



2019-2020 Value-Added Services

UnitedHealthcare Community Plan in Texas

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Value-Added Services Overview

- To help serve our members' unique health care needs, we offer no-cost value-added services in addition to members' basic benefits.
- These services may be available to members who are eligible based on need.
- Services are available from Sept. 1, 2019, through Aug. 31, 2020, unless otherwise noted.

Accessing Value-Added 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.

Health and Wellness

Value-Added Services for Health and Wellness

Health and wellness services for members include:

- **Gift cards:** \$25 gift cards for members to purchase basic necessities from Walmart or CVS Pharmacy for health and wellness
- **Adult dental care:** \$500 to help cover dental care costs for certain services
- **Dental hygiene kits:** Available to members living in nursing facilities
- **Extra vision:** \$105 every two years for a new prescription or lost glasses or lenses
- **Foot care:** Two pairs of full-length diabetic foot insoles for members with diabetes
- **Help getting a ride:** Transportation services for medical appointments and picking up prescriptions

Value-Added Services for Health and Wellness (cont.)

- **Mikey's Guide:** List of activities and camps for families who have children and youth with special needs
- **ID bands:** Name bands to help keep kids with special needs safe when they're away from their caregiver
- **Physical for camp, school or sports:** Extra physical exam for participation in a camp, school extracurricular activity or sport
- **WW[®] (Weight Watchers):** 13 vouchers to attend WW[®] support meetings
- **Workout gear:** \$50 Academy Sports + Outdoors gift card to purchase workout gear
- **Youth club memberships:** BakerRipley membership or \$50 for a Boys & Girls Club membership

Easier Living

Value-Added Services for Easier Living

Services include:

- **Food allergy labels:** “I have allergies” alert labels to help identify various food allergies
- **Tote bag:** For members who regularly use a wheelchair
- **Adoption resource book:** For members who adopt a child through Adoption Assistance or Permanency Care Assistance (AAPCA) adoption group
- **Hypoallergenic mattress cover and pillow case:** For members with severe asthma or chronic obstructive pulmonary disease (COPD)
- **Gift card for sensory processing disorder:** \$75 gift card for Stacy’s Sensory Solutions
- **Special needs planning guide:** For caregivers caring for a member with special needs

Easier Living Value-Added Services (cont.)

- **Liveandworkwell.com:** Online resource for mental health and substance use support
- **Technology gift card:** \$25 gift card to purchase mobile applications designed for individuals with special needs
- **Equine therapy:** For members with special needs or certain behavioral health conditions

Mother and Baby

Value-Added Services for Mothers and Babies

Services for mothers and babies include:

- **Baby showers:** Expectant mothers and those who recently gave birth receive parenting education and gift bags
- **Breastfeeding supply kit:** Includes lanolin cream, breast pads and breast milk freezer storage bags
- **Infant care book:** “What to Expect the First Year” or other parenting books to support expectant parents
- **Healthy First Steps:** Well-baby program with risk case management tools and touchpoints to encourage healthy behaviors and monitor possible risks
 - **Baby Blocks™:** Part of Healthy First Steps – an online/mobile application to help pregnant women and new parents with prenatal and well-baby care
- **Pregnancy care package:** Includes personal items to support expectant mothers

Extra Support

Value-Added Services for Extra Support

Services include:

- **Respite:** In-home service that supports families and caretakers in the community
- **Activity book:** Includes word searches, crossword puzzles and other games for nursing home residents
- **Blanket:** For members residing in a nursing facility
- **Care planning for members with Alzheimer's disease:** Care-planning session with the Alzheimer's Association for members and their caregivers
- **Delivered meals:** 10 frozen dinners to help members in their recovery after being discharged from a hospital inpatient stay
- **Emergency response monitoring:** 24/7 medical emergency monitoring for members who are functionally impaired

Value-Added Services for Extra Support (cont.)

- **Mental health services:** Support from a community-based team of behavioral health professionals
- **Welcome kits:** For members admitted to a nursing facility for long-term care, or members who have been discharged from a nursing facility to community living

Contact Us

- If you have questions, please contact your Provider or Physician Advocate or call Customer Service **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.
- For more information, please see our reference guide handout posted with this presentation.
 - The reference guide is also available at **UHCprovider.com/TXcommunityplan** > Reference Guides and Value-Added Services.



Thank you!

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