

Superior has updated its bonus benefits for CHIP members. These bonus benefits replace the benefits listed on pages 45-47 of the member handbook.

What extra benefits and services do I/my child get as a member of Superior HealthPlan? How do I get these?

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

- **Extra vision benefits.** Extra vision benefits, including a \$150 retail allowance towards select prescription eyeglass frames, lenses or contact lenses not covered by Medicaid, once every 12 months. This allowance may not be used towards replacement eyewear or sunglasses. Coverage is for frames and lenses and does not cover additional features such as tints and coating. The member will be responsible for any charges exceeding \$150.
- **Sports/School Physicals.** Annual sports physicals for children ages 4 through 18. This Value-added Service is restricted to one physical per calendar year with a maximum reimbursement of \$35. The sports physical must be provided by a contracted Superior provider. Members must be currently eligible with Superior, attending school and complete their wellness exam.
- **Healthy Play and Exercise Programs (YMCA).** Up to a \$35 credit for new CHIP members to use towards one of the following programs offered by participating YMCA's within 60 days of enrollment. New CHIP members are subject to the rules and regulations of the participating YMCA they choose to join. There must be an established YMCA within the area of the member's residence in order to be eligible. Members may pick one of three options: 8 swim lessons for members 15 months to 10 years of age, one-time camp registration for members 4 to 10 years of age, or a one-time sports registration for members 4 to 10 years of age. Limit one per member per year, not to exceed \$35. Excluded to CHIP members who have not been enrolled with Superior in the last 12 months.
- **Healthy Play and Exercise Programs (Boys and Girls Clubs).** Up to a \$35 credit at participating Boys and Girls Clubs of America for a one-time membership, youth camp fee or youth sports program. Must be a new member within 60 days of enrollment. Discount may be used toward one of the following: one-time membership for new CHIP members age 6 to 18, within 60 days of enrollment, a camp registration for members 4 to 10 years of age or one-time sports registration for members 4 to 10 years of age. Limit one per member per year, not to exceed \$35. Excluded to CHIP members who have not been enrolled with Superior in the last 12 months. Excludes members in Bexar, El Paso and Nueces service delivery areas.
- **Help for Members with Asthma.** Members can learn how to manage their asthma by enrolling in Superior's asthma management program. Members in the program will receive an allergy free mattress cover and pillow case to help control their symptoms. Participants in the asthma program who assess as high risk may receive in-home care and/or one-on-one comprehensive educational intervention.

Home visits may include in-home care and/or one-on-one comprehensive educational intervention. CHIP Perinatal Moms and CHIP RSA are excluded from in-home care.

- **24-Hour Nurse Advice Line.** Access to Superior's 24-hour nurse advice line. Call 1-800-783-5386 for health questions 24 hours a day, 7 days a week.
- **Online Mental Health Resources.** Online and mobile accessible consumer-directed mental health resources for members through www.myStrength.com, a website that offers a range of resources to increase awareness of mental health needs and engage in personalized learning programs to help overcome depression and anxiety.
- **Short-Term Phone Assistance.** Up to 750 extra minutes per month for SafeLink phone users who are enrolled in Care Management. The member must have a high-risk diagnosis or disease state documented and approved by a Superior Care Manager to receive extended minutes on his/her Safelink phone. Members are limited to one cell phone. Lost phones may be replaced at the discretion of the Care Manager. Members may keep the phone at the end of Care Management, but will be responsible for their own minutes thereafter. Connections Plus phone and monthly minutes plus preloaded educational healthy pregnancy guides are available for members who do not qualify for SafeLink and enroll in Care Management. Connections Plus Phones come pre-programmed with phone numbers to your doctor, Care Manager and Superior's Member Services number. Members are limited to one cell phone. Lost phones may be replaced at the discretion of the Care Manager. Members may keep the phone at the end of Care Management, but will be responsible for their own minutes thereafter.
- **GED Support Services.** Superior supports our CHIP RSA Members in achieving goals that improve their quality of life. We will assist interested members in successfully passing their General Education Development ("GED") examination by providing reimbursement for a GED Preparatory Materials Packet. The member will receive up to a \$135 reimbursement after the successful completion of a GED certificate. Members must be 16 years of age or older and have a test date scheduled in order to be eligible to receive the GED Preparatory Materials. Members must be enrolled with Superior for 60 days and pursue certification within 60 days of enrollment. Members are required to utilize an eligible "accredited" institution and will be required to provide proof of payment for the test and a copy of the certification. Limited to one per member per year and excludes re-testing fees. Exclusive to CHIP RSA members.
- **Start Smart® For Your Baby Program.** 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 who also attend an educational community baby shower will receive a diaper bag and starter supply of diapers. Those who attend an educational community baby shower and complete one prenatal visit within their first trimester or 42 days of enrollment with Superior will also get a car seat.

- **Superior's CentAccount Gift Program.** The program offers financial, non-cash incentives that reward pregnant members for completing healthy activities related to their pregnancy and delivery. Rewards are loaded onto a Superior CentAccount gift card. Pregnant members can receive awards for completing these activities following confirmation of the visit:
 - \$20 for prenatal visit within the first trimester or 42 days of enrollment with Superior.
 - \$20 for 3rd prenatal visit.
 - \$20 for 6th prenatal visit.
 - \$20 for 9th prenatal visit.
 - \$20 for postpartum visit within 21-56 days of delivery.
 - \$30 for agreeing to receive pregnancy-related text messages (\$5 per month for 6 months).
 - \$20 for getting a flu shot during pregnancy.
- **Pregnancy Literature.** An educational pregnancy book for teen pregnant members up to age 19 who are enrolled in Care Management and in their first trimester.
- **Smoking Cessation.** Telephonic outreach, education and support services offered to reduce the health risks associated with smoking during pregnancy. Members receive an individualized cessation plan, health kit to support smoking abstinence and materials that enhance understanding and compliance. Members also receive a carrying bag filled with mints, baby bib and bottle, toothbrush, book, stress ball and magnet.
- **Parenting Classes.** Parenting classes designed to enhance child-rearing skills of parents and foster the healthy development of their children through education and additional resources. This program is offered to members in a community setting. Only for CHIP members in the Bexar and El Paso service areas.
- **Transportation.** Transportation assistance to behavioral health doctor visits, on a case-by-case basis, for members ages 21 and older who do not reside in an ICF-IDD residential home or a nursing facility and who lack transportation for critical needs. This Value-added Service must be prior authorized. Does not include CHIP RSA.
- **Over-the-Counter (OTC) Items.** \$25 every calendar quarter for commonly-used OTC items through Envolve and their mail order program, HomeScripts. This benefit covers items that do not need a prescription and are not covered through the member's pharmacy benefit. Members will select from a catalog of items supplied by Superior, up to the program specific dollar limit per quarter, per household. 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 be ordered for the member only.
- **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. Children under the age of 16 that wish to

participate must have a referral from their PCP and Parent/Guardian permission prior to participating. Members must participate in at least 3 months of Health Coaching calls prior to receiving this Value-added Service benefit. Exclusive to CHIP RSA members.

- **Inpatient Follow-up Incentive Program.** Members ages 20 and younger who go to follow-up doctor visits within 7 days of leaving the hospital for an inpatient behavioral health stay will receive a stuffed bear, book and a \$10 gift card. Members are eligible to receive the gift card one time in a 12 month period.

CHIP Perinate

- **24-Hour Nurse Advice Line.** Access to Superior's 24-hour nurse advice line. Call 1-800-783-5386 for health questions 24 hours a day, 7 days a week.
- **Pregnancy Literature** - An educational pregnancy book for teen pregnant members up to age 19 who are enrolled in Care Management and in their first trimester.
- **Start Smart® For Your Baby Program.** 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 who also attend an educational community baby shower will receive a diaper bag and starter supply of diapers. Those who attend an educational community baby shower and complete one prenatal visit within their first trimester or 42 days of enrollment with Superior will also get a car seat.
- **Superior's CentAccount Gift Program.** The program offers financial, non-cash incentives that reward pregnant members for completing healthy activities related to their pregnancy and delivery. Rewards are loaded onto a Superior CentAccount gift card. Pregnant members can receive awards for completing these activities following confirmation of the visit:
 - \$20 for prenatal visit within the first trimester or 42 days of enrollment with Superior.
 - \$20 for 3rd prenatal visit.
 - \$20 for 6th prenatal visit.
 - \$20 for 9th prenatal visit.
 - \$20 for postpartum visit within 21-56 days of delivery.
 - \$30 for agreeing to receive pregnancy-related text messages (\$5 per month for 6 months).
 - \$20 for getting a flu shot during pregnancy.
- **Short-Term Phone Assistance.** Up to 750 extra minutes per month for SafeLink phone users who are enrolled in Care Management. The member must have a high-risk diagnosis or disease state documented and approved by a Superior Care Manager to receive extended minutes on his/her Safelink phone. Members are limited to one cell phone. Lost phones may be replaced at the discretion of the Care Manager. Members may keep the phone at the end of

Care Management, but will be responsible for their own minutes thereafter. Connections Plus phone and monthly minutes plus preloaded educational healthy pregnancy guides are available for members who do not qualify for SafeLink and enroll in Care Management. Connections Plus Phones come preprogrammed with phone numbers to your doctor, Care Manager, and Superior's Member Services number. Members are limited to one cell phone. Lost phones may be replaced at the discretion of the Care Manager. Members may keep the phone at the end of Care Management, but will be responsible for their own minutes thereafter.

- **Over-the-Counter (OTC) Items.** \$25 every calendar quarter for commonly-used OTC items through Envolve and their mail order program, HomeScripts. This benefit covers items that do not need a prescription and are not covered through the member's pharmacy benefit. Members will select from a catalog of items supplied by Superior, up to the program specific dollar limit per quarter, per household. 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 be ordered for the member only.

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. For questions, call Member Services at 1-800-783-5386.