



Manage Your CHIP Benefits

It is important for you to respond to requests for information from the Health and Human Services Commission (HHSC) to keep your coverage if you are still eligible. HHSC may send you requests for information to renew your CHIP coverage each year. Be sure to respond by the due date for your case to keep your health care coverage. Even if adults in a family are not eligible for CHIP, children could still be eligible for health care programs. Log in to your account at [YourTexasBenefits.com](https://www.yourtexasbenefits.com) and click **Select Details** for your case. If it is time for you to renew your benefits, it will say **Yes** in the Time to Renew column.

Call HHSC at **2-1-1** to report any changes to your information as soon as possible. If you need help with your renewal application, call Member Outreach at **1-888-375-9097** (TTY: **711**)

If you no longer qualify for a CHIP plan, go to www.needcoveragenowtx.com to find a health plan that meets your family's health care needs. This site lets you compare Blue Cross and Blue Shield of Texas health plans for individuals and families.

LifeTimes is published for Blue Cross and Blue Shield of Texas CHIP members. Each issue brings you news about your health plan and staying healthy, along with important phone numbers for you to keep. If you have questions or need help, call the Customer Advocate Department. Articles in *LifeTimes* are meant to educate. They are not meant as medical advice. Please check with your doctor for any advice about your health.

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



CHIP Plan Updates

We want to make sure you have the latest updates about the services and benefits we offer to CHIP members.

Please read the important information in this notice. It is our goal to provide care to all members in a culturally competent manner regardless of gender, sexual orientation or gender identity. BCBSTX complies with all applicable federal and state laws.

The CHIP Member Handbook is the best way to stay up to date on the benefits and programs we offer members. We did not have major changes over the last year. You can view the most up-to-date version of the member handbook at www.bcbstx.com/chip.

The Customer Advocate Department is open Monday–Friday, 8 a.m. to 5 p.m. Central time, except state-approved holidays. During after-hours and weekends, leave a non-urgent message and your call will be returned the next business day. For TTY after hours and weekends, call Texas Relay at **711**. Help is offered in English and Spanish.

Interpreter services are available. In an emergency, call **911**. The Behavioral Health and Substance Use Crisis Line is available 24 hours a day, seven days a week.

Customer Advocates can answer questions about your benefits, help you log onto Blue Access for MembersSM and help you find or change your primary care provider (PCP).

Go to www.bcbstx.com/chip and click **Sign Up** or **Login** at the top-right side of the page. If you have questions about how to sign up for or use BAM, please call the Customer Advocate Department at **1-888-657-6061** (TTY: **711**).



Preventive Health Guidelines

Preventive Health Guidelines let you know when to set up doctor visits for you and your children. These guidelines can help you and your doctor find out what health measures are normal for you so they can be compared to future visits. BCBSTX might not pay for all the tests listed in the Preventive Health Guidelines.

Ask your doctor which exams, tests and vaccines are right for you, when you should get them and how often. Some of these tests and routine wellness exams can find disease early to help you and your family stay well.

To learn more about what BCBSTX pays for, call the Customer Advocate Department toll-free at **1-888-657-6061** (TTY: **711**) or read your CHIP Member Handbook to learn more about your plan benefits. You can also check the Health and Wellness page at www.bcbstx.com/chip for more information.

Tell Us What You Think!

Member Advisory Group

Every three months, we invite CHIP members, parents or legally authorized representatives (LARs) to join our online Member Advisory Group (MAG) meeting. MAG members are asked to give us feedback on our member education materials, Value Added Services (VAS) and to get health plan program updates. Members, parents or LARs who join MAG are asked to commit to four quarterly meetings and will get a \$25 gift card per family for attending.

You can visit www.bcbstx.com/chip to find a schedule of MAG meetings and events or call a Member Advocate in the Central Service area at **1-888-657-6061** (TTY: **711**). For a Member Advocate in the Travis service area, call **1-877-375-9097** to get details.



Kids Need Well Child Checkups and Dental Care Every Year

Regular visits to the doctor or PCP can help keep your child in the best possible health. These visits are at no cost to you. Call your child's doctor today and ask for a Well Child checkup. Ask the doctor what vaccines (shots) your child needs. If you want to talk to a nurse about checkups and vaccines, call the 24-Hour Nurse Hotline at **1-844-971-8906** (TTY: **711**).

Dental visits are also important to your child's health. Your child's CHIP dental plan provides dental services that help prevent tooth decay and fix dental problems. Call your child's dental plan to learn more about the dental services offered. If you do not know your child's dental plan, call the CHIP Enrollment Broker at **1-800-964-2777**.

Programs to Keep You Well

BCBSTX offers many programs and services to keep you well. The programs and services below are offered at no cost to you:

- Disease Management services for members at high risk for chronic conditions such as asthma, diabetes, hypertension and heart disease.
- Case Management services for members with physical and mental health conditions ranging from simple to complex health needs.
- Help with transition of care after a hospital discharge and between health care settings to make sure members get the same delivery of care.
- Pharmacy programs to help with medication management and education.
- Yearly flu shot reminders.

To learn about your eligibility for any of these programs, how you can opt in or out and how to use these programs and services, call Service Coordination toll-free at **1-877-214-5630** (TTY: **711**), 8 a.m. to 5 p.m., Central time, Monday through Friday.

You can also find out more about these programs on the Member Resources page at www.bcbstx.com/chip.



Need Help Finding a Provider

You can search the Provider Finder® tool to find a doctor, hospital or provider to give you the care you need. You can access the Provider Finder through your plan member website at www.bcbstx.com/chip.

The provider and pharmacy directories can be found in the Member Forms and Documents section of the CHIP member website. You can download the directory to your computer or you can call the Customer Advocate Department to ask for a copy to be mailed to you at no cost. We will mail you a copy within five business days.

Find Help Near You

Go to communityservices.bcbstx.com to find health and community resources in your local area.

Language Help

Did you know BCBSTX provides free language services to members who speak English as a second language?

We have interpreters who can:

- Help you explain your question or issue to the Customer Advocate Representative.
- Interpret for you when you speak to your Case Manager or Service Coordinator over the phone.
- Interpret for you in person if you need an interpreter for a medical appointment.

We also provide:

- Free communication aids and services to people with disabilities.
- Information in large print, audio and electronic formats.
- Member documents and forms translated into other languages.

Call the Customer Advocate Department toll-free at **1-888-657-6061** (TTY: **711**), 8 a.m. to 5 p.m. Central time, Monday through Friday to ask for help.

Advance Directives

An advanced directive, also known as a living will, is a legal document that tells your health care provider how you want to be treated if you cannot talk or make decisions for yourself about your care. You can download forms at <https://www.hhs.texas.gov/forms/advance-directives> or call the Customer Advocate Department for more information.

Value-Added Services

BCBSTX has many Value-Added Services (VAS) to help members stay healthy. These services are offered at no cost to you. VAS include:

- Extra Help Getting a Ride: Free rides to medical and dental visits, member events and meetings, VAS services and approved health classes.
- 24/7 Nurseline
- Infant Well Child Gift Card
- Child and Adolescent Checkup Gift Card
- Upgrade to Eyewear or Contact Lenses
- Sports and Camp Physicals
- Health and Wellness Reimbursement
- \$150 Gift Card Toward Baby Items
- Online Prenatal, Postpartum and Grief Classes
- Prenatal Visit Gift Card
- Postpartum Visit Gift Card
- Breastfeeding education through our Special Beginnings® Program
- In-Home delivery meal services after a qualifying hospitalization
- Dental Services for Adults
- Learn to Live: Online Behavioral Health (BH) Resources
- Gift Card for Getting Follow-up Care after a BH inpatient discharge
- Online Community Resource Platform
- Blue365® Health and Wellness Discounts
- Asthma Prescription Refill Gift Card
- Human Papillomavirus (HPV) Gift Card



To learn more about the VAS available to CHIP members, visit www.bcbstx.com/chip or call Member Outreach. Call Member Outreach toll-free at **1-877-375-9097** (TTY: **711**). These VAS are effective Sept. 1, 2025, through Aug. 31, 2026. For a full list of VAS, read the member handbook. VAS may have restrictions and limitations.

Quality Performance Results

The Quality Management/Quality Improvement Program at BCBSTX wants to help members get the best quality of care possible.

This means members get the right amount of care, delivered at the right time and in the right setting.

Every year, the Quality Improvement Program uses the results of an annual survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS) to measure the care and services our members get. This survey tells us if we need to make changes to our programs to help you stay healthy and to get the best care possible. You can find the results of the CAHPS under the 'Member Resources' tab at www.bcbstx.com/chip. Click on 'Forms and Documents' then 'Important Notices'.

If you need more information about the CAHPS survey, copies of our Annual Quality Program Plan or Work Plan call Member Outreach at **1-877-375-9097**. If you are speech or hearing impaired, call **711** for TTY service.

How We Make Decisions About Your Care

BCBSTX has strict rules about how decisions are made about your care. These rules are in place to make sure doctors and staff make decisions about your coverage based on your benefits and what your medical needs are. This includes seeing a specialist, having surgery or getting supplies and equipment to help you get better. BCBSTX does not ask doctors to give less care than you need and doctors are not paid to deny care.

If you want to know more about how decisions are made about your care, call your Service Coordinator at **1-877-214-5630** (TTY: **711**), 8 a.m. to 5 p.m. Central time, Monday through Friday.

If you reach us after 5 p.m., leave a message and we will return your call the next business day. Health Services staff will always tell you they are employees of BCBSTX. They will also give you their names and titles.

CHIP Member Rights and Responsibilities

At BCBSTX, we want you and your family to get the health care you need. We also want to make sure your rights as a member are respected. You can find a full listing of your Member Rights and Responsibilities in your member handbook and on the CHIP member website.

Click on 'Member Resources' and then 'Member Rights and Responsibilities'. You can also call Member Outreach at **1-877-375-9097** (TTY: **711**) to have a copy mailed to you.

If you think you have been treated unfairly or discriminated against, call the U.S. Department of Health and Human Services (HHS) toll-free at **1-800-368-1019**. You can also view information about the HHS Office of Civil Rights online at www.hhs.gov.

Privacy Practice Notice

BCBSTX is committed to protecting your privacy and understands the importance of safeguarding medical information. We are required by the Health Insurance Portability and Accountability Act (HIPAA) to maintain the privacy of your protected health information (PHI) that identifies you or could be used to identify you. View more at <https://www.bcbstx.com/medicaid/pdf/medicaid-hipaa-notice-tx.pdf> or call a Customer Advocate to request a copy.



To Report Waste, Abuse or Fraud, Choose One of These:

- Call the Office of the Inspector General (OIG) Hotline at **1-800-436-6184**.
- Visit **oig.hhs.texas.gov** and click 'Report fraud,' to fill out the online form.
- You can report to BCBSTX:
Blue Cross and Blue Shield of Texas
PO Box 660044
Dallas, Texas 75266-9506
Phone: **1-877-688-1811**

BCBSTX is committed to protecting your privacy and understands the importance of safeguarding medical information. We are required by the Health Insurance Portability and Accountability Act (HIPAA) to maintain the privacy of your personal health information that identifies you or could be used to identify you. View our Privacy Practices online at **<https://www.bcbstx.com/medicaid/pdf/medicaid-hipaa-notice-tx.pdf>**. You can also call the Customer Advocate Department to get a copy mailed to you at no cost.

How to File a Complaint

We want you to be satisfied with your care. If you have a complaint about any service or care you received from BCBSTX or a provider, we want you to tell us if you are not satisfied.

You also have the right to file an appeal if you are not happy with a decision that was made about your care. Your appeal can be filed by your health care provider, friend, relative, lawyer or anyone else you choose.

When you file an appeal, we will take another look at your case and see if there is something more we can do to help. You must ask for an appeal by 60 days from the date your notice for denial of services was mailed. We will give you a decision on your appeal within 30 days.

If you are a CHIP member and you have a complaint, call the Customer Advocate Department toll-free at **1-888-657-6061** (TTY: **711**) to get help.

Member Advisory Group

Every three months, we invite CHIP members, parents or legally authorized representatives (LARs) to join our online Member Advisory Group (MAG) meeting. MAG members are asked to give us feedback on our member education materials, Value Added Services (VAS) and to get health plan program updates. Members, parents or LARs who join MAG are asked to commit to four quarterly meetings and will get a \$25 gift card per family for attending.

You can visit **www.bcbstx.com/chip** to find a schedule of MAG meetings and events or call a Member Advocate at **1-877-375-9097** (TTY: **711**).

Family Food Favorites



Broccoli Apple Salad with Greek Yogurt Dressing

Ingredients: Makes six servings

- 1 tablespoon plain nonfat Greek yogurt
- 2 teaspoons apple cider vinegar
- 1 teaspoon honey
- 1/8 teaspoon salt
- 1/8 teaspoon ground black pepper
- 8 ounces broccoli
- 3 ounces granny smith apples
- 1/2 teaspoon lemon juice
- 2 tablespoons dried cranberries

Directions:

1. In a small bowl, whisk together yogurt, vinegar, honey, salt and pepper and set aside.
2. Cut broccoli into florets and thinly slice stems. Set stems aside. In a pot of boiling water, blanch florets until just tender then transfer to ice bath to quickly stop cooking. Drain and set florets aside with stems.
3. Core apples and slice into half-moon pieces. Toss in the lemon juice.
4. In a large bowl, combine broccoli florets and stems, apples, cranberries and dressing. Toss until evenly coated then chill for one hour to allow flavors to marinate before serving.

■ Source: FLIK Hospitality Group

Helpful Toll-Free Phone Numbers

Service Coordination	1-877-214-5630	(TTY: 711)
Mental Health Services Hotline	1-888-657-6061	(TTY: 711)
Member Advocate and Value Added Services	1-877-375-9097	(TTY: 711)
CHIP Program Help Line	1-800-964-2777	(TTY: 711)
Modivcare: Extra Help Getting a Ride	1-855-933-6993	(TTY: 711)
Vision Services	1-888-657-6061	(TTY: 711)
Special Beginnings®	1-888-421-7781	(TTY: 711)

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

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

Activity



Simple Silhouette

You can easily recreate a silhouette with a few simple supplies.

1. Photograph your or your child's head from the side, enlarge the photo to the desired size and print it in black and white.
2. Place the picture on black paper and cut around the head and shoulder; make sure the scissors cut through the black paper and the photo paper.
3. Glue the silhouette to fabric or patterned card stock—then place it in a frame for display.

Example



Source: Parents.com



We Want to See You!

Outreach staff hosts member meetings and community events that provide important health information and resources for our members.

Go to www.bcbstx.com/chip/pdf/chip-community-calendar-tx.pdf to view a list of upcoming events near you. If you need help completing your CHIP renewal packet, come out and see us. We can help!

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 Customer Advocate Department at the number on the back of your member ID card.

Non-Discrimination Notice

Health Care Coverage Is Important For Everyone

We do not discriminate on the basis of race, color, national origin (including limited English knowledge and first language), age, disability, or sex (as understood in the applicable regulation). We provide people with disabilities with reasonable modifications and free communication aids to allow for effective communication with us. We also provide free language assistance services to people whose first language is not English.

To receive reasonable modifications, communication aids or language assistance free of charge, please call us at **1-855-710-6984**.

If you believe we have failed to provide a service, or think we have discriminated in another way, you can file a grievance with:

Office of Civil Rights Coordinator	Phone:	1-855-664-7270 (voicemail)
Attn: Office of Civil Rights Coordinator	TTY/TDD:	1-855-661-6965
300 E. Randolph St., 35th Floor	Fax:	1-855-661-6960
Chicago, IL 60601	Email:	civilrightscoordinator@bcbsil.com

You can file a grievance by mail, fax or email. If you need help filing a grievance, please call the toll-free phone number listed on the back of your ID card (TTY: 711).

You may file a civil rights complaint with the US Department of Health and Human Services, Office for Civil Rights, at:

US Dept of Health & Human Services	Phone:	1-800-368-1019
200 Independence Avenue SW	TTY/TDD:	1-800-537-7697
Room 509F, HHH Building	Complaint Portal:	https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf
Washington, DC 20201	Complaint Forms:	https://www.hhs.gov/civil-rights/filing-a-complaint/index.html

This notice is available on our website at

<https://www.bcbstx.com/medicaid/pdf/medicaid-non-discrimination-tx.pdf>

ATTENTION: If you speak another language, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call **1-855-710-6984** (TTY: 711) or speak to your provider.

Español Spanish	ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-855-710-6984 (TTY: 711) o hable con su proveedor.
العربية Arabic	تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-855-710-6984 (TTY: 711) أو تحدث إلى مقدم الخدمة الخاص بك.

中文 Chinese	注意：如果您说中文，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-855-710-6984 (TTY: 711) 或咨询您的服务提供商。
Français French	ATTENTION: Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-855-710-6984 (TTY: 711) ou parlez à votre fournisseur.
Deutsch German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 1-855-710-6984 (TTY: 711) an oder sprechen Sie mit Ihrem Provider.
ગુજરાતી Gujarati	ધ્યાન આપો: જો તમે બીજી ભાષા બોલો છો, તો તમારા માટે મફત ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. સુવલ ફોર્મેટમાં માહિતી પ્રદાન કરવા માટે યોગ્ય સહાયક મદદ અને સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-855-710-6984 (TTY: 711) પર કૉલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.
हिंदी Hindi	ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। 1-855-710-6984 (TTY: 711) पर कॉल करें या अपने प्रदाता से बात करें।
Italiano Italian	ATTENZIONE: Se parli italiano, puoi usufruire gratuitamente di servizi di assistenza linguistica. Sono inoltre disponibili, senza costi, strumenti e servizi ausiliari per ricevere informazioni in formati accessibili. Chiama il numero 1-855-710-6984 (TTY: 711) o rivolgiti a un assistente.
한국어 Korean	주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-855-710-6984 (TTY: 711) 번으로 전화하거나 서비스 제공업체에 문의하십시오.
Diné Navajo	SHÓÓ: Diné Bizaad k'ehjí éí dinit's'á'go, t'áá nizaad k'ehjí níká a'doo wołgo bohónéedzǫ. Łahgo bee ata' hodoonigo áádóó éí doodago ałtaa át'éego níka a'doowołgo t'áá jiik'e nábee ahoot'í'. 1-855-710-6984 (TTY: 711) jì' hodíílni éí doodago nits'íís náyaa áhályánii bich'í' hadíídzi.
فارسی Farsi	توجه: اگر فارسی صحبت می‌کنید، خدمات پشتیبانی زبانی رایگان در دسترس شما قرار دارد. همچنین کمک‌ها و تماس خدمات پشتیبانی مناسب برای ارائه اطلاعات در قالب‌های قابل دسترس، به‌طور رایگان موجود می‌باشند. با 1-855-710-6984 (TTY: 711) تماس بگیرید یا با ارائه‌دهنده خود صحبت کنید.
Polski Polish	UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer 1-855-710-6984 (TTY: 711) lub porozmawiaj ze swoim dostawcą.
РУССКИЙ Russian	ВНИМАНИЕ: Если вы говорите по-русски, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-855-710-6984 (TTY: 711) или обратитесь к своему поставщику услуг.
Tagalog Tagalog	PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyonang tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-855-710-6984 (TTY: 711) o makipag-usap sa iyong provider.
اردو Urdu	توجہ دیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے مفت زبان کی مدد کی خدمات دستیاب ہیں۔ قابل رسائی فارمیٹس میں معلومات فراہم کرنے کے لیے مناسب معاونامداد اور خدمات بھی مفت دستیاب ہیں۔ 1-855-710-6984 (TTY: 711) پر کال کریں یا اپنے فراہم کنندہ سے بات کریں۔
Tiếng Việt Vietnamese	LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ và dịch vụ phụ trợ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-855-710-6984 (TTY: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.