



2019–2020

# Value-Added Services Guide

UnitedHealthcare Community Plan in Texas



To help serve our members' unique health care needs, we offer no-cost value-added services in addition to their basic benefits.

These services may be available to members who are eligible based on need. Please review this guide to understand the value-added services available to our members who are your patients, and to learn how you can help access these services for members.

## You'll find services for:

### Health and Wellness

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## How to use this guide

Value-added services can vary by plan. Use the following key to see the program abbreviations as they're listed under each service.



**CHIP**



**CHIP Perinatal**



**STAR**



**STAR Kids**



**STAR+PLUS Living in the Community**



**STAR+PLUS in Nursing Facilities**



**Dual-Eligible STAR+PLUS**



**Dual-Eligible Members in Nursing Facilities**

Value-added services are available from Sept. 1, 2019 through Aug. 1, 2020, unless otherwise noted.

# Health and Wellness

## Annual Wellness and Prevention

We use gift cards to encourage members to participate in their health and wellness. The gift cards are valued at \$25 and can be used for basic necessities from Walmart or CVS Pharmacy. Gift cards cannot be used to purchase tobacco, alcohol or lottery tickets.

Eligible members receive information in their annual welcome packet about care opportunities unique to them:

- STAR+PLUS members are eligible for gift cards when they receive the following preventive health services:
  - HbA1c test to help monitor diabetes
  - Diabetic care eye exam to help monitor diabetes
  - Cervical cancer screening
  - Seeing a mental health specialist within seven days of discharge from an inpatient stay
- STAR and STAR Kids members younger than 21 can receive a gift card when they complete their annual Texas Health Steps medical checkup.
- CHIP members receive a gift card when they complete their annual wellness exam.

Instructions for members to receive their gift card are included in their welcome packet. Once a member completes their targeted-health appointment, they can sign in to [myuhc.com](https://myuhc.com), then click on the "Health and Wellness" tab and follow the link for Member Rewards to complete their attestation online. STAR and STAR+PLUS members can call Customer Service at **888-887-9003**. STAR Kids Members can call Customer Service at **877-597-7799** if they need help.



## Adult Dental Care

Members ages 21 and older can receive up to \$500 to help cover the cost of:

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

Prior authorization is required. Please refer members to in-network dental providers. Use 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

To request prior authorization for dental care and other services, use the Prior Authorization and Notification tool on Link. Sign in to Link by going to [UHCprovider.com](https://uhcprovider.com) and clicking on the Link button in the top right corner. Learn more at [UHCprovider.com/paan](https://uhcprovider.com/paan).

To help a member find an in-network dental care provider, go to [UHCprovider.com](https://uhcprovider.com) > Find Dr. > Search for Doctors, Clinics or Facilities by Plan Type > Medical Directory > Medicaid Plans > Texas > (select plan) > Additional Provider Resources > Dental Provider Directory — Medicaid or Dental Provider Directory — Dual Eligible Special Needs Plans (DSNP).



## Dental Hygiene Kits

Members living in nursing facilities can have up to four dental hygiene kits that include a toothbrush, toothpaste and dental floss.



## Extra Vision

Members can receive \$105 every two years for:

- An upgrade to a prescription for frames and lenses
- Replacement frames and lenses due to loss, theft or damage. Replacement frames/lenses cannot be used as a spare pair of glasses.

Prior authorization is required. Use the following billing codes:

CPT® code 92310 together with: V2500, V2501, V2502, V2503, V2510, V2511, V2512, V2513, V2520, V2521, V2522, V2523, V2530 or V2531

To request prior authorization, use the Prior Authorization and Notification tool on Link. Sign in to Link by going to [UHCprovider.com](https://uhcprovider.com) and clicking on the Link button in the top right corner. Learn more at [UHCprovider.com/paan](https://uhcprovider.com/paan).

To help a member find an in-network vision care provider, go to [UHCprovider.com](https://uhcprovider.com) > Find Dr. > Search for Doctors, Clinics or Facilities by Plan Type > Medical Directory > Medicaid Plans > Texas > (select plan) > Additional Provider Resources > Vision Provider Directory.



## Foot Care

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



## Help Getting a Ride

Medicaid members or their representatives can arrange a ride for medical appointments or for picking up prescriptions through the Texas Health and Human Services (HHSC) Medical Transportation Program. To schedule a ride, call **877-633-8747**. For more information, go to [hhs.texas.gov](https://hhs.texas.gov) > Services > Health > Medicaid and CHIP > Get a ride to your covered healthcare services through the Medical Transportation Program.

In addition to the HHSC Medical Transportation program, we also offer rides through our UnitedHealthcare Community Plan transportation program to help members when Medicaid transportation isn't available. An adult must accompany members younger than 18. STAR and STAR+PLUS and dual eligible members are limited to eight one-way trips each year.



# Health and Wellness

## Mikey's Guide

This resource guide is available for families with children and youth younger than 20 with special needs. Mikey's Guide lists summer camps, sports and recreational activities, including year-round classes and annual special events. Member families may receive one copy of Mikey's Guide every two years. The guide is available in English and Spanish.



## ID Bands

We offer a 10-pack of disposable ID name bands to help keep kids safe when they're away from their caregiver. The bands include a space to write the member's name, emergency contact information, known allergies or other medical conditions. The bands are available to eligible members ages 20 and younger who have a diagnosis of an intellectual and/or developmental disability.



## Physical for Camp, School or Sports

An extra physical exam is available for CHIP and STAR members ages 4–18 and STAR Kids members ages 6–19. This physical is for participation in a camp, school extracurricular activity or sport and doesn't replace the annual wellness or Texas Health Steps medical checkup. The physical is available each year from Sept. 1 through Aug. 31.

Use the following billing codes:

- Z02.0: Admission to educational institution
- Z02.5: Participation in sports
- 97169: Athletic training evaluation – low complexity
- 97170: Athletic training evaluation – moderate complexity
- 97171: Athletic training evaluation – high complexity

**Please note:** Effective Sept. 1, 2019, Z02.89 (other medical exam for administrative purposes) is no longer a reimbursable billing code for this service.



## WW® (Weight Watchers)

WW® helps members develop healthy habits, including eating more healthfully, getting more exercise and developing a positive mindset. We supply 13 vouchers to attend WW workshops where members can receive group support and guidance from an experienced wellness coach. Members ages 10–16 are required to bring to the initial meeting a statement from their primary care provider (PCP) identifying their weight goal. Cost depends on where the member lives and the offer is for a maximum of \$156.



## Workout Gear

To help encourage continued wellness, when a member completes their yearly activity with WW®, we can send them a \$50 gift card to be used at Academy Sports + Outdoors. They can use the gift card to purchase workout clothes, water bottle(s) or other workout gear.



## Youth Club Memberships

We encourage opportunities for our child and young adult members to get active and involved. We cover base membership fees, up to \$50 per school year for either BakerRipley or Boys & Girls Clubs of America. BakerRipley is located in Harris service delivery area. Membership may be at contracted locations which may have Head Start, summer and after-school leadership programs. Boys & Girls Clubs of America have locations throughout Texas. Boys & Girls Clubs strive to provide a safe environment with quality programs and unique experiences for children and adolescents.



\*CPT® is a registered trademark of the American Medical Association.

# Easier Living

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## Food Allergy Labels

Members who have food allergies can receive a pack of “I have allergies” alert labels. The pack includes 24 labels that help identify various food allergies.



## Special Tote Bag

A personal tote bag is available for members who regularly use a wheelchair. The tote bag can help make it easier to carry personal belongings.



## Resource for Adoption

We offer the book “The Connected Child” to members who adopt a child. The book explores family topics such as trust, affection and discipline, as well as child development, learning or behavioral concerns. The book is available for STAR members who are adopting through Adoption Assistance or Permanency Care Assistance (AAPCA) adoption group. One book is available per household (English only).



## Breathe Easier

Members who have a diagnosis of severe asthma or chronic obstructive pulmonary disease (COPD) and participate in our complex care disease management program for asthma or COPD may request one hypoallergenic mattress cover with a hypoallergenic pillowcase to ease allergens.



## Sensitive to Touch

Sensory processing disorder makes it difficult for individuals to process information through the senses. To help with this condition, we can offer a Stacy’s Sensory Solutions \$75 gift card so members can select specially designed products such as clothes, weighted backpacks and sensory topical creams to help ease sensory difficulties. This service must be recommended by a member’s service coordinator in order for the member to qualify.



## Special Needs Planning Guide

Families caring for a member with special needs can receive a planning guide that includes information about financial planning, emotional and legal factors and balancing school and family. The guide is available in English only.



## Liveandworkwell.com

Liveandworkwell.com is managed by our care partner, Optum®. This online resource provides access to the latest news, events and expert articles and advice. It can help members learn about health topics, including conditions and issues that may be affecting their lives. Members can also explore a wealth of self-help services, interactive tools and action-oriented advice to help take steps toward feeling healthier, happier and more in control of their well-being.



## Helpful Technology

A \$25 gift card for iTunes or Google Play is available for members to purchase smartphone or tablet applications. Members may select from a predetermined list of applications — based upon skill level — that focus on a variety of developmental areas, including communication, education, social interaction and motor skills. The applications were selected by Easter Seals of Greater Houston, a leading non-profit provider of services for individuals with autism, developmental disabilities, physical disabilities and other special needs.



## Equine Therapy

Equine therapy is a form of therapy that involves activities — such as grooming and feeding — that are supervised by a mental health professional, sometimes with the support of an animal care professional. During equine therapy, the therapist can observe and interact with the member to identify behavior patterns and help the member process thoughts and emotions.

To qualify for animal therapy, a member must:

- Have an intellectual and/or developmental disability, including autism spectrum disorders
- Have a behavioral health condition that requires trauma-focused or cognitive therapy from a mental health professional

Members may qualify for up to 10 sessions. The cost of the animal is not included in billing for the service. Equine therapy is available in the Harris service delivery area and Northeast Medicaid rural service area.



# Mother and Baby

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## Baby Shower

We host quarterly baby showers in the Harris, Hidalgo, Jefferson and Nueces service delivery areas for members expecting a baby, or members who recently gave birth. At the showers, we share health and safety education and provide a gift bag to members. Members can also win prizes such as strollers or car seats.



## Breastfeeding Supply Kit

We support mothers who want to breastfeed by sending them a breastfeeding supply kit, which includes lanolin cream, breast pads and breast milk freezer storage bags.



## Infant Care Book

To support parents when they have questions about parenting or need a little piece of mind, we send a parenting book, such as "What to Expect the First Year", to the member's home address.



## Healthy First Steps

In this prenatal/postpartum well-baby program, members receive a welcome kit, ongoing health education and information about community resources. Nurse case managers care for members with higher risk pregnancies. We can identify at-risk members when:

- The member's OBGYN sends us a notification of pregnancy with indication that the member is at risk
- The member completes an initial online assessment, which may identify risk factors

Based on the member's needs, the nurse case manager may continue to monitor the member with phone calls and/or visits through the postpartum period and for well-baby care.

As part of the Healthy First Steps program, the UnitedHealthcare Baby Blocks™ mobile application offers an interactive incentive program to help pregnant women and new parents with prenatal and well-baby care. Women who enroll in Baby Blocks can earn rewards for completing prenatal, postpartum and well-baby appointments. Rewards include gift cards to retail outlets and maternity-related items, such as teething rings, diaper bags and thermometers. The application is available in English and Spanish.



## Pregnancy Care Package

We send expectant mothers a care package of personal items, such as comfortable footie socks, lip moisturizer, stretch mark cream and a set of lotion, shampoo and conditioner.



# Extra Support

## Respite

Members enrolled in Texas waiver programs have respite services included as a benefit. We help ensure members who don't qualify for waiver programs still have access to this in-home service, which supports families and caretakers in the community. STAR+PLUS members may receive up to eight hours of respite care, and STAR Kids members may receive up to 24 hours of care. Respite care providers must be in network.



## Activity Book

We offer members residing in a nursing facility activity books with a pack of colored pencils to color or do word searches, crossword puzzles or Sudoku.



## Blanket for Lap or Bed

This personal blanket is available for a little added comfort for members residing in a nursing facility.



## Care Planning for Members with Alzheimer's Disease

Eligible members with a diagnosis of Alzheimer's disease and their caregivers may receive a care planning session with their local Alzheimer's Association. The session is conducted by a licensed professional and is specific to the diagnosed individual and their caregiver. The planning session assists with financial, legal, family and health issues and challenges related to Alzheimer's disease.



## Delivered Meals

To help members in their recovery after being discharged from an inpatient stay, we offer 10 frozen dinners delivered to their home. Members must be able to receive all dinners at once. In-network care providers should use the following codes:

Use billing codes S5170 with UH modifier X 10.



## Emergency Response Monitoring

We offer in-home 24/7 medical emergency monitoring to members ages 18 and older who are functionally impaired, living alone or socially isolated in the community. To be eligible, members need medical record documentation of two or more falls **or** two or more hospitalizations in the last six months. Members can use this service for six months following a transition from an institutional setting. Excludes members receiving Community First Choice services or benefits in a Texas waiver program. This emergency response service is provided by an in-network care provider. In-network care providers should use the following codes:

Use billing code S5160 for installation and testing and billing code S5161 with modifier U7 for monthly monitoring.



## Mental Health Help in the Home or Community

Mental health services can help members in an off-site environment reduce or avoid inpatient admissions. Support is available from a community-based team of behavioral health professionals, and is limited to no more than six episodes. If one of our members is experiencing a behavioral health crisis, please call **888-887-9003** for assistance and referral. In-network care providers should use the following codes:

Use billing codes 99510 Under Home Health Procedures or H2020 Therapeutic Behavioral Services, per diem.



## Nursing Home Welcome Kit

To help ease the transition when members are admitted to a nursing facility for long-term care, we send them a welcome kit that includes gripper socks, shower cap, water bottle/coffee cup, light magnifier and a reusable bag.



## Welcome Home Kit

We send a welcome home kit to members ages 18 and older who have been discharged from a nursing facility to community living. The kit includes a flashlight, calendar and pillbox.





## Resources

### Accessing Services

To see if your patient may be eligible for a value-added service, please call Customer Service at **888-887-9003**. To help a member find an in-network care provider for a value-added service, go to **UHCprovider.com** and select “Find DR” in the top right corner. See specific services for additional guidance.

### We're Here to Help

If you have questions, please contact your Provider Advocate or call Customer Service at **888-887-9003**, 8 a.m. – 6 p.m. Central Time, Monday – Friday, except major holidays.

If there's a change to a value-added service, we'll post a notification at **UHCprovider.com/TXcommunityplan >** Reference Guides and Value-Added Services.