



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/chip

Effective September 2023



TEXAS
Health and Human
Services

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

CHIPM-6167-0723

747027.0723

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 CHIP 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/chip for details on VAS limitations and restrictions.

BCBSTX CHIP 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 Value Added Services

Extra help getting a ride: Get free rides to non-emergency doctor visits, (including but not limited to dialysis or Diabetes screening), therapy, pharmacy, WIC visits, BCBSTX member events and meetings and approved health or summer activities or classes. 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 a bus, train, van, taxi, other car services or public transportation as available.

CHIP and CHIP Perinate members can also get reimbursement for mileage through our VAS transportation vendor, ModivCare. All members will need to call to schedule rides at least three days before their scheduled visits, and 24 hours before a sick child visit. Call a BCBSTX Customer Advocate toll-free at **1-888-657-6061**, 8 a.m.–5 p.m. Central time, Monday–Friday, and pick the transportation option.

Limitations: All non-emergency medical transportation services through ModivCare must be approved first.

24-Hour Nurseline: 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**, (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.





Infant Well Child Checkup: BCBSTX offers gift cards for taking your children to their yearly Well Child checkups. You can get the \$120 gift card by taking your child to the doctor at least six times from birth through 15 months old. Talk to your baby's doctor to make sure they get all six Well Child checkups, on time, based on the recommended infant checkup schedule.

Child and Adolescent Checkup Gift Card Incentive: CHIP members should see their PCP or OB/GYN once a year to help them stay healthy. CHIP members ages 2 to 18 can earn a \$25 gift card for getting a Well Child checkup each year.

Limitations: Parents or guardians must make sure adolescents complete their yearly Well Child checks.

HPV Vaccine Incentive: Adolescent CHIP members ages 9-13 can earn a \$25 gift card when they receive all their age required doses of the HPV Vaccine. Members must be active on the plan and registered on the BCBSTX Wellness Rewards website to qualify for the gift card to receive the \$25 gift card. Members can request their gift card after receiving their last dose. Checkups must be performed by an in-network PCP.

Limitations: The visit must be completed before the end of calendar year (December 31st) to receive the gift card reward. Full vaccination series must be completed to qualify for gift card.

Enhanced Eyewear for Kids: CHIP 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.

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. Vanity contact lenses are not covered.

Sports and Camp Physicals: We help CHIP 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 CHIP members.

Health and Wellness Activity Reimbursement: CHIP members can get up to \$50 reimbursed for participation in sports activities, sports classes, gym membership or race entry fees.

Limitations: Parents/guardians/Legally Authorized Representatives (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 Member 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 before to the activity and up to 30 days after. Activity does not need to be approved before enrolling, and amount will be paid directly to the LAR listed on file. Activities include, but are not limited to: YMCA, Boys and Girls Club, sports, swim, music or camp of the member's choice.

Prenatal Care Incentive with Infant Car Seat or Pack-and-Play Playard: Pregnant CHIP or CHIP Perinate 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/chip 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. All pregnant BCBSTX CHIP and CHIP Perinate members are eligible.



Prenatal Classes with an Incentive Diaper Bag: Online classes are available for pregnant CHIP and CHIP Perinate members, at no cost. You can take an online class any time in English or 15 other languages. Visit the CHIP member website at www.bcbstx.com/chip.

You will get a diaper bag filled with baby items when you finish your BCBSTX 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 CHIP 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.

Postpartum Incentive Gift Card: CHIP members who have delivered 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 Kids plan must complete the postpartum visit seven to 84 days after delivery.

Breastfeeding Education through our Special Beginnings

Program: 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.

Your service coordinator 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 Produce Delivery for Pregnant

Members: Pregnant CHIP members can get up to \$50 of fresh fruits and vegetables delivered to their home each year. Call Special Beginnings to ask for help getting this VAS.

In-Home Meal Delivery Services: You can receive a meal benefit that includes frozen meal delivery after a hospital discharge. Meal choices include lunch and dinner. You can get up to 14 meals from the meal services provider for one incident per year.

Limitations: Call Service Coordination at **1-877-214-5630** to ask for this VAS.

Blue365® Discount Program: Our Blue365 program offers discounts on various pharmacy, over-the-counter, and health-and-wellness-related services and items. The program is available to all CHIP 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 CHIP.

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: BCBSTX offers an online community resource where members can find 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 at communityservices.bcbstx.com.

Scan the code for more information
about Community Services



Incentive Gift Card for Getting Follow-up Care after a BH Inpatient Discharge: Members can 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:

CHIP members can access online behavioral health tools and log in to get information that may help them get a better understanding of their specific behavioral health concerns. CHIP members can get 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**



Asthma Prescription Refill Incentive: Members who fill an asthma prescription four months in a row are eligible for a \$25 gift card per calendar year.

Limitations: Member must be active on the plan at the time of the prescription refill. Only one gift card per member will be awarded between 9/1/2023 and 8/31/2024.

Dental Services for Adult Members: We offer dental services to our adult CHIP Perinate members age 19 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**, 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 19 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 CHIP Perinate eligibility expires on a case-by-case basis.

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/chip

Special Beginnings

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

Service Coordination

1-877-214-5630

24-Hour Nurseline

1-844-971-8906

Behavioral Health Services

1-800-327-7390

Learn to Live: Online
Behavioral Health (BH)
Resource

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

Community Resource
Platform

communityservices.bcbstx.com

Blue365 Discount Program

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, sex, gender identity, age, sexual orientation, health status or disability. See our full non-discrimination notice and contacts.

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).

The relationship between these vendors and Blue Cross and Blue Shield of Texas is that of independent contractors. BCBSTX makes no endorsement, representations or warranties regarding any products or services offered by the above-mentioned vendors.

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. Employees 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.

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.

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.
