



# Introduction to our Value-added Services for 2016/2017, Available Beginning Sept. 1, 2016

A Care Provider Education Webinar



# About Value-added Services

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Value-added Services supplement benefit plans at no cost to the member, based on qualifying need.

- The Value-added Services in this presentation are available to members enrolled in CHIP, CHIP Perinate, STAR, STAR+PLUS and those eligible for both Medicare and Medicaid (dual-eligible members).
- All services are provided by in-network providers.
- Each Value-added Service is available once per fiscal year (Sept. 1 – Aug. 31), unless otherwise noted.
- These services are subject to change. In the event of a change, a provider notification will be posted to [UHCommunityPlan.com](http://UHCommunityPlan.com) > For Health Care Professionals > Texas > Reference Guides > Value-added Services.



# Incentive Gift Card

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Qualifying members may receive a \$20 gift card as an incentive for primary care.

## How it works:

Members receive a postage-paid return postcard in their welcome packet and annually in their member newsletter. Members ask their primary care provider (PCP) to sign the postcard at their well visit or Texas Health Step medical checkup and can then mail it back to receive a gift card by mail.

## Eligible Members:

CHIP, STAR, STAR+PLUS and dual-eligible members



# Extra Dental services for adults

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A maximum annual benefit of \$500 available to cover:

- 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



## How it works:

Members may self-refer by calling customer service at **888-887-9003**.

# Extra Dental services for adults cont'd

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Dental codes for these services include:

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

## Eligible Members:

STAR and STAR+PLUS members, 21 and older



# Extra Vision services

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Members may qualify for an upgraded selection on types of frames and lenses (to align with the member's Medicaid benefit) or replacement for frames and lenses due to loss, theft or damage. The replacement must align with the member's Medicaid benefit.



## How it works:

Members self-refer by calling customer service at **888-887-9003**.

- Prior authorization is required for replacement frames or contact lenses
- Cannot be used for a second pair of glasses or contacts to be had by the member at the same time as original glasses or contacts.
- Limit: Up to \$105 maximum benefit every two years to align with Medicaid benefit to cover materials and the member's options.

## Extra Vision services cont'd

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Billing codes for these services include:  
V2500, V2501, V2502, V2503, V2510,  
V2511, V2512, V2513, V2520, V2521,  
V2522, V2523, V2530, V2531 and CPT code  
92310.

### Eligible Members:

STAR and STAR+PLUS members, ages 21  
and older and CHIP members

# Non-emergent Transportation

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In addition to Texas Health and Human Services medical transportation available for Medicaid members, we can arrange for non-emergent transportation to and from health care provider visits.

## How it works:

Members or their representatives may self-refer by calling customer service at **888-887-9003**.

- Visits over 75 miles require prior additional approval.
- STAR and STAR+PLUS members are limited to up to 8 one-way trips.

## Eligible Members:

CHIP, CHIP Perinate, STAR, STAR+PLUS and dual-eligible members



# NurseLine

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Toll-free phone access to registered nurses, including Spanish-speaking nurses, 24 hours a day, 7 days a week. Information is available to address member's health and medical questions, including self-care recommendations, when to go to the emergency room and alternative options for seeking medical care, such as a next-day physician visit.



## How it works:

Members or their representatives may self-refer by calling:

- 800-850-1267 (CHIP, including CHIP Perinate)
- 800-535-6714 (STAR)
- 877-839-5407 (STAR+PLUS)
- 877-596-3258 (dual eligible members)

TDD/TTY callers, please call 711 and ask for the number above.

## Eligible Members:

CHIP, CHIP Perinate, STAR, STAR+PLUS and dual-eligible members



# Baby Shower

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Pregnant mothers and/or 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.

## How it works:

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 the shower to attend.

## Eligible Members:

Pregnant CHIP, CHIP Perinate and STAR members



# Infant Care Book

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An infant care book is mailed to all pregnant members.

## How it works:

We mail a book such as *What to Expect the First Year* to the member's home address.

## Eligible Members:

CHIP, CHIP Perinate, and STAR members

# Moms and Baby Wellness

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Members may receive baby-related items, such as diapers or wipes, as an incentive when important exams are completed on time.

## How it works:

The mother receives a pack of postage-paid postcards. At her postpartum visit and each of the first four well baby visits, she asks her PCP to sign the postcard to verify the visit. Cards are mailed to us, and we mail the mother the baby items.

If the member loses the postcard, they can call customer service at **888-887-9003** to get a replacement.

## Eligible Members:

CHIP and STAR members, from the time of baby's birth through baby's 6 month wellness exam



# Postpartum Home Visits

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New mothers may receive two postpartum home health visits to assist them with lactation support, newborn care, postpartum depression and more.

## How it works:

Members may self-refer by calling customer service at **888-887-9003**.

- These visits are independent of home health benefits.
- Use billing codes are G0299 or G0300.

## Eligible Members:

CHIP and STAR members



# Weight Watchers®

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Weight Watchers 10-week membership

## How it works:

- Members may self-refer by calling customer service at **888-887-9003**. A \$130 limit covers 10 passes to attend meetings.
- Members ages 10 through 16 require a referral from their PCP identifying weight goal. We will contact the member's PCP to request, if appropriate, a referral for the member to the program along with a weight goal. Please fax to **866-883-0724**.

## Eligible Members:

CHIP, STAR, STAR+PLUS and dual-eligible members, ages 10 and older



## Join for Me<sup>sm</sup>

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A community-based pediatric program supporting members and their families in building skills to effectively manage eating and activity patterns to achieve a healthier weight. The program duration is 16 weeks.

### How it works:

- Qualifying members are above the 85th percentile for Body Mass Index (BMI) and in general good health.
- The necessary PCP referral form to attest that the member meets BMI criteria is available at [UHCommunityPlan.com](http://UHCommunityPlan.com) > For Health Care Professionals > Texas > Provider Forms > [Join For Me Physician Referral Form](#).
- Members or their representatives may self-refer by calling Customer Service at **888-887-9003**. We will contact PCP for the referral information.

### Eligible Members:

CHIP and STAR members ages 6 through 17



# Workout Gear

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\$50 Academy Sports & Outdoors gift card to purchase workout clothes

## How it works:

- Member receives a \$50 gift card upon successful completion of the Weight Watchers and/or *Join for Me* program.

## Eligible Members:

CHIP, STAR, STAR+PLUS and dual-eligible members



# Camp Activity Guide

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## Mikey's Guide to Summer Camps and Activities for Children with Disabilities

### How it works:

- Members or their caregivers may request a pre-addressed, postage-paid postcard by calling **888-887-9003**. The member completes and mails the postcard to receive a copy of the guide.

### Eligible Members:

STAR members under age 21, STAR+PLUS and dual-eligible members



# Healthy Play and Exercise

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This service includes basic membership to a local youth organization, such as Boys and Girls Club or Neighborhood Center, Inc. (NCI).

## How it works:

Members may go directly to a Boys & Girls Club or Neighborhood Center, Inc. and present their member ID card. If one of these programs is not geographically available to an interested, eligible member, we will look for a similar program, please call customer service at **888-887-9003**. This benefit covers basic membership only.

## Eligible Members:

CHIP and STAR members ages 18 and younger



# Sports/School/Camp exam

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Annual physical exam and form completed by primary care provider (PCP) or other qualified care provider for the purpose of involvement in sports, school or camps.

## How it works:

Members may contact their PCP directly. Use billing codes:

- 97169, 97170, or 97171 - Athletic Training Evaluation
- 97006 - Athletic Training Sports/School Camp Re-Evaluation
- Z02.89 - Encounter for other administrative examinations
- Z02.5 - Encounter for examination for participation in a sport

This service does not replace annual wellness or Texas Health Step Medical Checkup.

## Eligible Members:

CHIP, STAR, STAR+PLUS and dual-eligible members ages 4 through 19



# Name Bands

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A pack of disposable, coated-paper wristbands that include the member's name, emergency contact, allergies and medical conditions that can help keep kids safe when away from their caregiver.

## How it works:

- Members or their caregivers may request a pre-addressed, postage paid postcard by calling customer service at **888-887-9003**. The member completes and mails the postcard. A pack of 10 name bands are then mailed to the member's home.

## Eligible Members:

STAR, STAR+PLUS and dual-eligible members who are diagnosed with an intellectual and/or developmental disability



# Asthma Assistance

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Coverage for hypoallergenic mattress cover and pillow case that offers barriers against allergens from dust mites, animal dander and pollen.

## How it works:

- Members may self-refer by calling customer service at **888-887-9003** or contacting their service coordinator or case manager. This service requires confirmation of a severe asthma diagnosis.

Members need to be enrolled in our Care Management program for asthma.

## Eligible Members:

CHIP, CHIP Perinate, STAR, STAR+PLUS and dual-eligible members



# Mental Health in-home or community

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Mental health services for to 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.

## How it works:

- Members or representatives may self-refer by calling customer service at **888-887-9003**.
- To qualify, members must have a mental health diagnosis and escalating circumstances which may otherwise lead to hospitalization.
- Services should be with billed with CPT codes 99510 and H2020.

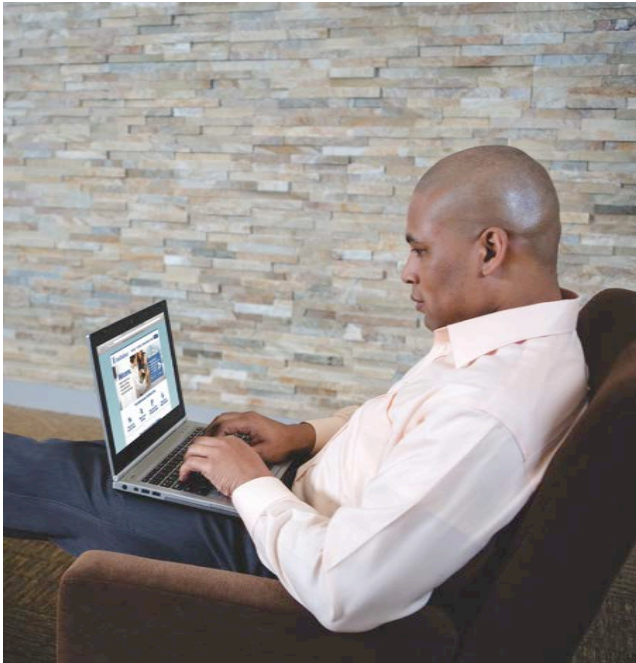
## Eligible Members:

STAR and STAR+PLUS members



# LiveandWorkWell.com

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Access to mental health and substance use self-help programs, interactive tools, educational resources and network provider searches.

## How it works:

- Members register via the [liveandworkwell.com](http://liveandworkwell.com) website.
- A Spanish version of the website is available at [Mentesana-Cuerposano.com](http://Mentesana-Cuerposano.com).

## Eligible Members:

STAR+PLUS and dual-eligible members

# Home-delivered meals

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10 pre-prepared meals may be delivered to the member's home following an acute inpatient hospital stay.

## How it works:

- Members or their representative may self-refer by calling their service coordinator directly or the service coordination hotline at **800-349-0550**.

A member must be able to receive all 10 frozen meals at one time and have the ability to heat and serve them.

Use billing code S5170 with modifier U7.

## Eligible Members:

STAR+PLUS and dual-eligible members

This service is for members who are not on in a Texas waiver program.





# Emergency Response Service

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In an emergency, a member may have access to an electronic 24/7 monitoring system that helps ensure the appropriate person or service agency is contacted.

## How it works:

- Members or their representative may self-refer by calling their service coordinator directly or the service coordination hotline at **800-349-0550**.

This in-home service helps adults who are functionally impaired and live alone or who are socially isolated in the community. To qualify, members just have a documented history of two or more falls and/or two or more hospitalizations in the last six months.

Use billing code S5160 with modifier U7.

## Eligible Members:

STAR+PLUS members 18 years and older. This service is for members who are not on in a Texas waiver program or receiving Community First Choice services.



# Diabetic Insoles

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Members receive two pairs of foot insoles designed to prevent diabetic complications, which can include poor circulation, strain, ulcers, calluses or even amputations.

## How it works:

- Members diagnosed with diabetes receive a mailer explaining this service.
- Members or their representative mail the self-addressed postage-paid postcard to the address on the postcard to receive the 2 pairs of insoles in the mail

## Eligible Members:

STAR+PLUS members age 18 and older



# Respite Care

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Temporary relief for unpaid family caregivers who deliver care in the member's home.

## How it works:

- Members or their family may self-refer by calling their service coordinator directly or the service coordination hotline at **800-349-0550**.
- Up to eight hours is available per member's plan of care per fiscal year (Sept. 1 – Aug. 31). Eligible members live in their own home or the home of a relative. This service is not available in adult foster care or assisted living facilities.
- Use billing code S5252 with modifier U7.

## Eligible Members:

STAR+PLUS and dual eligible members. This service is for members who are not on in a Texas waiver program.



# Alzheimer's Care Consultation

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Consultation for individuals and families facing challenges associated with Alzheimer's disease and related disorders. This session with a licensed professional will address financial, legal, family and health issues for a member diagnosed with Alzheimer's disease.

## How it works:

- Members or their representative may request care planning by calling customer service at **888-887-9003**. Members be diagnosed with Alzheimer's disease.

## Eligible Members:

STAR+PLUS and dual-eligible members



# Medic Alert® + Alzheimer's Association Safe Return®

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A bracelet or necklace engraved with MedicAlert + Safe Return's 24-hour emergency response number for a member diagnosed with Alzheimer's disease. Emergency response service available around the clock for medical emergencies and if a member should wander away from where they live. Family notification is also available through this service.

## How it works:

- Members or their representative may self-refer by contacting their service coordinator directly or by calling the service coordination hotline at **800-349-0550**. Eligible members are diagnosed with Alzheimer's disease.

## Eligible Members:

STAR+PLUS and dual-eligible members



# Resources

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- Please call customer service for information at **888-887-9003**.
- To request a Value-added Services provider's copy booklet for your office, call customer service or ask your physician or provider advocate.

**Thank you!**

