



Population Health Management

Programs to keep you well.

Blue Cross and Blue Shield of Texas offers many interactive programs and services designed 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 behavioral and physical health conditions, including asthma, diabetes, hypertension and heart disease
- Service coordination services for members with physical and mental health conditions ranging from simple to complex
- The Special Beginnings® program to help pregnant mothers and their babies by providing health education and personalized support before and after pregnancy
- Help with transition of care after a hospital discharge and between health care settings to make sure members get consistent delivery of care
- Pharmacy programs to help with medication management and education
- Yearly checkups and immunization reminders



Use this guide to know when to set up visits with your doctor for you and your children. Ask your doctor which exams, tests and vaccines are right for you, when you should get them and how often. How you get certain diseases is not talked about in this guide.

Please see your BCBSTX plan member handbook to check on your plan benefits.

To learn more about your health plan, go to www.bcbstx.com/medicaid.

To learn more about vaccines, go to the Centers for Disease Control and Prevention at www.cdc.gov/vaccines.

How can you access the programs available to you?

Review the table below for a list of programs that may be available to CHIP members. You can opt in or opt out of these programs by calling the Service Coordination/Disease Management line toll-free at **1-877-301-4394**, 8 a.m. to 5 p.m., Central time, Monday through Friday. If you have hearing or speech loss, you can call the TTY line at **711**.

KEY: + This program requires you to opt in x This program requires you to opt out		
Wellness and Preventive Programs	Who is This Program For?	How Does This Program Work?
XImmunization Advocacy (support)	Birth to age two	Members who are part of this program can receive phone call reminders to complete preventive checkups and needed immunizations
Complex Case Management for Diabetes (Physical Health)	Members with uncontrolled diabetes together with one or more other conditions	Members who participate can receive: <ul style="list-style-type: none"> • Help connecting with community resources and member benefits • Help setting up care with primary care providers and specialists • Education and resources to help you understand your health conditions, medications and treatments
Physical Health Disease and Case Management Programs	Who is This Program For?	How Does This Program Work?
+XCondition Management: Asthma Diabetes	Members with an asthma diagnosis or diabetes	Members who participate can receive: <ul style="list-style-type: none"> • Disease management classes in your local grocery store, along with a question-and-answer session with the pharmacist • Personal support in managing your health conditions • Help with coordination of care • Educational materials and a free water bottle
XMembers with multiple emergency room (ER) visits or multiple diagnoses (physical or mental)	Members with: <ul style="list-style-type: none"> • Multiple ER visits • Multiple physical or mental diagnoses 	Members who participate can receive: <ul style="list-style-type: none"> • Monthly outreach from a care manager • Help finding a care team • Community support as needed

*This guide is for people enrolled in the BCBSTX plan. Some people might be at higher risk for health issues due to their family history, race, ethnicity or other reasons. Talk to your doctor if you have concerns about your health.

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Mother/Baby Programs	Who is This Program For?	How Does This Program Work?
+Special Beginnings® Program (Prenatal/Postpartum Care)	Pregnant members	Pregnant moms who participate will receive: <ul style="list-style-type: none"> • Personal and private phone calls from an experienced nurse from pregnancy to six weeks after the child is born • Educational materials about pregnancy and infant care topics • Help managing high-risk conditions such as gestational diabetes and preeclampsia • \$50 incentive gift cards for completing prenatal and postpartum visits • Special Beginnings staff who talk to your doctor about your needs
Patient Safety	Who is This Program For?	How Does This Program Work?
+Health Homes Services	Members who need comprehensive care to treat multiple chronic conditions or a serious and persistent mental or health condition	BCBSTX partners with in-network providers to offer participating members: <ul style="list-style-type: none"> • Patient self-management education • Comprehensive care management and care coordination • Patient and family support • Referrals to community and social support services
+Pharmacists Adding Value and Expertise® (PAVE®)	All BCBSTX CHIP members	PAVE is a partnership between BCBSTX and certain pharmacies and pharmacists to improve care for our members. Members who participate can receive: <ul style="list-style-type: none"> • Help with scheduling a follow-up visit with your primary care provider (PCP) or a specialist • Education, coordination and resources for a safe transition

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Continuum of Care Programs	Who is This Program For?	How Does This Program Work?
xTransition of Care	Members who are being discharged from the hospital	Members who participate can receive: <ul style="list-style-type: none"> • Help with scheduling a follow-up visit with your PCP or a specialist • Education, coordination and resources for a safe transition
Behavioral Health Programs	Who is This Program For?	How Does This Program Work?
+xComplex Case Management (Behavioral Health)	Members with multiple chronic conditions including but not limited to: <ul style="list-style-type: none"> • Major depression • Bipolar disorder • Schizophrenia • Substance use 	Members who participate receive: <ul style="list-style-type: none"> • A health risk screening • Coaching calls based on the plan of care and member goals • Collaboration with providers for urgent cases that need immediate action • Discharge planning from the hospital

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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 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 in person or by mail, fax or email. If you need help filing a grievance, the Office of Civil Rights Coordinator is available to help you.

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. સુલભ ફોર્મેટમાં માહિતી પ્રદાન કરવા માટે યોગ્ય સહાયક મદદ અને સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-855-710-6984 (TTY: 711) પર કોલ 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 सेवाएं 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 bohónéedzǫ́. Łahgo bee ata' hodoonigo áádóó éí doodago áłtaá át'éego níka a'doowołgo t'áá jiik'e nábee ahoot'í. 1-855-710-6984 (TTY: 711) jį' hodííłni éí doodago nits'íís náyaa áhályánii bich'í' hadííłzi.
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 serbisyong 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	توجه 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.