



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 2024



TEXAS
Health and Human
Services



CHIP

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

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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 brought 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. Please call the Customer Advocate Department or go to www.bcbstx.com/chip for details on VAS limitations.

CHIP members can earn gift card rewards for making healthy choices. Look for the gift card icon to find out which incentives allow you to receive a gift card. Register 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 Wellness Rewards



Call us at **1-888-657-6061** (TTY/TDD: **711**) for help signing up. You will receive an email letting you know your account is set up.

Then you are ready to start earning rewards!

Details About Our VAS

Extra help getting a ride: Get free rides to non-emergency doctor visits, such as dialysis or diabetes screening, therapy, pharmacy, Women, Infants, and Children (WIC) visits, BCBSTX member events and approved activities or classes. BCBSTX will decide your type of ride based on what is medically necessary.

Members must call to schedule rides at least three days before their visits and 24 hours before a sick-child visit. Call ModivCare at **1-855-933-6993** (TTY: **711**) 8 a.m. to 5 p.m to schedule your ride. You can also use the app to schedule a ride by searching 'ModivCare' on either Google Play® or the Apple App Store® and downloading the mobile app to your phone.

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

24-Hour Nurseline: Talk 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 health issues.

The 24-Hour Nurseline also has hundreds of recorded health topics. Interpreter services are available if you need to speak to someone in your own language.



Infant Well Child Checkup: BCBSTX offers a \$120 gift card for taking children to their yearly Well Child checkups. Take them to the doctor at least six times from birth through 15 months. Talk to your baby's doctor to make sure they get all six Well Child checkups, on time, based on the checkup schedule. Members must be active on our plan.



Child and Adolescent Checkup Gift Card Incentive:

CHIP members should see their primary care provider (PCP) or OB/GYN once a year. CHIP members ages 2 to 18 can earn a \$25 gift card for getting a Well Child checkup each year.



HPV Vaccine Incentive: Teen CHIP members ages 9-13 can earn a \$25 gift card after they finish all age-required doses of the HPV Vaccine.

Limitations: The visit must be completed by December 31 to receive the gift card. Full vaccination must be completed to qualify for gift card.

Enhanced Eyewear for Kids: CHIP members ages 18 or younger get one upgrade up to \$150 to use towards a 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: 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: One free sports and camp physical to members age 18 or younger.

Limitations: Only one sports and camp physical each year

Health and Wellness Activity Reimbursement: Receive back up to \$50 for sports activities, sports classes, gym membership or race entry fees.

Limitations: Parents/guardians/Legally Authorized Representatives (LAR) of members may ask for this VAS by calling Member Outreach Representatives at **1-877-375-9097**. Parents/guardians must provide a receipt and ask to be paid back 30 days before the activity and up to 30 days after.

Prenatal Care Incentive with Infant Car Seat or Pack-and-Play Playard:

Pregnant CHIP or CHIP Perinate members who complete a 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 be 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 Special Beginnings. Have your doctor sign it 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 on the form.

Prenatal Classes with an Incentive Diaper Bag: BCBSTX offers online prenatal classes to pregnant members, at no cost. Take an online class any time in English or 15 other languages.

You will get a diaper bag filled with baby items when you finish your prenatal class online. You must fill out the certificate of completion at the end of the lesson and fax it to **1-512-349-4867**. The diaper bag will be shipped to the address on the certificate.

Register for the prenatal class here:

<https://legacy.yomingo.com/>

BlueCrossandBlueShieldofTexasBCBSTX/

PrenatalClassRegistrationForm_1923_884





Prenatal Incentive Gift Card: Pregnant, active CHIP members can receive a \$50 gift card after 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: Active CHIP members who have delivered while on the BCBSTX plan are eligible to receive a \$25 gift card after the postpartum visit.

Limitations: Members who have delivered on the CHIP plan must complete the postpartum visit seven to 84 days after delivery.

Breastfeeding Education through our Special Beginnings Program: Pregnant members who register for Special Beginnings can get breastfeeding information from Special Beginnings nurses. If you are pregnant and would like to register for Special Beginnings, call us toll-free at **1-888-421-7781** (TTY: **711**) or email Special Beginnings at TXSBMedicaid@bcbstx.com.

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.

Limitations: You must be pregnant when requesting this VAS.

In-Home Meal Delivery Services: You can get frozen meal delivery after a hospital discharge once per year. Meal choices include lunch and dinner. You can get up to 14 meals per year.

Limitations: Call Service Coordination at **1-877-214-5630** (TTY: **711**) from 8 a.m. to 5 p.m. CT, Monday through Friday, to ask for this VAS.

Blue365® Discount Program: Our Blue365 program offers discounts on pharmacy, over-the-counter and health-and-wellness-related services and items. The program is for all CHIP members. Get wellness items and services at a lower cost, as well as some free/no-cost services. This VAS excludes benefits covered by CHIP.

Limitations: Register at **www.blue365deals.com/BCBSTX**. The information required includes name, email, password, ZIP code and alpha prefix TXS.

Online Community Resource Platform: BCBSTX offers an online resource of local community assistance for rent, utilities and food. Members can 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 Behavioral Health 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.

Learn to Live – Online Behavioral Health Resources: CHIP members can access online behavioral health tools and get information to understand concerns including:

- Depression
- Stress, Anxiety and Worry (including Social Anxiety)
- Insomnia
- Substance Use
- Panic Attack

These online tools are 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: Only one gift card per member will be awarded between 9/1/2024 and 8/31/2025.

Dental Services for Adult Members: We offer dental services to our 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. You must go to an in-network DentaQuest provider.



To learn more about programs and services for BCBSTX members, call the numbers below or visit these websites:

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

Member Outreach **1-877-375-9097** or Fax
1-512-349-4867

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 **1-888-657-6061** (TTY: **711**)

Learn to Live: Online Behavioral Health Resource **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.
