



YOUR GUIDE TO FREE VALUE-ADDED SERVICES

Let's work together to improve your health

Valid September 1, 2016 to February 28, 2017
Hidalgo, Tarrant and Northeast - Rural service areas



Restrictions and limitations may apply.

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MY INFORMATION

Name: _____

Cigna-HealthSpring Member ID#: _____

Address: _____

Phone number: _____

Date of birth: _____

MY IMPORTANT CONTACTS

Member Services

1-877-653-0327 (TTY: 7-1-1)

Monday to Friday, 8 a.m. to 5 p.m. Central Time

24-hour Nurse Line

1-855-418-4552

24 hours a day, 7 days a week

Mental Health Crisis Line

1-800-959-4941

24 hours a day, 7 days a week

Behavioral Health and Substance Abuse Line

1-877-725-2539

Monday to Friday, 8 a.m. to 5 p.m. Central Time

Service Coordination

1-877-725-2688

Monday to Friday, 8 a.m. to 5 p.m. Central Time

Dental Services

1-855-418-1628

Monday to Friday, 7 a.m. to 8 p.m. Central Time

Vision Services

1-800-879-6901

Monday to Friday, 7 a.m. to 7 p.m. Central Time

Cigna-HealthSpring Transportation

1-877-725-2688

Monday to Friday, 8 a.m. to 5 p.m. Central Time

More information

STARPLUS.MyCignaHealthSpring.com/vas

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VALUE-ADDED SERVICES

Cigna-HealthSpring offers Members **FREE Value-Added Services** that are not covered by STAR+PLUS. These services are called **Value-Added Services**.

This booklet gives Members details about the **FREE Value-Added Services** that help keep Members healthy.

This booklet does not list every service offered by Cigna-HealthSpring for our STAR+PLUS Members.

For more detailed information, please review the Member Handbook or call Member Services toll free at **1-877-653-0327 (TTY: 7-1-1)** Monday to Friday, 8 a.m. to 5 p.m. Central Time.

Members can also visit our website:
STARPLUS.MyCignaHealthSpring.com/starplushandbook

VALUE-ADDED SERVICES INCLUDE:

24-hour Nurse Line

Members can talk to a nurse
24 hours a day, 365 days a year.

Who is this for?

All Members

Who do I call?

24-hour Nurse Line **1-855-418-4552**

Extra help getting a ride*

Members can get a ride to a doctor and other medical visits.

Who is this for?

All Members

Who do I call?

Service Coordination **1-877-725-2688**

*Service Coordinators will arrange for transportation services when State transportation services are unavailable. Members must call 2 days before the appointment to schedule transportation.

Extra dental services for adults and pregnant women*

Cigna-HealthSpring STAR+PLUS offers many choices for dental services **for FREE!**

- › \$0 copay
- › Oral examinations
- › X-rays
- › Prophylaxis (cleaning)
- › Restorative services
- › Simple extractions

Who is this for?

Pregnant women or Members age 21 and older who are only covered by Medicaid, not Medicare.

Who do I call?

Member Services **1-877-653-0327 (TTY: 7-1-1)**
or our dental provider **1-855-418-1628**

*A \$500 annual maximum limit applies to all services. Members can visit a participating dentist directly to get services. A main doctor referral is not needed.

VALUE-ADDED SERVICES

Extra vision services*

Cigna-HealthSpring STAR+PLUS gives Members one (1) FREE eye exam, one (1) FREE pair of glasses and an additional allowance of up to \$100 for enhanced frame selection every 12 months.

Who is this for?

Members age 21 and older who are only covered by Medicaid, not Medicare.

Who do I call?

Member Services **1-877-653-0327 (TTY: 7-1-1)**
or our vision provider **1-800-879-6901**

*\$100 allowance does not apply to contact lenses, add-ons, replacement eyewear or sunglasses.

NEW! Reacher / Grabber

Members can request one (1) Reacher/Grabber in a 12-month period.

Who is this for?

All Members

Who do I call?

Member Services **1-877-653-0327 (TTY: 7-1-1)**

NEW! Fleece Lap Blanket

Members can request one (1) blanket in a 12-month period.

Who is this for?

All Members

Who do I call?

Member Services **1-877-653-0327 (TTY: 7-1-1)**

NEW! Clip on Lamp

Members can request one (1) clip on lamp in a 12-month period.

Who is this for?

All Members

Who do I call?

Member Services **1-877-653-0327 (TTY: 7-1-1)**

VALUE-ADDED SERVICES

\$20 gift card for mammogram*

Female Members receive a \$20 gift card for completing a recommended mammogram each year.

Who is this for?

Female Members age 50-74 who are only covered by Medicaid, not Medicare.

Who do I call?

Member Services **1-877-653-0327 (TTY: 7-1-1)**

*Members must be an active Cigna-HealthSpring STAR+PLUS Member to receive the gift card. Limit one (1) gift card per Member per year.

\$20 gift card for diabetes lab test*

Diabetic Members get a \$20 gift card for completing a recommended diabetes lab test.

Who is this for?

Members age 18 to 75 who are only covered by Medicaid, not Medicare.

Who do I call?

Member Services **1-877-653-0327 (TTY: 7-1-1)**

*Members must be an active Cigna-HealthSpring STAR+PLUS Member with Type 1 or Type 2 diabetes to receive the gift card. Limit one (1) gift card per Member per year.

\$20 gift card - Good Health Rewards*

Members get a \$20 gift card for getting one of the following:

- › An annual well visit with certain test labs or immunizations

OR

- › A Texas Health Steps checkup along with certain test labs or immunizations

Who is this for? Members who are only covered by Medicaid, not Medicare.

Who do I call?

Member Services **1-877-653-0327 (TTY: 7-1-1)**

*Members must be an active Cigna-HealthSpring STAR+PLUS Member to receive the gift card. Limit one (1) gift card per Member per year.

\$30 gift card - Texas Health Steps checkup*

Members receive a \$30 gift card for getting their first Texas Health Steps checkup within the first 90 days of enrollment with Cigna-HealthSpring STAR+PLUS.

Who is this for?

Members age 20 and younger

Who do I call?

Member Services **1-877-653-0327 (TTY: 7-1-1)**

*Members must be an active Cigna-HealthSpring STAR+PLUS Member to receive the gift card. Limit one (1) gift card per Member per year.

VALUE-ADDED SERVICES

Emergency Response Services

Cigna-HealthSpring will give Members Emergency Response System access in their home for a fast response to medical emergencies.

Who is this for?

Dual and Medicaid Members only.

Who do I call?

Member Services **1-877-653-0327 (TTY: 7-1-1)**

Home health visits for new moms

After giving birth, the new mom receives information on self-care and care for her baby. Members get one (1) visit of home health care one (1) time in a 12 month period.

Who is this for?

Members who are only covered by Medicaid, not Medicare.

Who do I call?

Member Services **1-877-653-0327 (TTY: 7-1-1)**

Book for pregnant moms

Pregnant Members get one (1) book to help them understand their pregnancy. Members get one (1) book in a 12 month period.

Who is this for?

All Members.

Who do I call?

Member Services **1-877-653-0327 (TTY: 7-1-1)**

Certain over-the-counter medicines and items*

Members get \$10 every month to use for over-the-counter medicines or health care related items. Members receive a catalog that lists all of the medicines and items available.

Some items include:

- › Allergy medicines
- › Anti-itch lotions and creams
- › Cold, flu, decongestant and sinus relief
- › Dental care
- › Migraine relief
- › Skin care
- › Sleeping aids
- › Vitamins
- › Weight loss items
- › And many more!

Who is this for?

All Members

Who do I call?

Cigna-HealthSpring Over-the-Counter Center **1-866-575-3744**

*One (1) order from the mail-catalog per month. Allowance that is not used will not carry over to the next month.

VALUE-ADDED SERVICES

FitnessCoach Program*

Members can choose to exercise in their home or at a fitness center for FREE! They can choose from one of the following:

Fitness center membership: Members can join a fitness center to stay healthy. Call the number below to find one near you.

OR

Home fitness kit: Members can exercise in their own home.

Available kits:

- › Exercise
- › Walking
- › Yoga
- › Pilates
- › Aqua exercise
- › Tai Chi
- › Stress management

Who is this for?

All Members

Who do I call?

Call Member Services **1-877-653-0327 (TTY: 7-1-1)**

*Members must use an in-network fitness center. Members can change fitness centers one (1) time each month. Home Fitness Kits are for Members who do not use fitness centers. Members can choose two (2) home fitness kits.

Respite care services

Respite care provides breaks for families and other unpaid caregivers. Members have access to 24 hours of respite care every 12 months.

Who is this for?

All Members excluding waiver Members.

Who do I call?

Member Services **1-877-653-0327 (TTY: 7-1-1)**

A.M./P.M. 7-day pillbox

Members get one (1) 7-day pillbox every 12 months. Each pillbox has 14 compartments for medication.

Who is this for?

All Members

Who do I call?

Member Services **1-877-653-0327 (TTY: 7-1-1)**

Vinyl gloves

Members can request one (1) box of vinyl gloves every month.

Who is this for?

All Members

Who do I call?

Member Services **1-877-653-0327 (TTY: 7-1-1)**

VALUE-ADDED SERVICES

Cold and flu kit

Members can request one (1) cold and flu kit every 12 months.

Kit includes:

- › Carry case
- › Thermometer
- › Hand sanitizers
- › Wipes
- › Tissue packet
- › Blistex[®] medicated lip ointment

Who is this for?

All Members

Who do I call?

Member Services **1-877-653-0327 (TTY: 7-1-1)**

First aid kit

Members can request one (1) first-aid kit every 12 months.

Kit includes:

- › Carrying case
- › Scissors
- › Bandage
- › Fasteners
- › Tweezers
- › Roll of tape
- › Gauze

Who is this for?

All Members

Who do I call?

Member Services **1-877-653-0327 (TTY: 7-1-1)**



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