



MCO Comparison Chart: Value-Added Services

Service	Amerigroup Iowa, Inc.	UnitedHealthcare Plan of the River Valley, Inc.
Family Planning and Resources		<p>Baby Blocks: Program keeps members and their babies healthy during pregnancy and the baby's first 15 months of life. Includes:</p> <ul style="list-style-type: none"> • Email and text message appointment reminders; • Program to keep track of doctor visits; • Rewards for visiting the doctor.
		<p>Community Baby Showers: Participate in fun activities and learn important health information for you and your baby.</p>
	<p>Boys and Girls Club Membership: Free Boys and Girls Club membership for kids 6 to 18 at participating clubs.</p>	<p>Text4baby: To help new and pregnant moms keep themselves and their babies healthy. You'll get three text messages each week during your pregnancy and your baby's first year with health and safety tips.</p>
	<p>Amerigroup Community Resource Link: This is a GPS-based searchable community-based service to help ensure members are aware of all local Iowa community-based services.</p>	<p>Help you find the local services you need most. Our community health workers can help connect you with resources like housing, food, health education and support groups, job training, home goods, legal support, out-of-school activities, and more.</p>



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Family Planning and Resources (Cont.)	Online kiosks in place in rural communities to further enhance medical access.	KidsHealth: This online program brings health facts, parenting advice, and comfort to children, teens, and parents/guardians in Iowa. KidsHealth articles, tools, and videos can be accessed on a desktop computer, tablet or smartphone.
	Virtual physician visits to Nurse HelpLine through video streaming via secure internet connection or through an app on a mobile phone.	School/Camp/Sports Physicals: One sports/school/camp every 12 months. This helps decide whether it is safe for children to join in a sport or daytime camp. An in-network doctor must complete the physical for children ages 4-19.
Tobacco Cessation	Tobacco Cessation Program includes: <ul style="list-style-type: none"> • Telephonic tobacco cessation- coaching program that includes up to five proactive coaching, • Print materials for members including a Breath Easy Guidebook and other educational materials. 	Tobacco Cessation Program (Quit for Life® Program): QuitLine Iowa coaches help members stop smoking.
Healthy Incentives	Healthy Rewards Incentive Program: Earn incentives and rewards for healthy activities and behaviors.	Community Rewards: Earn rewards points for healthy activities. Choose from more than 300,000 items to redeem points.
	Waive Co-Pays for physical, preventative, wellness, and behavior health.	There are no co-pays except for ER visits.



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Health and Wellness	<p>Weight Watchers: Members 18 or older who meet the participation requirements will receive vouchers to attend Weight Watchers.</p>	<p>Weight Watchers: For select members. Receive coupons for approved Weight Watchers meetings to learn valuable skills about healthy eating and weight loss.</p>
	<p>Healthy Families: Amerigroup provides outreach and education to assist families in taking small, doable steps toward a healthier lifestyle for children aged 7-13.</p> <p>A registered nurse coach will engage with the member throughout the program to encourage healthier eating and increase activity. The program is six months in duration. Physicians are provided notification of member enrollment.</p>	<p>JOIN for ME is a unique program to help kids reach a healthy weight.</p> <p>You and your child meet as a small group with other families and a skilled coach. Parents also have the chance to lose weight, feel better, look better, and get the things you really want in life.</p> <p>Your child can earn a gift card upon completion of JOIN for ME, Children.</p>
	<p>Personal Exercise Kit: Personal exercise kits to adults with a primary or secondary clinical diagnosis of obesity. May include exercise band, weights, hydration bottle, and squeeze bottle.</p>	<p>Liveandworkwell.com: Members can access this educational site or log in to <i>myuhc.com</i> and link to select topics such as work/life balance and weight loss.</p>
		<p>Sesame Street Food for Thought: Learn about food shopping on a budget, making healthy meals, and more.</p> <p>Support to help you make good food choices that are within budget, healthy, and help to develop long term healthy eating habits.</p>



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Health and Wellness (Cont.)		Nutrition Counseling: Learn about diet and health at local events and health fairs.
		Community Health Fairs: Get to know members better and provide health education and information at community health fairs.
Medical Equipment and Supplies	Durable Medical Equipment and Supplies: Helps members when Medicaid-covered benefits do not cover or the member has exceeded monthly or annual cap. Include incontinence, ostomy, and diabetic supplies, and assistive technology. Available to all members participating in HCBS waiver programs with the exception of CMH. Monthly cap of \$200. Amerigroup is offering this to an expanded group of members above the state's current policy guidelines.	
	Oral Hygiene Kit: Children aged 10 and under and members 10 and older are eligible to receive an age appropriate preventative dental hygiene kit once a year.	



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Medical Equipment and Supplies (Cont.)	<p>Safelink Phone Service Program: Program includes one free cell phone and plans of up to 350 minutes per month per household at no cost. Members receive additional 200 bonus lifetime minutes and free health information text messages. Members get free calls to Amerigroup Member Services.</p>	<p>Free Cell Phone Program: UnitedHealthcare MyHealthLine helps connect with our members and helps members with their health and access to care. Members can quickly and easily reach us to talk about health related questions or concerns or to locate a doctor.</p> <ul style="list-style-type: none"> • A free phone and 350 minutes per month; • Unlimited text messages; • Free calls to UnitedHealthcare Member Services that will not count toward your 350 minutes; • Text messages with health tips and reminders. <p>All members, except for hawk-I, are eligible for this program.</p>
Additional Benefits	<p>HiSet (High School Equivalency Test): Pays for preparation courses, as well as, the full battery of tests for qualified members.</p>	



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Additional Benefits (Cont.)	<p>Supported Employment Program: Annual benefit for members participating in Brain Injury and Intellectual Disability waiver programs. An annual cap of 10 hours of job search activities and 2 job placements available to eligible members. Amerigroup is offering this to an expanded group of members above the state's current policy guidelines.</p>	
	<p>Financial Management Support: Members and their families are eligible for a financial health assessment. This is a self-paced program on key positive financial behaviors. All HCBS waiver participants are eligible including, adult members, parents of children, and legal representatives of children and/or adults.</p>	



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Service	Amerigroup Iowa, Inc.	UnitedHealthcare Plan of the River Valley, Inc.
Additional Benefits (Cont.)	<p>Travel Training Program: Annual benefit for members participating in Brain Injury, Intellectual Disability, and Physical Disability waiver programs. This program includes 10 hours of annual training. For members who do not meet state policy guidelines, Amerigroup will broaden protocols to provide travel training to promote independence, supported employment, and access to community resources.</p>	<p>We work with MTM to provide rides for eligible members to and from doctor or therapy visits. This service may be planned up to 30 days ahead of time. We will pay for a hotel for trips that need an overnight stay with prior approval for eligible members. Visits over 75 miles may need prior approval.</p> <p>This benefit is limited to Iowa Health and Wellness members, Iowa Family Planning, and <i>hawk-i</i> when standard transportation benefits are not covered.</p>
	<p>Comfort Item: Comfort item for members in foster care and waiver programs such as subsidized, adoptions, and guardianships. Service includes a stuffed animal or journal for adolescent and young adult members.</p>	
	<p>Self-Advocacy Memberships: Assists members in developing skills to advocate for themselves through training, resources, and participation in one of four national advocacy groups.</p>	



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Additional Benefits (Cont.)	<p>Post Discharge Stabilization Support: Includes a mobile application and a case management follow up process that:</p> <ul style="list-style-type: none"> • Facilitates member education, • Helps maintain appointment attendance, • Improves medication adherence, and • Improves treatment plan adherence. <p>The mobile app will support Android or iOS and will allow members to track doctor appointments and medication adherence.</p>	
	<p>Medication Adherence Platform: Medication adherence through electronic pill dispensers that interfaces with mobile devices.</p>	
	<p>Home Delivered Meals Program: Home delivered meals to members and their families who have been discharged from the hospital for up to five days for members and up to three family members.</p>	



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Additional Benefits (Cont.)	<p>Assistive Devices Program: Provides equipment to assist daily living such as extra-long shoe horn, transfer boards, and non-slip grippers. (Includes all HCBS waiver members with the exception of CHW). Amerigroup is offering this to an expanded group of members above the state’s current policy guidelines.</p>	
	<p>Personal Backpack for Belongings Program: Backpack for members in foster care. May include health education tip sheets, school supplies, journal, and drawing supplies.</p>	<p>Caring for Caregivers: This free six session program is just for caregivers. The workshops focus on the needs and health of the caregiver. Participants will learn about available resources in their communities and meet other caregivers.</p>
Additional Benefits (Cont.)	<p>Additional Personal Care Attendant Support: For all HCBS wavier program members with the exception of the CMH. It supports transition back to the community for members residing in NFs and ICF/ID that do not qualify for MFP. An annual cap of 20 hours will be applied to all members who meet eligibility criteria. Amerigroup is offering this to an expanded group of members above the state’s current policy guidelines.</p>	



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	<p>Additional Respite Care Services: For HCBS waiver members with the exception of PD. Is geared to mitigate out-of-home placement have exceeded their monthly cap or to support transition back to the community for members residing in NFs and ICF/ID that do not qualify for MFP. An annual cap of 10 in-home hours and two out-of-home days will be applied to all members who meet eligibility criteria. Amerigroup is offering this to an expanded group of members above the state's current policy guidelines.</p>	
<p>Additional Benefits (Cont.)</p>	<p>Community Reintegration Benefit: Available to members with a goal of transitioning into the community who do not meet MFP eligibility criteria or whose needs exceed the MFP benefit. Include goods and services needed for transition, such as household goods, deposits for utilities, and rent. Community integration is set at a \$2,500 lifetime benefit cap.</p>	