



Introduction to our Value-added Services

Available to members who reside in Network Nursing Facilities 2016/2017
Care Provider Training

About our Value-added Services

Members who are 21 and older and reside in long-term care facilities may qualify for no-cost Value-added Services that supplement their long-term care health plan benefits.

- All services are provided by in-network care providers.
- Each Value-added Service is available once per benefit year. Most of our plans follow the fiscal year from Sept. 1 – Aug. 31, except for UnitedHealthcare Connected (Medicare-Medicaid Plan), which follows a calendar year.
- In the event of a change in Value-added Service offerings, a care provider notice will be posted to UHCCommunityPlan.com > For Health Care Professionals > Texas > Bulletins > [Value-added Services](#).



Welcome Kit



Upon admission to a long-term care facility, a member's Service Coordinator will send or deliver a welcome kit containing at least the following:

- Non-slip socks
- Shower cap
- Water bottle/Coffee cup
- Lighted magnifying glass
- Reusable tote bag

Eligible Members:

STAR+PLUS, UnitedHealthcare Connected (Medicaid-Medicare Plan) and UnitedHealthcare Community Plan members who are dually eligible for Medicare and Medicaid

Activity Book

Members may receive a pack of colored pencils and an activity book that features word searches, Sudoku, coloring and more.

Eligible Members:

STAR+PLUS and UnitedHealthcare Community Plan members who are dually eligible for Medicare and Medicaid



To request these items be mailed to the member, the member, family or nursing facility staff can call **888-887-9003**.

Additional Dental Services

A maximum annual benefit of \$500 (\$1,000 for UnitedHealthcare Connected (Medicaid-Medicare plan) is available to cover:

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

Eligible Members: STAR+PLUS and UnitedHealthcare Connected (Medicaid-Medicare Plan) members who are not on a state waiver.



Members may self-refer to any network dentist or call Customer Service for network referrals at **888-887-9003**.

Additional Dental Services (cont'd)



Dental codes for these services include:

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

Additional Vision Services

Eligible members can choose to upgrade their selection of frames and lenses or use this benefit for a replacement for frames and lenses due to loss, theft or damage. Any replacement must align with the member's Medicaid benefit.

- Prior authorization is required for replacement frames or contact lenses.
- Does not cover a second pair of glasses or contacts, only replacement
- Limit: Up to \$105 maximum benefit every two years to align with Medicaid benefit to cover materials and the member's options

Eligible Members:

STAR+PLUS and UnitedHealthcare Connected (Medicaid-Medicare Plan) members

Members can go to any network vision provider. To locate a network provider, call **888-887-9003**.



Additional Vision Services (cont'd)



Billing codes for these services include:

V2500, V2501, V2502, V2503, V2510,
V2511, V2512, V2513, V2520, V2521,
V2522, V2523, V2530, V2531 and CPT
code 92310.

Weight Watchers®

Passes to attend 10 weekly Weight Watchers meetings (\$130 limit)

Eligible Members:

UnitedHealthcare Connected
(Medicaid-Medicare Plan) members



Members can request passes by calling **888-887-9003**.

Non-emergent Transportation



When Texas Health and Human Services' medical transportation may not be available for Medicaid members, UnitedHealthcare Community Plan can arrange for non-emergent transportation that is medically necessary such as trips to the doctor, dentist or they pharmacy.

Eligible Members:

UnitedHealthcare Connected (Medicaid-Medicare Plan) members

How it works:

Members, their family or the nursing facility may request this service by calling **888-887-9003**.

- Limited to 8 one-way trips
- Visits over 75 miles require prior approval



Additional Podiatry Services



Two pairs of full-length shoe insoles for members who have been diagnosed with diabetes.

Eligible Members:

STAR+PLUS members

To take advantage of this service, members, their family or the nursing facility should call the member's service coordinator directly or call **888-887-9003**.

MedicAlert® + Alzheimer's Association Safe Return®

Eligible members may choose a bracelet or necklace engraved with MedicAlert + Safe Return's 24-Hour emergency response number. Service includes:

- Live 24-hour emergency response in the event that a member wanders away and for medical emergencies
- 24-hour family notification service during wandering incidents and medical emergencies
- 24-hour relaying of key medical information to emergency responders

Eligible Members:

STAR+PLUS and members who are eligible dually for both Medicare and Medicaid



MedicAlert® + Alzheimer's Association Safe Return® (cont'd)



The packet includes a subscription form for the MedicAlert® + Alzheimer's Association Safe Return® program to be completed and returned.

Membership is renewed annually by UnitedHealthcare Community Plan to provide continued access to support member needs.

Members may request a program packet directly from their Service Coordinator or by calling **888-887-9003**.



Alzheimer's Care Consultation

Consultations are available for members and their families who are 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.

Eligible Members:

UnitedHealthcare Connected (Medicaid-Medicare Plan) members



Members, their family or the nursing facility may request this service by calling the member's service coordinator directly or call Customer Service at **888-887-9003**.

Thank you!

