



BlueCross BlueShield  
of Texas



TEXAS  
Health and Human  
Services

TEXAS  STAR  
Your Health Plan ★ Your Choice

Travis Service Area



## Value-Added Services

Customer Service **1-888-657-6061** (TTY: 711)

Member Outreach: **1-877-375-9097** (TTY: 711)

[www.bcbstx.com/star](http://www.bcbstx.com/star)

*Value-Added Services may have restrictions and limitations.*

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

STARM-6167

729448.0520

# What do you get with Blue Cross and Blue Shield of Texas?

Blue Cross and Blue Shield of Texas (BCBSTX) has been bringing health care services to Texans for more than 90 years. BCBSTX serves STAR members in the Travis Service Area.



## BCBSTX Value-Added Services Overview

BCBSTX has many Value-Added Services (VAS) to help members stay healthy. These services are offered at no cost to you:

- **Free rides** to, Women, Infants and Children (WIC) visits, BCBSTX member events and meetings and approved health classes
- **Toll-free 24-Hour Nurse Advice Line** to talk in private with a nurse about your health
- **\$50 gift card** for taking children birth through 15 months and ages 2 through 6 for Texas Health Steps checkups
- **\$50 Amazon gift card** for members ages 12 to 21 when they get a yearly well checkup\*
- **Upgraded eyewear up to a \$200 value** each year, after an eye exam, for children ages 18 and under
- **One free sports and camp physical** each year for members 18 years of age or younger
- **Choice of an infant car seat or a pack-and-play playard** when pregnant members complete a timely prenatal visit and register for our Special Beginnings® program
- **BCBSTX prenatal class and a free diaper bag** with baby items for pregnant members
- **New Mom Welcome Home Kit or Breastfeeding Support Kit** with breastfeeding coaching for moms who deliver on our plan
- **\$50 of fresh fruits and vegetables** delivered to the home for pregnant members
- **Up to 14 meals delivered** to the member's home after a hospital discharge for a total of two separate events per year
- **Up to \$250 in dental services** per year for adult STAR members ages 21 and older

\*This promotion is not endorsed by, affiliated with or sponsored by Amazon.

*Value-Added Services may have limitations or restrictions.*



## Details About our VAS

• **Extra help getting a ride:** Members can get free rides to approved services not covered by Medicaid such as WIC visits, BCBSTX member events and meetings, approved health classes, or for covered services where the parent needs to bring more than one child. Members can get rides to medically necessary, non-emergency covered health care services scheduled to occur in less than 48 hours through BCBSTX's Ride Share Program. Members can also get reimbursement for transportation costs through our VAS transportation provider, LogistiCare.

**Limitations:** STAR members should first call the HHSC Medical Transportation Program (MTP) line at **1-877-633-8747** (1-877-Med-TRIP) from 8 a.m. - 5 p.m. Central Time, Monday – Friday, to schedule rides to and from non-emergency medical visits. If MTP can't help you with getting a ride, call BCBSTX Customer Service to schedule a ride. This benefit does not include emergency transportation benefits, which are a covered service.

*LogistiCare is an independent company that provides transportation services to Blue Cross and Blue Shield of Texas through a contractual agreement between BCBSTX and LogistiCare. The relationship between BCBSTX and LogistiCare is that of independent contractors.*

• **24-Hour Nurse Advice Line:** Talk in private with a nurse about your health. Call toll-free 24 hours a day/seven days a week at **1-844-971-8906**, or the TTY line at **7-1-1** for hearing or speech loss. A nurse can give you details about health issues and community health services. Teens may also call the 24-Hour Nurse Advice Line and speak to a nurse in private about teen health issues.

Interpreter services are available if you need to speak to someone in your own language. The 24-Hour Nurse Advice Line also allows you to listen to audio tapes on hundreds of health topics.

**Limitations:** There are no limitations. Members may access the 24-Hour Nurse Advice Line at any time.

• **Texas Health Steps Incentive Gift Cards:** BCBSTX offers gift cards for taking your children to their Texas Health Steps checkups. You can get the \$50 gift card by doing the following:

- Take your baby to the doctor at least six times from birth through 15 months old.
- Take children ages 2 through 6 to get a yearly Texas Health Steps checkup by the end of the calendar year or within 90 days of joining the plan.

**Limitations:** *Parents or guardians of child members must make sure the child gets Texas Health Steps checkups as listed above. Existing members must have the Texas Health Steps checkup each year. New members must get a checkup within the first 90 days of joining the plan. Members must be active on the plan at the time of the checkup to get the gift card and checkups must be completed by an in-network Primary Care Provider (PCP). Gift card awards are based on claims your doctor will send to BCBSTX after the checkup is completed. Once your doctor sends BCBSTX the claim, it could take up to two months for you to get the gift card.*

• **Amazon Gift Card for Adolescent Checkups:** Adolescent STAR members ages 12 to 21 can earn a \$50 gift card when they visit their PCP or OB/GYN for a yearly Texas Health Steps checkup.\*

**Limitations:** *Parents or guardians must make sure the adolescent completes a Texas Health Steps checkup each year. Members must be active on the plan at the time of the checkup to get the gift card and checkups must be completed by an in-network PCP or OB/GYN. Gift card awards are based on claims your doctor will send to BCBSTX after the checkup is completed. Once your doctor sends BCBSTX the claim, it could take up to two months for you to get the gift card.*

• **Enhanced Eyewear:** STAR members ages 18 and under can get one upgrade to eyewear such as one pair of stylish frames (upgraded from basic frames), an upgrade to lenses, or an extra pair of glasses every year after they complete an eye exam. Call Customer Service for more information.

**Limitations:** *The upgrade may not go above a \$200 value each year. This VAS must be fulfilled by an in-network Davis Vision provider.*

• **Sports and Camp Physicals:** We help STAR members take part in sports and fitness activities by offering a free sports and camp physical to members 18 years of age or younger.

**Limitations:** *Sports and camp physicals are limited to one physical each year for STAR members ages 18 and younger.*





• **Prenatal Care Incentive Options:** Pregnant STAR members who complete a timely prenatal visit and register for our Special Beginnings program can choose an infant car seat or a pack-and-play playard. The prenatal visit must occur in the first trimester or within 42 days of joining our plan. You can find the Prenatal Care Incentive form on our website at [www.bcbstx.com/star](http://www.bcbstx.com/star) or call Customer Service. Take the form to your doctor to sign during your prenatal visit and fax it to Member Outreach at **1-512-349-4867**. The car seat or pack-and-play playard will be sent to the address you put on the form.

**Limitations:** *You must be active on the plan when you complete your prenatal visit and be registered for the Special Beginnings program to get the infant car seat or pack-and-play playard.*

• **Prenatal Classes with an Incentive Diaper Bag:** Pregnant STAR members can take a prenatal class at no cost, in-person or online. Bilingual classes are offered in-person by a BCBSTX nurse. You can take an online class any time in English and 15 other languages. Visit [www.bcbstx.com/star](http://www.bcbstx.com/star) to find out more about upcoming classes and other resources for pregnant members. You will get a diaper bag filled with baby items when you finish your BCBSTX class. If you take the prenatal class online, you must fill out the certificate of completion found at the end of the lesson and fax it to **1-512-349-4867**. The diaper bag reward will be shipped to the address you write on the certificate. Call Member Outreach to schedule your in-person class, to get a ride to an in-person class or to register for an online class.

**Limitations:** *You must be an active BCBSTX STAR member and be pregnant to take the class and get the diaper bag reward. Only one diaper bag per member will be awarded. In-person class locations may change, and class sizes may be limited based on availability of space.*

## Prenatal Classes — What Will You Learn?

Pregnancy	Labor and Birth	Baby Care and Breastfeeding
<ul style="list-style-type: none"><li>• How your body changes</li></ul>	<ul style="list-style-type: none"><li>• Your birth plan</li></ul>	<ul style="list-style-type: none"><li>• New baby care and safety</li></ul>
<ul style="list-style-type: none"><li>• How baby grows and changes</li></ul>	<ul style="list-style-type: none"><li>• Birthing choices</li></ul>	<ul style="list-style-type: none"><li>• Umbilical cord and circumcision care</li></ul>
<ul style="list-style-type: none"><li>• Taking care of yourself</li></ul>	<ul style="list-style-type: none"><li>• Breathing and pushing skills</li></ul>	<ul style="list-style-type: none"><li>• Choosing your baby's doctor</li></ul>
<ul style="list-style-type: none"><li>• Aches and pains of pregnancy</li></ul>	<ul style="list-style-type: none"><li>• C-section birth</li></ul>	<ul style="list-style-type: none"><li>• How to know if your baby is sick</li></ul>
<ul style="list-style-type: none"><li>• Your checkups and tests</li></ul>	<ul style="list-style-type: none"><li>• Pain relief choices</li></ul>	<ul style="list-style-type: none"><li>• Vaccines your baby needs</li></ul>
<ul style="list-style-type: none"><li>• Knowing signs of early labor</li></ul>	<ul style="list-style-type: none"><li>• Recovery and postpartum care</li></ul>	<ul style="list-style-type: none"><li>• Breastfeeding<ul style="list-style-type: none"><li>- Feeding position</li><li>- Expressing and storing milk</li><li>- Going back to work</li></ul></li></ul>

• **New Mom Welcome Home Kit:** STAR members can get a free New Mom Welcome Home Kit with baby care items when they deliver while on our plan. The kit has information about postpartum care for newly delivered moms, well-baby care and immunizations for the newborn baby. You can get a New Mom Welcome Home Kit by calling Member Outreach at **1-877-375-9097** (TTY **7-1-1**).

**Limitations:** You must have your baby while on the BCBSTX plan and still be active on the plan when you ask for this VAS. This VAS is for members who are not planning on breastfeeding their babies. You must ask for this VAS within 30 days after you deliver the baby. Members who get a New Mom Welcome Home Kit cannot get a Breastfeeding Support Kit.



• **Breastfeeding Support and a Breastfeeding Support Kit:** We offer breastfeeding coaching and a breastfeeding support kit to STAR members who have delivered a newborn while on our plan. Breastfeeding coaching is available in the home or over the phone. Call Member Outreach to schedule breastfeeding coaching and to get the breastfeeding support kit. You can get a New Mom Welcome Home Kit by calling Member Outreach at **1-877-375-9097** (TTY **7-1-1**). The kit includes items that help support breastfeeding for new moms.

**Limitations:** STAR members must be on the BCBSTX plan when they deliver and also register for Special Beginnings to get breastfeeding coaching and the support kit. You must ask for this VAS within 30 days after you deliver the baby to get this VAS. Members who get a breastfeeding support kit cannot get the New Mom Welcome Home kit.

• **Fresh and Healthy Food Support for Pregnant Members:** Pregnant STAR members can get up to \$50 of fresh fruits and vegetables delivered to their home each year. Call Member Outreach to ask for help getting this VAS.

**Limitations:** Members must be active on the BCBSTX plan and be pregnant when they ask for this VAS. The selection of items is limited to the BCBSTX approved list which may change depending on the vendor's supply.

• **In-Home Meal Delivery Services:** You can get a meal benefit that includes frozen meal delivery after a hospital discharge. Meal choices include breakfast, lunch and dinner options. You can order up to 14 meals from the meal services provider for up to two separate events.

**Limitations:** In-home meal delivery will only be available for two separate incidents per year for a maximum of 28 meals per year. Call Service Management at **1-877-214-5630** to ask for this VAS.





• **Dental Services for Adult Members:** We offer dental services to our adult STAR members age 21 and older. This VAS includes dental exams and cleanings, X-rays, cavity fillings and tooth extractions up to \$250 per year. Call our dental vendor, DentaQuest, toll-free at **1-800-205-4715**, from 8 a.m. - 6 p.m., Central Time, Monday through Friday to get help finding an in-network provider or to get an OK for dental services.

**Limitations:** *You must be 21 or older when you ask for and get dental services. You must go to an in-network DentaQuest provider. You may be able to complete dental services after your STAR eligibility expires on a case-by-case basis.*

## Programs to Keep You Well

• **Special Beginnings:** The Special Beginnings maternity program can help you better understand and manage your pregnancy. When you register for Special Beginnings, you will get a Special Beginnings Service Manager. Your Service Manager is a specially-trained nurse who will talk to you about how you and your baby are doing and will continue to call you up to six weeks after your baby is born. Your Service Manager can teach you how to make healthy choices for you and your baby, find pregnancy-related resources if you need them, and work with your doctor if you have any special health needs during your pregnancy. If you are pregnant and would like to register for Special Beginnings, please call us toll-free at **1-888-421-7781** (TTY: **711**) or email Special Beginnings at **TXSBMedicaid@bcbstx.com**.



## • Neonatal Intensive Care Unit (NICU) Service Management Program:

Babies born prematurely, with health problems, or those who need special care at birth can be admitted to the hospital's NICU. BCBSTX offers the NICU Service Management Program to give extra emotional support, education and resources to families of NICU babies through the baby's first year.

If your baby is admitted to NICU, an experienced service manager from our Special Beginnings team will call you to see if you would like to be in the NICU program. If you have questions or want to know more about the NICU Service Management Program or Special Beginnings, call toll-free at **1-888-421-7781**.

• **Disease Management:** Our health care programs can help you take better care of yourself if you have diabetes, asthma, chronic obstructive pulmonary disease (COPD) or heart disease. Call our Service Management line at **1-877-214-5630** to find out more about these programs.

You can opt in and opt out of a Disease Management program at any time.

**To learn more about programs and services for BCBSTX members, call the numbers below or visit these websites**

BCBSTX Customer Service	<b>1-888-657-6061</b> or (TTY: <b>7-1-1</b> )
Member Outreach	<b>1-877-375-9097</b> or Fax <b>1-512-349-4867</b>
BCBSTX Member Website	<b>www.bcbstx.com /star</b>
Special Beginnings/NICU	<b>1-888-421-7781</b> or (TTY: <b>7-1-1</b> )
Service Management/Disease Management	<b>1-877-214-5630</b>
24-Hour Nurse Advice Line	<b>1-844-971-8906</b>
Magellan Behavioral Health Services	<b>1-800-327-7390</b>

Blue Cross and Blue Shield of Texas complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-710-6984 (TTY: 711).