Value-Added Services for STAR Kids 2016-2017

Care Provider Training
Value-Added Services

Value-added services provide additional health and wellness support at no cost to our members. Most services are available to UnitedHealthcare Community Plan STAR Kids members once per benefit year, unless otherwise specified.

Services are available in Harris, Jefferson and Hidalgo Service Delivery Areas as well as Medicaid Rural Service Area (MRSA) Central and MRSA Northeast.

A member’s family or caregiver may request these services on behalf of the member by calling 877-597-7799.
Gift Card for Wellness Visit

Members can receive a $20 gift card when they complete their annual Texas Health Steps medical check-up.

- Redemption cards are mailed to members each year.
- Members should bring the card to their annual Texas Health Steps medical check-up for their primary care providers to sign.
- The member then mails the signed, self-addressed, postage-paid redemption card to us. Gift cards are mailed to each member.

Members can call Customer Service at 877-597-7799 with questions or to get a replacement redemption card if the original is lost.
Help Getting a Ride

The primary resources for Medicaid members to get transportation to and from the doctor, dentist or pharmacy are:

- Medical Transportation Program in most of Texas: **877-633-8747**
- Medical Transportation Management in the Jefferson and Harris Service delivery areas: **855-687-4786**

We will assist with transportation needs when these services are not available and when determined medically necessary by a service coordinator or member advocate.
Transportation Details

- Transportation assistance may be in the form of bus tokens or vouchers.
- Trips over 75 miles require prior approval.
- Trips requiring an overnight stay are eligible for hotel coverage.
- Members younger than 14 must be accompanied by an adult.
- Coverage is only provided for one adult to travel with the child.
How to Request a Ride

Care providers or members may call Medicaid transportation services.

- Medical Transportation Management: **855-687-4786** (Houston/Beaumont)

- Medical Transportation Program: **877-633-8747** (Other areas of Texas, except Dallas)

If Medicaid transportation is not available, value-added service rides may be requested from the member’s service coordinator in one of the following ways:

**Online:** Use the CommunityCare app on Link. To access Link, sign in to UnitedHealthcareOnline.com.

**Phone:** Call our STAR Kids Service Coordination Hotline at **877-352-7798**.
Value-Added Vision Services

Up to $105 is available per year for members to use toward:

1. Replacement frames and lenses due to loss, theft or damage. The member may opt for contact lenses rather than frames and lenses, in which case the available funds cover the fitting/evaluation fees and contact lenses.

   OR

2. An upgraded selection on types of frames and lenses. This benefit may not be used to purchase a second pair of extra lenses.
How to Secure Value-Added Vision Services

Members may self-refer to any network care provider by visiting UHCComunityPlan.com > View all Plans in State > Texas > STAR Kids Program > Find a Physician > Specialty Type > Optometry.

Members may also call customer service at 877-597-7799 for an in-network referral.

Use the following codes when billing for these services:

V2500, V2510, V2521, V2530,
V2501, V2511, V2522, V2531
V2502, V2520, V2523, and CPT code 92310.
Specialty Items

Hypoallergenic bedding – Members with severe asthma may be eligible to receive one hypoallergenic mattress cover and one hypoallergenic pillowcase per year. The member must have a severe asthma diagnosis and be in our asthma case management program.

Sensory sensitivity clothing – Members who have hyper-sensitivity to clothing may qualify for a $75 gift card to purchase specially designed clothing items such as socks without seams and shirts without tags.

Wheelchair bags – Members who are wheelchair-bound can receive a durable personal item bag that is designed to fit onto the back of a wheelchair.
Equine/Animal Therapy

Some members may qualify for up to 10 sessions of horse or other animal-based therapy.

Members who are eligible typically either:
• Have an intellectual 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.
Requesting Specialty Items or Equine/Animal Therapy

Hypoallergenic bedding, sensory sensitivity clothing, wheelchair bags and equine/animal therapy may be requested from the member’s service coordinator:

**Online:** Use the CommunityCare application on Link. Go to UnitedHealthcareOnline.com and sign in to Link to access the application.

**Phone:** Call our STAR Kids Service Coordination Hotline at 877-352-7798.

The Service Coordinator will reach out to the member’s care provider for confirmation of a severe asthma diagnosis, sensory integration dysfunction diagnosis or for equine/animal therapy criteria confirmation.
Smart Device Applications

Members may qualify for a $25 gift card or verification code to purchase from a selection of applications for handheld devices. Apps are designed to help members nurture skills such as:

• Personal communication
• Basic education support
• Fostering social interaction
• Motor skills training

Handheld devices are not provided.

You may call Customer Service at 888-887-9003 to request for a member this smart device application gift card or verification code.
Caregivers of members with special needs are eligible to receive a personal planning guide to serve as a resource for financial, legal, school, family and emotional support planning.

Limit one book per household.

You may call Customer Service at 888-887-9003 to request this personal planning guide for a member.
Respite Services

Up to 24 hours of respite care may be available to be delivered in the member’s home to relieve unpaid primary caregivers.

Eligibility is based on the member’s category of risk related to intense service needs as determined by the member’s service coordinator during personal assessment or as requested.

This excludes members who are eligible to receive respite through a Texas State waiver.
Respite Services cont’d

You or the member may contact the member’s service coordinator:

**Online:** Use the CommunityCare app on Link. To access Link, sign in to UnitedHealthcareOnline.com.

**Phone:** Call our STAR Kids Service Coordination Hotline at 877-352-7798.

Respite care providers should use code S5151 with U7 modifier.
Mikey’s Guide

*Mikey’s Guide to Summer Camps and Activities for Children with Developmental Disabilities* is made available by Mikey’s Place, a non-profit organization that helps families by providing them with resources and other valuable support information.

You can call Customer Service at **888-887-9003** to request a mail-in redemption card for the guide to be sent to the member.
Sports/School/Camp Exam

This physical examination for members who want to participate in a sport, school or camp activity is in addition to the annual Texas Health Care check-up. STAR Kids members ages 6 to 20 are eligible.

Members can receive the exam from their primary care provider or self-refer to any in-network care provider.

Care providers should bill for this service with the following codes:

- CPT-4 code 97169, 97170 or 97171: Athletic Training Evaluation or 97006: Athletic Training Re-Evaluation
- ICD-10 code Z02.89: Other Medical Exam for Administrative Purposes; Z02.0: Admission to educational institution; or Z02.5: Participation in sport
Name Bands and Food Allergy Labels

Name Bands – Members can receive a pack of 10 disposable, coated-paper name bands to identify important food allergy or medical condition information to keep children safe when away from their primary caregiver. Each band includes a place to write the child’s name, emergency contact, and allergies or other medical conditions.

Food allergy labels – Members can receive a pack of 24 labels for pantries, personal menus, lunch boxes, etc. that state, “I have Allergies … ” to alert others of the member’s food allergies when away from their primary caregiver.

You may call Customer Service at 888-887-9003 to request these items be mailed to the member’s home.
Leisure Program

Members ages 19 and younger may qualify for a basic membership to a local youth organization, such as Boys & Girls Clubs of America or Neighborhood Center, Inc.

- This does not include special programs offered outside of the basic membership.
- If there is not a Boys & Girls Club or Neighborhood Center, Inc. in the area in which member lives, an alternate organization may be used.

Members may go directly to a participating Boys & Girls Club or Neighborhood Center, Inc. and present their UnitedHealthcare Community Plan membership identification card or call Customer Service at 877-597-7799 for more details.
More Information

These services are subject to change. For the most up-to-date information, please visit UHCCommunityPlan.com > For Health Care Professionals > Texas > Bulletins > Provider Reference Guides.

If you have any questions about value-added services, please call 888-887-9003.
Thank you!