



# Value-Added (Extra) Services for Managed Care Health Plans

All plans in your county offer these **basic** medical benefits:

- Inpatient and outpatient services
- Doctor, nurse practitioner and midwife services
- Home health services
- Family planning services
- Durable medical equipment
- Hospice and ambulance services
- Tobacco quitting assistance
- Behavioral health services
- EPSDT services
- Vision, hearing and dental care for children

Use this chart to compare **Value-Added** (extra) services offered by the plans in your county.

**Note:** West Virginia CHIP covers children from birth through the end of the month of their 19th birthday.



AETNA BETTER HEALTH® OF WEST VIRGINIA

1-888-348-2922

TTY: 711

www.aetnabetterhealth.com/westvirginia



1-888-613-8385

TTY: 1-800-622-3925

www.healthplan.org



An Anthem Company

1-800-782-0095

TTY: 711

www.unicare.com/wv

### 24-hour health line:

- Call Informed Health at 1-855-200-5975
- Health library resource

### Asthma

- One-on-one asthma education
- Peak flow meter with enrollment in asthma program

### Diabetes

- Food journal to track A1C levels and eating habits
- Texts for diabetes education
- Certified diabetes management program
- \$25 gift card for enrollment in diabetic education program and completion of A1C testing (available in certain counties)
- \$25 gift card for diabetic eye exam

### Gifts for good health practices

- Scholarships to health-related camps
- \$25 gift card for adolescent vaccines
- \$25 gift card for targeted preventive care
- \$25 gift card for behavioral health follow-up appointment within 7 days
- \$25 gift card for well child exam for ages 12-18
- Fishing/hunting license for getting a yearly adult flu shot
- \$25 gift card for ATV safety course completion

### Phone services

- Free cell phone with free minutes for text and voice, unlimited calls to Member Services, and free wellness and appointment reminder texts

### 24-hour health line:

- Call nurse at 1-800-624-6961
- 24/7/365 access to doctors for non-emergency issues such as cold and flu symptoms, sinus and allergies, respiratory infections, skin problems and more. Offered through Teladoc.

### Asthma

- One-on-one education with asthma nurse educator

### Diabetes

- Diabetes education by case managers
- One-on-one education by diabetes educators on glucometer and insulin pump use and general diabetes education
- Journey for Control month long interactive diabetes class led by certified educator
- \$50 for HbA1C blood test, nephropathy exam, and a diabetic eye exam for diabetics ages 18-75 (Medicaid only)

### Gifts for good health practices

- \$25 for yearly well visit for ages 3-21 (Medicaid); ages 3-19 (CHIP)
- \$25 for women ages 21-64 for Pap smear every 3 years (Medicaid only)

### Phone services

- Free cell phone with free minutes for text and voice, unlimited calls to Member Services, and free wellness and appointment reminder texts (Medicaid only)

### 24-hour health line:

- Call nurse at 1-888-850-1108

### Asthma

- One-on-one education with asthma nurse educator to create action plan
- Certified disease management program to manage asthma and COPD
- Scholarships to Camp Catch Your Breath

### Diabetes

- One-on-one education with a registered nurse
- Scholarships to Camp Kno Koma for children ages 7-15
- Free glucometers
- \$50 for yearly diabetic labs for ages 18-75
- \$50 for yearly diabetic eye exam for ages 18-75

### Gifts for good health practices

- \$25 for first well-baby check-up within 2 weeks
- \$25 for getting 6 of 8 well-baby visits by 15 months old
- \$25 for yearly physical for ages 3-21 (Medicaid); ages 3-19 (CHIP)
- \$50 for ages 9-13 for completing set of 2 HPV vaccines before 13th birthday
- \$50 for Pap smear cervical cancer screening every 36 months ages 21-64
- \$50 for mammogram every 24 months for women age 50+
- \$10 each quarter for going to prescriber follow-up for members prescribed ADHD meds, ages 6-12
- \$20 for outpatient visit with mental health provider within 7 days of discharge, ages 6+ (1 time per quarter, \$80 max per year)
- \$10 for completing Health Needs Screener for members ages 18+

### Phone services

- Free cell phone for eligible members with free monthly minutes, data, and text messages, plus unlimited calls to Member Services and free health reminder texts

**Questions?** Call 1-800-449-8466 (TTY/TDD 1-304-344-0015), 8:00 a.m. to 6:00 p.m., Monday through Friday. The call is free. Or, visit us at MountainHealthTrust.com. You can get this information in other formats, such as large print or audio.

**Value-Added** (extra) services offered by the plans in your county (continued):



**Help for pregnant women**

- One-on-one help with Certified Lactation Counselor
- Care coordination through baby's first year for:
  - ▶ Mothers with high risk pregnancies or substance use disorder during pregnancy
  - ▶ NICU babies or babies with chronic or complex conditions
- Text messages to keep mom and baby healthy
- Cribette for members with 6 prenatal visits
- Cribette or baby wrap to members who enroll in Moms and Babies Program upon delivery
- Neonatal abstinence syndrome (NAS) program graduation gift
- \$50 gift card for post-partum visit between 7-84 days after delivery

**Health and wellness**

- Care managers to help members improve overall health
- Local care connection team to help coordinate community resources
- Gift card for attending wellness events
- Health risk assessments with self-management tools
- Specialized care managers for neonatal abstinence syndrome (NAS), NICU, high risk OB, behavioral health, and other chronic conditions
- Regional face-to-face meetings with case manager for high risk members
- Person-to-person texts with care manager
- Community Health Worker in-home services (available in certain counties)
- Quit smoking program
- Congestive heart failure (CHF) wellness tools and bathroom scales with enrollment in the CHF program
- \$25 gift card for completing adult walking program
- Cub Club wellness membership for children under 13
- Pillboxes
- Family Information, Support, and Help Program for recognizing children's emotional problems

**Dental**

- Hygiene kit, including toothbrush, toothpaste and floss
- Diabetic dental program (available in certain counties)
- \$25 for dental exam for children ages 2-3

**Other**

- Opportunity to join member advisory committee
- Face-to-face help applying for SSI for members who qualify
- Member advocate to help with concerns about benefits or providers
- High school equivalency or GED help
- Opioid lockbox
- 4-H program assistance



**Help for pregnant women**

- Text4Baby messages to keep mom and baby healthy
- Up to 2 preventive dental visits for those over age 21 (Medicaid only)
- Maternity outreach programs:
  - ▶ \$50 for 2 visits in 1st trimester
  - ▶ \$50 for 4 visits in 3rd trimester
  - ▶ \$50 for post-partum visit between 7-84 days after delivery
- Care Coordination through baby's first year for mothers with:
  - ▶ High risk pregnancies
  - ▶ Substance use disorder during pregnancy
  - ▶ NICU babies or babies with complex conditions

**Health and wellness**

- Quit smoking packets for all members ages 12 and older, with workbook, relaxation exercises CD, and quit smoking survival kit
- Access to our Core Wellness online tool that helps members learn ways to get and stay healthy
- Care managers to help members manage medications, disease and improve overall health
- Health risk assessments
- Specialized care managers:
  - ▶ Neonatal abstinence syndrome (NAS)
  - ▶ NICU
  - ▶ High risk OB
  - ▶ Hepatitis
  - ▶ Behavioral health
  - ▶ Regional face-to-face case management with high risk members
  - ▶ One-on-one help to quit smoking with Certified Coordinator

**Dental**

- \$25 for dental exam for children ages 2-3

**Other**

- Personal help applying for SSI for members who qualify
- Yearly membership dues for Boy Scouts and Girl Scouts
- Yearly donation to Boys and Girls Club to be used for membership dues
- Participation in member advisory committee
- Help with the Jobs and Hope Program



**Help for pregnant women**

- Fresh Fruit & Veggies program with up to \$100 in fresh produce
- Convertible car seat or portable crib for members with 6 prenatal visits
- Up to \$75 worth of diapers mail ordered to doorstep after completing 6 prenatal visits
- Safe Sleep kit for babies under 1
- Care coordination through baby's first year for:
  - ▶ High risk pregnancies or substance use disorder
  - ▶ NICU babies or babies with complex conditions
- Text4Baby messages
- Electric breast pump with accessory kit
- Up to \$75 for prenatal and postpartum visits
- Neonatal abstinence syndrome (NAS) program graduation gift

**Health and wellness**

- Personal hygiene box with up to \$50 in products
- Feminine care collection for females 10-18; up to \$75 in products
- Online Well-Being Program for ages 13+
- Up to \$75 in Healthy lifestyle aids
- Substance Use Disorder Recovery Support Program
- Help line and coaching to quit smoking
- Free sports physical
- Care manager to help manage medications, disease, and to improve overall health
- Certified behavioral health disease management program
- WW® program for:
  - ▶ ages 18+ with a body mass index (BMI) greater than 30, **or** ages 10-17 with a BMI in the 85th percentile or above with parental/guardian consent & doctor's referral (online options available)
- Youth club memberships at certain Boys & Girls Clubs (not camps)
- Gym memberships, Active & Fit Program for members ages 18+ at certain gyms

**Dental**

- Oral care essentials (electric toothbrush, toothpaste, and dental floss)
- \$25 for yearly dental visit for ages 2-20 (Medicaid); ages 2-19 (CHIP)

**Other**

- \$100 gas card (\$25 every 3 months per household)
- Free laptop for members graduating high school with a 3.5 or higher GPA or complete/pass TASC/GED
- Family activity coupon book
- Access to our Community Resource link