



BlueCross BlueShield
of Texas



TEXAS
Health and Human
Services

TEXAS STAR
Your Health Plan * Your Choice

Travis Service Area



Value Added Services

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

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

www.bcbstx.com/star

Effective September 2022

Value Added Services may have restrictions and limitations.
For a complete list of Value Added Services see the STAR Member Handbook.

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

Reliability and experience. 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
- **\$75 gift card** for taking children birth through 15 months for Texas Health Steps checkups



- **\$25 gift card** for members ages 11 to 21 when they get a yearly Texas Health Steps checkup
 - **Upgraded eyewear up to a \$150 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
 - **Receive up to \$50 reimbursement** for Health and Wellness Activity.
 - **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
 - **Pregnant members can get a \$25 gift card** for timely completion of the first prenatal visit.
 - **Breastfeeding education through our Special Beginnings Program**
 - **Earn a \$25 gift card** upon completing the postpartum visit 7 to 84 days after delivery.
 - **\$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 one incident per year
 - **Up to \$250 in dental services** per year for adult STAR members ages 21 and older
 - **Online Behavioral Health (BH) Resources**
 - **Incentive gift card** for getting follow-up care after a BH inpatient discharge
 - **Access to Findhelp** online health and wellness resources
 - **Access to the Blue365® Discount Program**
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Details About our VAS

- **Extra Help Getting a Ride:** STAR members can schedule free rides to medical appointments and other related services through ModivCare at **1-866-824-1565** as a covered benefit through Texas Medicaid. See Chapter 10 of the STAR Member Handbook, Additional Services for STAR Members, for more information about Non-Emergency Medical Transportation (NEMT). If ModivCare cannot cover your ride through NEMT, you can ask for Extra Help Getting a Ride through the BCBSTX VAS program. BCBSTX STAR members may be eligible to use the VAS if the type of ride requested is not covered by the Texas Medicaid NEMT.

This includes VAS services such as approved health classes, special member events and meetings, and transportation for covered services where the parent needs to bring more than one child. Out-of-area and out-of-state services require at least 48 hours notice and an OK from BCBSTX before you schedule a ride. You may also be able to get reimbursement for mileage for scheduled trips, but this must get an OK before the trip is taken. Please call ModivCare to schedule your ride.

Limitations: *BCBSTX will decide what kind of transportation you will get based on the level of care that is medically necessary for you. Vehicles may include public transportation such as a bus or train or shared rides like a taxi, van or contracted car.*

ModivCare is an independent company that provides transportation services to Blue Cross and Blue Shield of Texas through a contractual agreement between BCBSTX and ModivCare. The relationship between BCBSTX and ModivCare 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 **711** 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 \$75 gift card by taking your baby to the doctor at least six times from birth through 15 months old.

Limitations: *Parents or guardians of child members must make sure the baby gets Texas Health Steps checkups as listed above. Members must be active on the plan to get the gift card and checkups must be completed by an in-network PCP. The member/parent/guardian must also register through the gift card program portal to receive the gift card at the address listed in the registration. Members will receive information in the mail after the qualifying visit that will instruct you on how to register for the program. 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.*

- **Adolescent Checkup Gift Card Incentive:** Adolescent STAR members ages 11 to 21 can earn a \$25 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. The member/parent/guardian must also register through the gift card program portal to receive the gift card at the address listed in the registration. Members will receive information in the mail after the qualifying visit with instructions on how to register for the program. 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, contact lenses, or an extra pair of glasses every year after they complete an eye exam. Call the Customer Advocate Department for more information.

Limitations: *The upgrade may not go above a \$150 value each year. This VAS must be fulfilled by an in-network Davis Vision provider. This benefit is only applicable to routine and specialty eyewear, upgrades to eyewear, an additional pair of eyewear, and cannot be converted to cash. Vanity contact lenses are not covered.*

- **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.*

- **Health and Wellness Activity Reimbursement:** STAR members can receive up to \$50 reimbursed for Health and Wellness programs such as participation in sports activities, sports classes, gym membership or race entry fees

Limitations: *Parents/guardians/LARs of members may request reimbursement for Health and Wellness participation in sports activities, sports classes, gym membership or race entry fees by contacting Member Outreach Representatives at **1-877-375-9097**. Parents/guardians must provide a receipt for payment to Outreach for reimbursement. The maximum reimbursement is up to \$50 for Health and Wellness enrollment fees. Reimbursement may be requested as early as 30 days prior to the activity and up to 30 days after.*





- **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 or call the Customer Advocate Department. 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 an online prenatal class at no cost. You can take an online class any time in English and 15 other languages. Visit www.bcbstx.com/star to find out more about upcoming classes and other resources for pregnant members. When 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 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.*

Prenatal Classes — What Will You Learn?

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

- **Prenatal Incentive Gift Card:** Pregnant STAR members are eligible to receive a \$25 gift card upon timely completion of the first prenatal visit.

Limitations: *Pregnant members must complete their first prenatal visit within the first trimester or within 42 days of enrollment with BCBSTX. Members must be active on the plan to receive the gift card reward.*

- **Postpartum Incentive Gift Card:** STAR members who deliver while on the BCBSTX plan are eligible to receive a \$25 gift card upon timely completion of the postpartum visit.

Limitations: *Members who have delivered on the STAR plan must complete the postpartum visit 7 to 84 days after delivery. Members must be active on the plan to receive the gift card reward.*





- **Breastfeeding Education through our Special Beginnings Program:** Members who register for the Special Beginnings maternity program will have access to breastfeeding education information provided by Special Beginnings nurses.

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.





They 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.

When you register for Special Beginnings, you can also qualify to get your choice of a free infant car seat or pack-and-play playard. Ask your Special Beginnings Service Manager how you can get these VAS.

Limitations: *Members must join the Special Beginnings program to receive the Breastfeeding information.*

- **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. Call Member Outreach 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 qualifying inpatient hospital discharge. Meal choices include lunch and dinner options. You can order up to 14 meals from the meal services provider for one incident per year..

Limitations: *In-home meal delivery will only be available for one incident per year for a maximum of 14 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.*

- **Blue365 Discount Program** Our Blue365 program offers discounts on various pharmacy over-the-counter (OTC) and health and wellness related services and items. The program is available to all STAR members. You can get access to health and wellness items and offerings at a lower cost, as well as take advantage of some free/no cost services. This VAS excludes benefits covered by STAR.

Limitations: *Members must register on the www.blue365deals.com/BCBSTX site for Texas. The information required for the registration process includes Name, Email, Password, Zip Code, and alpha prefix, TXS.*

- **Findhelp** BCBSTX offers Findhelp, an online community resource where members can search for local community assistance with things such as rent, utilities and food. Members can also use Findhelp to apply for assistance to any community based programs or resources available on the site. All eligible members can call Member Outreach and ask for the BCBSTX login link to access Findhelp at <https://communityservices.bcbstx.com/>.

Limitations: *Call member outreach to get the link to the BCBSTX Findhelp platform or find the link under the Member Programs and Resources section of the STAR website. All eligible members can complete a self-referral to any community resource available on the platform.*

- **Online Behavioral Health (BH) Resources** STAR members can access online Behavioral Health tools where they can login to get information that may help members get a better understanding of their specific behavioral health concerns. These online tools are extra services available to members 24/7 at <https://ontobetterhealth.com/bcbstxmedicaid/>.

Limitations: *Members must have login information to use this service as provided by Case Management.*

- **Incentive Gift Card for Getting Follow-up Care after a BH Inpatient Discharge** Members are eligible to get a \$25 gift card when they complete a follow-up visit with a behavioral health provider within 7 days after a behavioral health hospitalization.

Limitations: *Members must attend a follow-up visit with a behavioral health provider within 7 days following a discharge for mental illness or intentional self-harm diagnoses. Members must be enrolled in the plan to receive the gift card.*

Programs to Keep You Well

- **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 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 Advocate Department **1-888-657-6061** or (TTY: **711**)

Member Outreach **1-877-375-9097** or
Fax **1-512-349-4867**

BCBSTX Member Website www.bcbstx.com/star

Special Beginnings/NICU **1-888-421-7781** or (TTY: **711**)

Service Management/Disease Management **1-877-214-5630**

24-Hour Nurse Advice Line **1-844-971-8906**

Magellan Behavioral Health Services **1-800-327-7390**

Extra Help Getting a Ride VAS **1-855-933-6993** (TTY **711**)

Online Behavioral Health (BH) Resource <https://ontobetterhealth.com/bcbstxmedicaid/>

Findhelp <https://communityservices.bcbstx.com/>

Blue365 Deals www.blue365deals.com/BCBSTX

To get auxiliary aids and services, or to get written or oral interpretation to understand the information given to you, including materials in alternative formats such as large print, braille or other languages, please call the BCBSTX STAR Customer Advocate Department at 1-877-633-8747 (TTY/TDD: 711).

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).

Findhelp, formerly Aunt Bertha, is an independent company that provides community resource listings and discount programs for BCBSTX members.

Blue365 is a discount program only for BCBSTX members. This is NOT insurance. Some of the services offered through this program may be covered under your health plan. Members should check their benefit booklet or call the Customer Service number on the back of their ID card for specific benefit facts. Use of Blue365 does not change monthly payments, nor do costs of the services or products count toward any maximums and/or plan deductibles. Discounts are only given through vendors that take part in this program. BCBSTX does not guarantee or make any claims or recommendations about the program's services or products. Members should consult their doctor before using these services and products. BCBSTX reserves the right to stop or change this program at any time without notice. The relationship between the Blue365 vendors and BCBSTX is that of independent contractors.

Davis Vision is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide vision benefits administration for members with coverage through BCBSTX.

DentaQuest is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide dental administration for members with coverage through BCBSTX.

Modivcare, formerly logisticare, is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide transportation services for members with coverage through BCBSTX.

BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

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