



BlueCross BlueShield
of Texas



TEXAS
Health and Human
Services



Blue Cross and Blue Shield of Texas CHIP Member

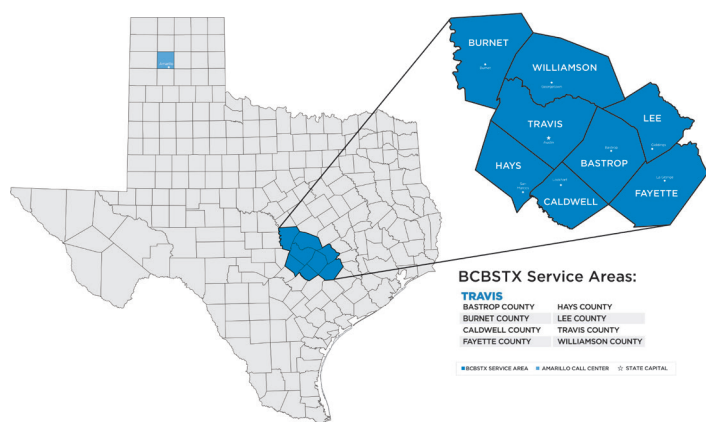
Care Coordination

1-877-214-5630 or TTY 7-1-1

www.bcbstx.com/chip

Care Coordination

Blue Cross and Blue Shield of Texas (BCBSTX) has been bringing health care services to Texans for more than 80 years. BCBSTX serves CHIP members in Bastrop, Burnet, Caldwell, Fayette, Hays, Lee, Travis, and Williamson counties.



What is care coordination?

Care coordination helps you manage your/your child's health care needs by working directly with you, your family and your/your child's doctors and specialists to coordinate your care and improve your health. Your BCBSTX care coordinator will look at your medical, behavioral, social and educational needs and work with other members of the BCBSTX team who are specially trained in care coordination.

The BCBSTX care coordination team includes:

- A care coordinator dedicated to helping you or your child find the right doctor and community support and services
- Disease managers who focus on making your or your child's total health better
- Maternity nurses who provide pregnancy support
- Behavioral health specialists to help coordinate mental health rehabilitation services and targeted behavioral health care coordination through Magellan Health*. Behavioral health care does not need approval or a referral from your primary care provider (PCP), but you do have to see a Magellan provider. You also may want to talk to your/your child's PCP about the problem.

Magellan Behavioral Health can help you with:

- Making sure that you/your child takes the medications needed to lessen symptoms and to help increase independence
 - Talking to family, friends, and teachers about how you can work as a team to control your child's symptoms
 - Dealing with a mental or emotional crisis
- *If you have behavioral health problems, call Magellan Health toll-free at **1-800-327-7390**. Members with hearing or speech loss may call the Magellan Health TTY line at **1-800-735-2988**. BCBSTX contracts with Magellan Behavioral Health, Inc. ("Magellan"), an independent company, to administer BCBSTX's managed mental health program.

Care Coordination Benefits

The CHIP care coordination team also:

- Makes a care plan that helps you reach your health goals
- Talks through questions, goals and ideas you may have about care options
- Helps set up care with your doctor and other health care team members
- Helps you, your family and your caregiver better understand your health condition(s), medications and treatments
- Helps you get the community support and services* you need such as:
 - Transportation
 - Home health nursing
 - Physical therapy
 - Occupational therapy
 - Speech therapy
 - Medical supplies
 - Durable Medical Equipment (DME)

*If you or your child is eligible for these services, and the service is medically necessary, the dedicated care coordinator will help you receive these services.

If you would like to speak to a care coordinator, please call **1-877-375-9097** between 8 a.m. and 5 p.m. BCBSTX Customer Service can also help you reach a care coordinator. Please call Customer Service at **1-888-657-6061** (TTY **7-1-1**).

Blue Access for MembersSM (BAMSM)

Blue Access for Members (BAM) is the secure member portal from Blue Cross and Blue Shield of Texas (BCBSTX). On BAM, you can get immediate online access to updated information on care coordination and health and wellness information.

How to get other services

You may want services that BCBSTX does not cover. Call our Customer Service Line at **1-888-657-6061**, if you have questions about our programs or services. Customer Service can also help you find a specialty doctor, mental health/substance abuse services or an OB/GYN provider. You can reach us from 8 a.m. to 8 p.m. Central Time, Monday through Friday. You may leave a voice mail outside of our normal business hours or on weekends and holidays.

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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 BCBSTX CHIP Customer Service at 1-888-657-6061 (TTY/TDD 7-1-1).

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. Blue Cross and Blue Shield of Texas does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Texas:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Civil Rights Coordinator.

If you believe that Blue Cross and Blue Shield of Texas has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35th floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960, Civilrightscoordinator@hcsc.net. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you.
Call 1-855-710-6984 (TTY: 711).

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).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-710-6984 (TTY: 711)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
1-855-710-6984 (TTY: 711) 번으로 전화해 주십시오.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-710-6984 (رقم هاتف الصم والبكم: 711).

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-855-710-6984 (TTY: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-710-6984 (TTY: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.
Appelez le 1-855-710-6984 (ATS: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।
1-855-710-6984 (TTY: 711) पर कॉल करें।

اب. دشاب یم مهارف امش یارب ناگیار تروص هب ینابز تلایهست، دینک یم وگتفگ یسراف نابز هب رگا: هجوت
1-855-710-6984 (TTY: 711) دیریگب سامت.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-710-6984 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો
1-855-710-6984 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.
Звоните 1-855-710-6984 (телетайп: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-710-6984 (TTY: 711) まで、お電話にてご連絡ください。

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີຢູ່ສຳລັບທ່ານ. ໂທ 1-855-710-6984 (TTY: 711).