

Important Plan Information



Member Handbook Update

Please read this with care and keep it with your member handbook.

Important changes to your child’s extra benefits start September 1, 2024.

Below is the updated chart for the **What extra benefits does my child get as a member of Wellpoint?** section of the handbook:

Value-added benefit	How to get it
<p>Healthy Rewards gift card for these healthy activities:</p> <ul style="list-style-type: none"> • \$120 for completing six Texas Health Steps checkups per the Texas Health Steps visit schedule for children ages 0–15 months (refer to the What is Texas Health Steps? section of this handbook) • \$20 per visit for Texas Health Steps checkups at ages 18, 24, or 30 months • \$20 each year for completing Texas Health Steps checkups, for members ages 3–20 • \$20 for getting a full series of the rotavirus vaccinations (shots or other type of vaccine, two to three visits on different days depending on type of vaccine), for children ages 42 days through 24 months • \$25 for a member who has a prenatal checkup in the first trimester of pregnancy or within 42 days of joining the health plan • \$50 for a member who has a postpartum checkup within seven to 84 days after giving birth • \$20 every six months for having a blood sugar test (HbA1c) for members ages 18–20 with diabetes • \$20 every six months for having a blood sugar test (HbA1c) with a result less than 8 for members ages 18–20 with diabetes 	<p>To receive a reward:</p> <ul style="list-style-type: none"> • Join the Healthy Rewards program within 30 days after you complete an eligible healthy activity while you are a Wellpoint member. • Your provider will report most healthy activities by submitting a claim within 95 days of your visit. • If you have not received a reward, you must request it within six months after the date of your activity. <p>To join the Healthy Rewards program or find information about the program and rewards:</p> <ul style="list-style-type: none"> • Log in to your account at wellpoint.com/tx/medicaid to access the Benefit Reward Hub from the Benefits page or • Call the Healthy Rewards Customer Service Line at 888-990-8681 (TTY 711), Monday through Friday from 8 a.m. to 7 p.m. Central time.

Value-added benefit	How to get it
<ul style="list-style-type: none"> • \$20 for members newly diagnosed with attention deficit hyperactivity disorder (ADHD) who have a follow-up visit with their prescribing provider within 30 days after starting their medication treatment, for members ages 6–12 • \$20 for having a follow-up outpatient visit with a behavioral health provider within seven days of discharge from the hospital for a behavioral health stay, up to four times per year • \$20 for completing a full series of the HPV (Human papillomavirus) vaccination (two vaccines at least 146 days apart or three vaccines on different days), for members from their 9th through 13th birthday 	
<p>Healthy Rewards gift card allowance for over-the-counter products for completing these healthy activities:</p> <ul style="list-style-type: none"> • \$20 for completing a full series of flu (influenza) vaccinations (two vaccinations on different days), for children ages 6–24 months • \$20 each year for getting a flu vaccination, for members ages 3 or older <p>Excludes any products covered by Medicaid</p>	<p>To receive a reward:</p> <ul style="list-style-type: none"> • Join the Healthy Rewards program within 30 days after you complete an eligible healthy activity while you are a Wellpoint member. • Your provider will report healthy activities by submitting a claim within 95 days of your visit. • If you have not received a reward, you must request it within six months after the date of your activity. <p>To join the Healthy Rewards program or find information about the program and rewards:</p> <ul style="list-style-type: none"> • Log in to your account at wellpoint.com/tx/medicaid to access the Benefit Reward Hub from the Benefits page or • Call the Healthy Rewards Customer Service Line at 888-990-8681 (TTY 711), Monday through Friday from 8 a.m. to 7 p.m. Central time.
<p>Help getting rides for:</p> <ul style="list-style-type: none"> • Family members to go with you to medical services 	<p>Call 844-864-2443 (TTY 711).</p>

Value-added benefit	How to get it
<ul style="list-style-type: none"> • Pregnancy, birthing, or newborn classes for pregnant members • Community transportation: <ul style="list-style-type: none"> ○ Visits for Women, Infants, and Children (WIC) offices ○ Member Advisory Group meetings ○ Grief support group meetings ○ Anonymous group meetings ○ National Association of Mental Illness (NAMI) meetings ○ Food banks and pantries 	<p>Rides for additional family members need to be preapproved.</p> <p>For community transportation, every member can get one ride per month, with up to 12 rides each year.</p>
<p>Online emotional health — secure web and mobile tools you can use 24/7 to help improve your emotional health</p>	<p>Access the Learn to Live Emotional Well-being Resources by visiting learntolive.com/welcome/txwellpoint.</p> <p>Type TXWellpoint into the code field and select “Start Now.” Then, enter your member ID.</p> <p>For members ages 13 and older.</p>
<p>Up to \$100 gift card for the cost of activities in a Boys & Girls Club, Boy Scouts, Girl Scouts, or other similar organization contracted with Wellpoint — where available (\$50 per semester)</p>	<p>Log in to your account at wellpoint.com/tx/medicaid to access the Benefit Reward Hub from the Benefits page or call 844-756-4600 (TTY 711).</p>
<p>Sensory products like texture fidgets, compression garments, or weighted blankets for kids with sensory sensitivities — up to \$75 per year</p>	<p>Log in to your account at wellpoint.com/tx/medicaid to access the Benefit Reward Hub from the Benefits page or call 844-756-4600 (TTY 711).</p>
<p>Eyeglass accessories — up to \$25 per year</p>	<p>Log in to your account at wellpoint.com/tx/medicaid to access the Benefit Reward Hub from the Benefits page or call 844-756-4600 (TTY 711).</p>
<p>Healthy Families program with free healthy living coach for members ages 7–17 who need help achieving a healthier lifestyle. This program provides families with fitness and healthy behavior coaching, written nutrition information, and online and</p>	<p>Call 844-421-5661 or your service coordinator.</p>

Value-added benefit	How to get it
community resources (one program per lifetime).	
Eight hours of respite services each year for families and caregivers of members	Call 844-756-4600 (TTY 711) or your service coordinator.
First-aid kit and a personal disaster plan (one kit per member per lifetime)	Log in to your account at wellpoint.com/tx/medicaid to access the Benefit Reward Hub from the Benefits page or call 844-756-4600 (TTY 711) .
Free inhaler sensor for members with asthma — to show or prevent health problems by tracking inhaler use	Call 844-756-4600 (TTY 711) or your service coordinator.
Allergy-free pillow cover (one per year) for members who have been diagnosed with asthma and participate in a disease/case management program	Log in to your account at wellpoint.com/tx/medicaid to access the Benefit Reward Hub from the Benefits page or call 844-756-4600 (TTY 711) .
Pest control services every three months	Call 844-756-4600 (TTY 711) or your service coordinator. Members can get this service at one location.
Free cellphone/smartphone through the Lifeline program with monthly minutes, data, and texts if you qualify.	Call 844-756-4600 (TTY 711) or go to wellpoint.com/tx/medicaid . To see if you qualify for the federal Lifeline Assistance program, go to safelinkwireless.com and fill out the application.
One sports, school, or camp physical every year	See your primary care provider. A nurse practitioner or physician assistant who is a primary care provider can give the sports, school, or camp physical.
Taking Care of Baby and Me® program —helps our pregnant members, new moms, and their babies get and stay healthy. Pregnant members will receive pregnancy, postpartum, and newborn educational materials to help them learn about pregnancy and postpartum care. This includes the	Call 844-756-4600 (TTY 711) or your service coordinator.

Value-added benefit	How to get it
importance of prenatal and ongoing doctor visits.	
Help with weight management through a program with 24/7 online access to resources, tools, and activities on healthy snacking, portion management, weight goals, extra calories, and exercise tips.	Access the CommonGround Library platform by logging into your secure account at wellpoint.com/tx/medicaid . For members ages 13 and older.
Pregnancy and early parenting program online 24/7 through web or mobile app to support expecting and new parents.	Access the CommonGround Library platform by logging into your secure account at wellpoint.com/tx/medicaid . For members ages 13 and older.
EX Program: A tobacco cessation program with online activities, educational materials, and products. This program can help members ages 18 or older as they try to quit using tobacco or chew, smoking cigarettes, or vaping.	Access the program at Go.TheEXProgram.com/WellpointTX .

Do you have questions?

Call Member Services toll free at **844-756-4600 (TTY 711)**, Monday through Friday from 8 a.m. to 6 p.m. Central time.

Wellpoint members in the Medicaid Rural Service Area and the STAR Kids program are served by Wellpoint Insurance Company; all other Wellpoint members in Texas are served by Wellpoint Texas, Inc.