

## STAR+PLUS Bonus Benefits – Effective 9/1/18-8/31/19

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*Superior has updated its bonus benefits for STAR+PLUS members. These bonus benefits replace the benefits listed on page 36 of the member handbook.*

**What extra benefits and services does a member of Superior HealthPlan get? How do I get these?**

As a member of Superior, you are able to get extra benefits in addition to your regular benefits. These are called Value-added Services. You can get:

- **Extra dental benefits.** Non-dual, non-STAR+PLUS HCBS Waiver members, ages 21-115, may receive \$250 in dental services per benefit year, limited to diagnostic and preventive services only. This includes exams, x-rays, cleanings and fluoride treatments.
- **Extra vision services.** Members, ages 21-115, are eligible to receive a \$100 retail allowance each year towards prescription eyewear, for a choice of eyeglass frames and lenses or contact lenses not covered by Medicaid. This allowance may not be used towards replacement eyewear or sunglasses. Coverage is for new frames and lenses and does not cover additional features such as tints and coating. The member will be responsible for any Medicaid non-covered vision charges over \$100.
- **Up to \$30 discount every quarter for over-the-counter (OTC) items.** This benefit covers items that do not need a prescription and are not covered through the member's pharmacy benefit. It is available to STAR+PLUS members who do not reside in an ICF-IDD residential home. Unused balances are not carried over from quarter to quarter and members are allowed only one order per quarter. The total cost of items must be less than or equal to the program allowance in order for the items to be shipped. Items may take up to two weeks for delivery. Medications and products may not be returned. OTC items may only be ordered for the member.
- **A 24-hour nurse advice line.** Members can access Superior's 24-hour nurse advice line by calling 1-877-277-9772. This service is not available to members who reside in an ICF-IDD residential home.
- **24-hour emergency response services.** Superior will provide round-the-clock emergency response services (ERS) for up to 6 months when a member is discharged from a hospital, resulting from an acute inpatient hospital stay, or from a nursing facility back into the community setting. This is a Value-added Service for all Superior STAR+PLUS non-HCBS Waiver and non-CFC members, ages of 21-115, who do not reside in an Intermediate Care Facility for persons with Intellectual and Developmental Disabilities (ICF/IDD). ERS must be preauthorized by Superior's Service Coordination Department.
- **Online and mobile application consumer-directed mental health services.** Superior offers mental health resources through [myStrength.com](http://myStrength.com). This is a website that offers a range of resources to increase awareness of mental health needs and overall well-being. Members can participate in MyStrength to increase awareness of mental health needs and engage in personalized eLearning programs to help overcome depression and anxiety.
- **Extra foot doctor (podiatry) services.** Members, ages 21-115, are eligible to receive extra podiatry services in addition to what is available through Medicaid to include up to 4 additional podiatry services every calendar year. These podiatry services must be medically necessary.
- **Superior's award-winning Start Smart® program for pregnant women.** This program offers educational materials and gifts for going to prenatal and postpartum visits on time. Upon completion of the Notification of Pregnancy (NOP) form and attending an

educational community baby shower, pregnant members are automatically eligible for incentives of up to \$150 to be paid via a CentAccount debit card to buy things like baby care items. Pregnant members that attend an educational community baby shower will receive a diaper bag, starter supply of diapers and a car seat.

- **Help for members with asthma.** Members enrolled in Superior's Asthma Disease Management program are offered an enhanced asthma care Value-added Services program. This program helps members understand asthma and its symptoms by providing additional tools and support to improve monitoring and home conditions that will prevent asthma attacks and exacerbations. Participating members get an allergy free mattress cover, pillow case and home visits from Superior MemberConnections™ representatives or Care Managers to help track asthma and control symptoms.
- **Extended minutes for SafeLink phone users.** This includes up to 750 extra minutes per month for those enrolled in a Case Management program. Superior will provide a Connections Plus phone and monthly minutes for members who do not qualify for a SafeLink phone and are enrolled in a Case Management program. Superior provides a phone and monthly minutes. Members must have a documented high-risk diagnosis or disease state and be approved by a Superior Case Manager to receive a phone. Members are limited to one cell phone. Pregnant members must return the phone to Superior within 4 weeks of their delivery of the baby.
- **Home-delivered meals.** Non-HCBS Waiver members ages 21-115 have access to 10 home-delivered meals per year at the time of discharge. This includes discharge from an acute inpatient hospital stay or discharge from a nursing facility back into the community setting. Nutritional Dietary Support is available for members who do not live in ICF-IDD residential homes. Home-delivered meals must be preauthorized by Superior's Service Coordination Department.
- **In-home respite care.** Non-HCBS Waiver members with certain complex and chronic conditions will have access to 8 hours of in-home respite care services each year. This is available to all STAR+PLUS non-HCBS waiver members, ages 21-115, who do not reside in an ICF-IDD residential home. In-home respite care must be preauthorized by Superior's Service Coordination Department.
- **Transportation help.** This is for members ages 21-115 who need a ride to behavioral health doctor visits and community supports and services. Alternate transportation options include gas cards, cab fare, bus passes or car transportation as appropriate and available. This is provided on a case-by-case basis to non-dual STAR+PLUS members who do not reside in an ICF-IDD residential home. This also must receive prior authorization.
- **Weight Watchers™ program.** Superior will offer vouchers for Weight Watchers™ or other equivalent programs to members interested in better eating habits and losing weight so they can attend local meetings or participate in the online program. Vouchers are for 12 class passes or up to \$50 per year for verified program participation. These vouchers are available to all STAR+PLUS members that are not pregnant and who do not have an active medical diagnosis of bulimia nervosa. Members must participate in at least 3 months of Health Coaching calls prior to receiving this Value-added Service benefit.
- **Inpatient follow-up incentive.** \$10 gift card for all STAR+PLUS members ages 21-115 who have been admitted to an inpatient psychiatric facility for a mental health or substance abuse diagnosis and go to a follow up doctor within 7 days of leaving their first hospital stay of the year.

Value-added Services may have restrictions and limitations. These Value-added Services are effective 9/1/18-8/31/19. For an up-to-date list of these services, go to [www.SuperiorHealthPlan.com](http://www.SuperiorHealthPlan.com). For questions, call Member Services at 1-877-277-9772.

**SuperiorHealthPlan.com**