



BlueCross BlueShield
of Texas

Central and Travis
Service Area



Value Added Services

Customer Advocate Department:

1-877-688-1811 (TTY: **711**)

Central Service Area Member Advocate:

1-855-497-0857 (TTY: **711**)

Travis Service Area Member Advocate:

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

www.bcbstx.com/starkids

Effective September 2023



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

SKM-6009-0723

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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 Kids members in the Travis and Central Service Areas.

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/starkids for details on VAS limitations and restrictions.

STAR Kids 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: BCBSTX offers STAR Kids members free rides to non-emergency visits that are not covered by Texas Medicaid. This includes rides to non-emergency doctor visits, therapy, VAS (such as Hippotherapy), approved health or summer classes or camps and special BCBSTX events and member meetings. You can also use the VAS for covered services where the parent needs to bring more than one child. Call ModivCare at **1-855-933-6993** (TTY: **711**) 8 a.m. to 5 p.m. Central time, Monday through Friday to schedule your ride. Rides must be scheduled at least three days before the visit or 24 hours before a sick child visit using the BCBSTX VAS.

Limitations: Before asking for Extra Help Getting a Ride, STAR Kids members should first call ModivCare to ask for rides to medical appointments and other related services through the Non-Emergency Medical Transportation (NEMT) program at no cost to you.



Extra Help for Parents/Respite care for parents/LARs:

BCBSTX offers a respite care VAS for members in the Medically Dependent Children Program (MDCP). This VAS provides an extra eight hours per month of respite care in addition to the covered benefit of respite services. Members can continue to use their existing respite care provider for this VAS. This allows STAR Kids members to work with a provider who already understands their health care needs.

Limitations: This service is for STAR Kids MDCP members only.

Infant Texas Health Steps Incentive Checkup Gift Cards:

BCBSTX offers gift cards for taking your children to their yearly Texas Health Steps checkups. You can get a \$120 gift card by taking your baby 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.

Incentive Gift Cards for Child and Adolescent Checkups:

STAR Kids 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 their children get a Texas Health Steps checkup each year.

Enhanced Eyewear: Get one upgrade to eyewear, such as one pair of stylish frames (upgraded from basic frames), upgraded 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 STAR Kids members take part in sports and fitness activities by offering free sports and camp physicals.

Limitations: Sports and Camp physicals are limited to one physical each year for STAR Kids members.

\$100 Reimbursement for Summer Recreational

Activity: Parents/guardians/LARs of members may request reimbursement for summer day camp participation by contacting STAR Kids Member Outreach at **1-877-375-9097**. Parents/guardians/LARs must provide a receipt for payment to Outreach for reimbursement.

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

Prenatal Care Incentive with Infant Car Seat or

Pack-and-Play Playard: Pregnant STAR Kids 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 to be eligible. You can find the Prenatal Care Incentive Options Form on our website at bcbstx.com/starkids or call BCBSTX 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.

Prenatal Class with Incentive Diaper Bag: BCBSTX offers online prenatal classes to pregnant STAR Kids members, at no cost. You can take an online class at any time in English or 15 other languages. Visit the STAR Kids member website at bcbstx.com/starkids to find out more about online classes and other resources for pregnant members. You will get a diaper bag filled with new baby items when you finish your BCBSTX prenatal class. When you complete 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 Kids 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 Kids 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 while on the STAR Kids 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.

Fresh and Healthy Produce Delivery: Pregnant STAR Kids 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.

Limitations: You must request this VAS within 30 days of delivery.

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. You can order up to 14 meals from the meal services provider for one incident per year.

Limitations: Call your assigned service coordinator at **1-877-301-4394** to ask for this VAS. You must request this VAS within 30 days of discharge.





Hippotherapy or Therapeutic Riding Services:

BCBSTX offers up to 11 sessions of hippotherapy or therapeutic riding sessions each year. The sessions are provided by a certified American Hippotherapy Association (AHA) occupational or physical therapy facility, or at a Professional Association of Therapeutic Horsemanship International (PATH) facility to children who meet therapy or therapeutic riding qualifications. Work with your service coordinator to get approval for these services.

Limitations: We offer a total of 11 sessions which includes one evaluation and 10 therapy sessions which must be used within the calendar year.

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 Kids 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 Kids.

Limitations: Members must register at 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: Members can find local community assistance with things such as rent, utilities and food. Members can also use the platform to apply for assistance from 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:

STAR Kids 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**).

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

Scan the code for more information
about Learn to Live





To learn more about programs and services for BCBSTX members, call the numbers or visit the website below.

BCBSTX Customer Advocate
Department

1-877-688-1811 (TTY 711)

Member Advocate and Outreach
(Central Service Area)

1-855-497-0857

Member Advocate and Outreach
(Travis Service Area)

1-877-375-9097

BCBSTX Member Website

www.bcbstx.com/starkids

24-Hour Nurseline

1-855-802-4614 (TTY 711)

Service Coordination

1-877-301-4394 (TTY 711)

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**)

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, 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).

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

Modivcare is an independent company that has contracted with BCBSTX to provide transportation services for members with coverage through BCBSTX.

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.

Blue Cross and Blue Shield of Texas contracts with Davis Vision, an independent company, to administer Blue Cross and Blue Shield of Texas' vision care benefits.

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.
