Support

### NurseLine

Members can speak with a nurse toll-free, 24/7 to get information and support in making decisions about their health. Through NurseLine, members can access the National Relay Center services for the hearing impaired or use NurseLine interpreters who can translate more than 140 different dialects.

#### Members can call NurseLine numbers by program:

- **800-850-1267** CHIP
- **800-535-6714** STAR
- **877-839-5407** STAR+PLUS
- **877-596-3258** Dual eligible members

### Phone Smarts

Our members qualify financially for Lifeline Assistance which supplies free cell phones and varying plans or discounts. Members can use their smartphones to support their health care. Because their smartphone can give information to help make informed health decisions, we offer up to 500 megabytes of data. They can use this monthly data for their choice of applications which can help with medication compliance, biometric tracking, falling alerts or gaming for mental stimulation.

Rather than the data, members could choose 500 monthly minutes for phone calls that can be used to keep them connected.

Whichever they choose, we also pay for unlimited texting options to help them ensure they give and get the support they need. Plus they can have free calls to our member services to help with life issue they may be experiencing.

Members can also use [Wellpass](#). This application offers library and health coaching with support in areas such as maternal health, diabetes, smoking cessation, adult and child health.

### Respite

Family who care for members with special health care needs sometimes need some time away for their own needs or health. Members in Texas waiver programs have this included as a benefit. We help ensure that members who do not qualify for waiver programs can still use this valuable service. Members qualify for up to eight hours to have one of our qualified network providers care for their loved one in their home while the caregiver takes a break.

### Becoming a Family

Families who adopt face unique challenges. We offer *The Connected Child* book which provides techniques and strategies to aid in welcoming a new child into the home. Written by two research psychologists, Karyn Purvis, David Cross and Wendy Lyoons Sunshine, this offering specializes in adoption and attachment. It explores family bonding issues, such as trust, affection, discipline and dealing with learning or behavioral disorders.

### Planning Guide

Sometimes you don't know what you need to know. This resource helps families caring for someone with special needs to get information in the areas of financial planning, emotional and legal considerations as well as balancing school and family.



## Personal Support (continued)

### MedicAlert® Safe Return®

Caregivers can have peace of mind knowing that if their loved one wanders from home, that their emergency contact information is with them. Members can select a bracelet or necklace that contains the 24/7 MedicAlert phone number. That way, when found, a person can help contact the member's family or identified supports as well as to be advised about any allergy dangers and medication needs.

### Solutions for Caregivers

This online resource is full of supportive tools for families who care for members at home. Libraries include information about health conditions, the logistics of day-to-day caring, advanced planning and emergency backup care. MyCaregiver is one location for scheduling, sharing important information with family and storing important documents that you all can access when you need them. Also available are discounted products, such as mattress protectors and services, such as in-home care support. See more at [uhc.com](https://www.uhc.com) > [Individuals & Families](#) > [Member Resources](#) > [Health Care Tools](#) > [Solutions for Caregivers](#).

### Liveandworkwell.com

Enhance your positive mental health, resiliency and work life balance! Liveandworkwell is a member and family resource site for people with Behavioral Health, Employee Assistance or WorkLife benefits from Optum® or one of our partner companies. We provide confidential access to professional care, self-help programs, interactive tools and educational resources to help with life's changes and challenges. See more at [liveandworkwell.com](https://www.liveandworkwell.com).

## Value-added Services by Member Program

Value-added Service	Page	CHIP	CHIP Perinatal	STAR	STAR+PLUS in the Community		STAR+PLUS Nursing Facility		STAR Kids
					Medicaid Only	Dual-eligible members	Medicaid Only	Dual-eligible members	
Annual Wellness and Prevention	2	X		X	X	X			
Adult Dental	2			X	X		X		
Extra Vision	2	X		X	X		X		
Foot Care	3				X		X		X
Help Getting a Ride	3	X	X	X	X	X			X
Physical for Extra Activities	3	X		X	X	X			X
Get Involved	3	X		X					X
Nurf Energy	4	X							
Weight Watchers	4	X		X	X	X			
Workout Gear	4	X		X	X	X			
Mikey's Guide	4			X	X	X			X
Breathe Easier	4	X	X	X	X	X			X
Delivered Meals	4				X	X			
Equine Therapy	4								X
Sensitive to Touch	5								X
Food Allergy Alerts	5								X
Personal Tote	5								X
Helpful Technology	5								X
Activity Book	5						X	X	
Infant Care Book	6		X						
Baby Shower	6	X	X	X					
Baby Blocks™	6	X	X	X					
Mom and Baby Wellness	6	X		X					
Pregnancy Pampering	6	X	X						
Breast Feeding Kit	6			X					
Home Visits	6	X		X					
Welcome Kit	7						X	X	
Emergency Response	7				X				
Alzheimers Care Planning	7				X	X			
Mental Health in the Community	7			X	X				
NurseLine	8	X	X	X	X	X			
Phone Smarts	8			X	X		X		X
Respite	8			X	X	X			X
Becoming a Family	8			X					
Planning Guide	8								X
MedicAlert Safe Return	9					X	X	X	X
Solutions for Caregivers	9				X				X
Liveandworkwell.com	9				X	X			

Need more help? Please speak with one of our customer service representatives by calling **888-887-9003**, 7 a.m. – 7 p.m., Central Time, Monday through Friday, except major holidays. Thank you.