

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
Online emotional health — secure web and mobile tools you can use 24/7 to help improve your emotional health	Access the Learn to Live Emotional Well-being Resources by visiting learntolive.com/welcome/txwellpoint . Type TXWellpoint into the code field and select “Start Now”. Then, enter your member ID.
Sensory products like texture fidgets, compression garments, and weighted blankets, to meet the needs of kids with sensory sensitivities — up to \$75 per year	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) .
Eyeglass accessories — up to \$25 per year	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) .
Healthy Families program with a 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 community resources (one program per lifetime).	Call 844-421-5661 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) .

Value-added benefit	How to get it
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.
Pest control services every three months	Call 844-756-4600 (TTY 711) or your service coordinator. Members can get this service at one location.
<p>Help getting rides for community transportation:</p> <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>Call 844-864-2443 (TTY 711).</p> <p>For community transportation, every member can get one ride per month, with up to 12 rides each year.</p>
Free cellphone/smartphone through the Lifeline program with monthly minutes, data, and texts if you qualify.	<p>Call 844-756-4600 (TTY 711) or go to wellpoint.com/tx/medicaid for more information.</p> <p>To see if you qualify for the federal Lifeline Assistance program, go to safelinkwireless.com and fill out the application.</p>
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	<p>Access the CommonGround Library platform by logging into your secure account at wellpoint.com/tx/medicaid.</p> <p>For members ages 13 and older.</p>
Pregnancy and early parenting program online 24/7 through web or mobile app to support expecting and new parents	<p>Access the CommonGround Library platform by logging into your secure account at wellpoint.com/tx/medicaid.</p> <p>For members ages 13 and older.</p>
EX Program: A tobacco cessation program with online activities, education 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.