



STAR Plus Nursing Facility



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What are value-added services?

Thank you for choosing UnitedHealthcare. As a member of UnitedHealthcare Community Plan, you can also receive value-added services. These unique services are offered, in addition to the required Medicaid services, to benefit your health and everyday life. Your experience and feedback as a member is the inspiration behind these value-added services.

We hear you

We get great ideas from members like you in our communities. That’s why we’re inviting you to join our Member Advisory Council. The Council helps us understand how we’re doing and what we could do better. To join, call **1-888-887-9003** and ask to be transferred to a Member Advocate in your area.

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Gift programs

Adult activity books: Members may receive adult activity books such as word search, crossword puzzle, Sudoku, coloring book and prepaid postage postcards. Members will also receive a pack of colored pencils.

Terms: One pack of books per year.* Members can request by contacting Member Services at **1-888-887-9003**.

Lap blanket: Eligible members in a nursing facility may receive a personal lap/bed blanket.

Terms: One blanket per member per year.* Members can request by contacting Member Services at **1-888-887-9003**.

Nursing facility welcome kit: Eligible members who enter a nursing facility will receive a Welcome Kit upon admission to an in-network facility. At a minimum, each kit includes:

- Gripper socks
- Shower cap
- Water bottle/Coffee cup
- Lighted magnifier
- Reusable bag
- Night light

Terms: One per member upon nursing facility admission. Members can request by contacting Member Services at **1-888-887-9003**.

Waterproof clothing labels: One pack (100) of preprinted member name waterproof clothing labels for members in a nursing facility to keep their clothes/items from getting lost.

Terms: One pack per member per year.* Members can request by contacting Member Services at **1-888-887-9003**.

Bonsai kit: Bonsai kit available for members in a nursing facility (as allowed by the nursing facility) for stress relief and cognitive engagement. Each kit includes:

- 4 biodegradable planting pots
- 4 containers with seeds
- 1 instruction book
- 2 soil disks
- 4 planting markers
- 1 pair of scissors

Terms: One kit per year.* Must be okay with the nursing facility. Members can request by contacting Member Services at **1-888-887-9003**.

Exercise kit: 1 pedometer, 1 pack of resistance bands and 1 water bottle for members who are interested in losing weight or adopting an active lifestyle.

Terms: One kit per member per year.* Members can request by contacting Member Services at **1-888-887-9003**.



Did you know...

Texas Health and Human Services has multiple resources on healthy living. For more information, please scan the QR code or visit hhs.texas.gov/services/health/wellness/texercise/healthy-eating.

Vision and dental

Extra vision services: Members may receive up to \$105 every 2 years to cover an upgraded selection of frames and lenses or contact lenses in place of glasses. This includes damaged/lost frames and lenses. Must be from an in-network provider. This value-added service cannot be used for a second or spare pair. For more information on your extra vision services, contact Member Services at **1-888-887-9003**.

Terms: Excludes Dual-Eligible members.

Adult dental services: Members age 21 and over receive up to \$500 a year. This is used for 2 routine exams, 2 oral cleanings and 1 full set of mouth X-rays from a network provider. Ask your dentist about access to discounts for non-covered services. (For example: dentures, implants and bridges.) For more information on your dental services, contact Member Services at **1-888-887-9003**.

Terms: Excludes Dual-Eligible members.

Online resources

findhelp (formerly Aunt Bertha): Access online resources to connect with free or low-cost community resources. For example, food banks, shelters, education, housing and employment services.

Terms: Members will be able to access findhelp through Health Plan staff, Member Advocates or by contacting Member Services at **1-888-887-9003**.

*Each state fiscal year, 9/1–8/31.