



BlueCross BlueShield
of Texas

Travis Service Area



Value Added Services

Customer Advocate Department:

1-888-657-6061 (TTY: 711)

Travis Service Area Member Advocate:

1-877-375-9097 (TTY: 711)

www.bcbstx.com/star

Effective September 2023



TEXAS
Health and Human
Services

TEXAS  STAR
Your Health Plan * Your Choice

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

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

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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 has many Value Added Services (VAS) to help members stay healthy. These services are offered at no cost to you. Please call the Customer Advocate Department or go to www.bcbstx.com/star for details on VAS limitations and restrictions.

STAR members can earn gift card rewards for making healthy choices. To be eligible, register for BCBSTX Healthy RewardsSM at BCBSTXwellnessrewards.healthmine.com.

You will need your member ID card, date of birth and email address to set up your account.

**Scan the code to sign up
for Healthy Rewards**



You can also call us at **1-877-860-2837** (TTY/TDD: **711**) for help signing up for BCBSTX Healthy Rewards. Once registered, you will receive an email letting you know that your account is set up.

Then you're ready to start earning rewards!



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. If ModivCare cannot cover your ride through non-emergency medical transportation (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, healthy activity programs, 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 or search 'ModivCare' on either Google Play® or the Apple App Store® to download the mobile app to your phone.

Limitations: BCBSTX will decide what kind of transportation you will get based on the level of care that is medically necessary for you.



24-Hour Nurseline: Members can speak to a nurse in private 24 hours a day, seven days a week. Call toll-free at **1-844-971-8906** (TTY: **711**). A nurse can give you details about health issues and community health services. Teens may also call the 24-Hour Nurseline 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 Nurseline also allows you to listen to audio tapes on hundreds of health topics.

Limitations: There are no limitations. Members may access the 24-Hour Nurseline at any time.

Infant Texas Health Steps Incentive Gift Cards: BCBSTX offers gift cards for taking your infant to their Texas Health Steps checkups. You can get the \$120 gift card by taking your baby to the doctor at least six times from birth through 15 months old.

Child and Adolescent Checkup Gift Card Incentive: STAR members ages 2 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.

Enhanced Eyewear: STAR members ages 18 and under can get one upgrade up to \$150 value in 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 after the child completes an eye exam. This benefit is only applicable to routine and specialty eyewear, upgrades to eyewear or 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 age 18 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.

Reimbursement may be requested as early as 30 days before the activity and up to 30 days after.

Prenatal Care Incentive Infant Car Seat or Pack-and-Play

Playard: 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.

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.



Prenatal Incentive Gift Card: Pregnant STAR members are eligible to receive a \$50 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 seven 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 Coordinator. Your service coordinator 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.

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 Special Beginnings for help getting this VAS.

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.

In-home meal delivery will only be available for one incident per year for a maximum of 14 meals per year. Call Service Coordination 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–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 at **www.blue365deals.com/BCBSTX** for Texas. The information required for the registration process includes name, email, password, Zip code and alpha prefix, TXS.

Online Community Resource Platform: Search for local community assistance for things such as rent, utilities and food. Members can also use the platform to apply for assistance to any community based programs or resources available on the site. Members can access the site at **communityservices.bcbstx.com**. Contact Member Outreach if you need additional assistance.

Scan the code for more information about Community Services



Incentive Gift Card for Getting Follow-up Care after a BH Inpatient Discharge: Members are eligible to get a \$50 gift card when they complete a follow-up visit with a behavioral health provider within seven days after a behavioral health hospitalization.

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

Learn to Live Online Behavioral Health (BH) Resources:

STAR members can access online behavioral health tools for information that may help them get a better understanding of their specific behavioral health concerns, including:

- Depression
- Stress, anxiety and worry (including social anxiety)
- Insomnia
- Substance use
- Panic attack

These online tools are extra services available to members 24/7 at www.learntolive.com/welcome/bcbstxmedicaid (Access Code: **TXMED**).

**Scan the code for more information
about Learn to Live**



Programs to Keep You Well

Neonatal Intensive Care Unit (NICU) Service Coordination

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 Coordination 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 coordinator 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 Coordination 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 Coordination 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 (TTY: **711**)

Member Outreach

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

BCBSTX Member Website

www.bcbstx.com/star

Special Beginnings

1-888-421-7781 (TTY: **711**)

Service Coordination/
Disease Management

1-877-214-5630

24-Hour Nurseline

1-844-971-8906

Magellan Behavioral Health
Services

1-800-327-7390

Extra Help Getting a Ride VAS

1-855-933-6993 (TTY **711**)

Learn to Live: Online Behavioral
Health (BH) Resource

**[www.learntolive.com/welcome/
bcbstxmedicaid](http://www.learntolive.com/welcome/bcbstxmedicaid)**
(Access Code: **TXMED**)

Online Community Platform

**[https://communityservices.
bcbstx.com](https://communityservices.bcbstx.com)**

Blue365 Deals

**[www.blue365deals.com/
BCBSTX](http://www.blue365deals.com/BCBSTX)**

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).

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 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.

Learn To Live, Inc. is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide online tools and programs for behavioral health support. Learn to Live is an educational program and should not be considered medical treatment © 2023 Learn to Live, Inc. Learn to Live is available 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.
