

Benefits of Nurse Advice Line and Interpreter Services for STAR, CHIP and STAR Kids Members



Blue Cross and Blue Shield of Texas provides several resources for providers and their office staff to support their patients and improve the patient experience. We encourage you to refer our members to our 24-Hour Nurse Advice Line and Interpreter Services as resources.

24-hour Nurse Advice Line

Patients need access to care outside of standard operational hours. On the Consumer Assessment of Healthcare Provider and Systems (CAHPS®) survey, patients will be asked questions about access to care, such as:

- When you needed care right away, how often did you get care as soon as you needed it?
- How often was it easy to get the care, test or treatment you needed?

Our 24 hours, seven days a week, toll-free Nurse Advice Line is a benefit to BCBSTX [STAR](#), [CHIP](#) and [STAR Kids](#) members.

The benefits of the Nurse Advice Line:

- Receive general health management information.
- Receive relevant information on health issues and community health services.
- Confidential calls with teenage members regarding adolescent health issues.
- Interpreter services for non-English speaking members.
- No limitations - member can access at any time.
- Better educate and empower your patients.
- Improve patient compliance, promote better health outcomes and increase patient satisfaction.
- 24-Hour Nurse Advice Line: **844-971-8906 (TTY): 711** – STAR and CHIP
- 24-Hour Nurse Advice Line: **855-802-4614 (TTY): 711** – STAR Kids

Interpreter Services

The CAHPS survey asks patients several questions related to communicating with their provider, such as:

- How often did your doctor explain things in a way that was easy to understand?
- How often did your doctor show respect for what you had to say?

The best kind of interaction between providers and patients happens when both sides can communicate clearly and be understood. We understand those language barriers can make it more difficult for patients to have their needs met, which is why speaking to patients in their native language is our priority.

BCBSTX Medicaid offers linguistic services to providers and members at no cost. Telephone interpreters are available 24 hours a day, seven days a week by calling Customer Service during business hours and the 24-hour Nurse Advice Line after hours.



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Below are services available to providers and members:

- Services for members with speech or hearing loss
- Assistance for members with vision loss
- Assistance for members with vision and hearing loss
- Face-to-face interpreters
- Providers, nurses, social workers and members or their representative will be able to contact Service Coordination by calling:
 - STAR/CHIP Service Coordination: **877-214-5630**
 - STAR Kids Service Coordination: **877-301-4394**
 - Email requests to TX_Medicaid_HC@bcbstx.com
- Call Customer Service during business hours (8 a.m. – 5 p.m. CST):
 - STAR and CHIP: **877-560-8055**
 - STAR Kids: **877-784-6802**

Providers can help accommodate non-English proficient members by having multilingual messages on answering machines and by training your answering services and on-call personnel on how to access BCBSTX's free interpreter services.

Resources

Please refer to the [Medicaid provider manuals](#) for more information on the Nurse Advice Line and interpreter services.

Have questions?

If you have any questions regarding the CAHPS Survey for Medicaid members, please email the Quality Department at TX_Medicaid_QI@bcbstx.com

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