

**STAR, STAR Kids and CHIP Travis Service Area,
STAR Kids Central Service Area**



Your Guide to Pregnancy Wellness

Customer Advocate Department

STAR/CHIP **1-888-657-6061**, STAR Kids **1-877-688-1811** (TTY: 711)

Travis Service Area Member Advocate

1-877-375-9097 (TTY: 711)

www.bcbstx.com/medicaid



TEXAS
Health and Human
Services



CHIP



TEXAS **STAR**
Your Health Plan ★ Your Choice



TEXAS **STAR Kids**
Your Health Plan ★ Your Choice

Value-Added Services (VAS) may have restrictions and limitations. For a complete list of VAS see the 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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Congratulations on your pregnancy! Blue Cross and Blue Shield of Texas (BCBSTX) wants to support you during your pregnancy and after your baby is born. Our Service Coordinators can give you information about Value-Added Services, programs and resources to help you get the care you need.

Choose your provider and make an appointment.



As a newly pregnant member, the first step is to schedule your first prenatal visit within the first 12 weeks of pregnancy or within 42 days of joining the plan.

Pregnant members can also choose clinics such as Federally Qualified Health Centers and Rural Health Clinics as a perinatal provider.

Your provider will:

- Let you know your health care needs.
- Keep a record of your health and pregnancy history.
- Advise you on ways to have a healthy baby.
- Refer you to other doctors or specialists.

Need to change your provider?

If you need help finding or changing a provider, call our Customer Advocate Department: STAR and CHIP **1-888-657-6061**, STAR Kids **1-877-688-1811** (TTY: 711).

Select your health plan then click **Provider Finder®** to search for doctors and other health care providers near you.



Sign up for Blue Access for MembersSM (BAMSM).



BAM is a secure, online member portal where you can:

- Print a temporary ID card or order a new card.
- Find doctors and hospitals under the 'Doctors and Hospitals' tab.
- Review your covered benefits.
- Review a list of your prescription drugs.
- Review your care profile.
- Set up text message alerts.
- Get health and wellness information.

It is easy to get started online.

- 1 Go to www.bcbstx.com/medicaid.
- 2 Click 'Sign Up' or 'Log In' at the top, right side of the page.
- 3 If you are a new user, click 'Create an Account'.
- 4 Check the box 'I Accept' then click 'Next'.
- 5 Enter your first name, last name and date of birth.
- 6 Enter the ID number from your member ID card.
- 7 Verify your account with the code sent to you by email or text.
- 8 If you are legally responsible for a Medicaid member under the age of 18, check the box under 'Are you a legal guardian?'
- 9 Provide your contact information.
- 10 Create your secure login by creating a username and password.
- 11 Verify your email then return to the login page.

If you have questions about your benefits or need help logging into BAM, call the Customer Advocate Department.

Register for Special Beginnings® and meet your Service Coordinator.



Special Beginnings is a maternity program that can help you better understand and manage your pregnancy. When you register for Special Beginnings, you will be assigned a Special Beginnings Service Coordinator.

A Special Beginnings Service Coordinator is a trained nurse who will call you regularly to ask about your health and activities. They keep all of your information confidential. They will also help you find resources before and after your delivery. Our trained staff will:

- Talk to you about your physical and mental health, lifestyle and possible pregnancy risks.
- Check in regularly to find out how you and your baby are doing.
- Talk to you about your OB/GYN provider's treatment plans.
- Help you recognize diabetes, high blood pressure, postpartum depression and other pregnancy-related conditions.
- Provide education about prenatal, postpartum and newborn care.

To sign up for Special Beginnings or to ask questions, call **1-888-421-7781** (TTY/TDD: **711**). The Special Beginnings program does not replace treatment from your OB/GYN. See your OB/GYN to get the full medical care you need.



Value-Added Services for pregnant members

Pregnant members get all the health care included with Medicaid or CHIP, plus these **Value-Added Services** at no extra cost. Speak to your Special Beginnings Service Coordinator to learn more.

Online Prenatal and Grief Classes

Register and complete online prenatal, breastfeeding, postpartum and grief classes offered in 17 languages at no cost. Classes are available for pregnant members through 90 days after the expected due date.

Register for prenatal classes here.



If you recently experienced a loss, register here.



Special Beginnings

Members who join the Special Beginnings program receive prenatal, breastfeeding and maternal mental health education from early pregnancy until six weeks after delivery. Speak to your Special Beginnings Nurse to learn more.

In-Home Support

STAR members that are diagnosed with a high-risk pregnancy may be able to get in-home support from a doula. Doulas can offer physical, emotional and educational support during pregnancy and after the baby is born. You must be enrolled in the Special Beginnings program. Call **1-888-421-7781** (TTY: **711**) to learn more.

Blue365® Health and Wellness Discounts

Join for free and get discounts on health and wellness products and services. Members ages 13 through 64 must register at www.blue365deals.com/BCBSTX. To register, provide your name, email, password, ZIP code and alpha prefix. The alpha prefix for BCBSTX members is **TXS**.

Learn to Live - Digital Mental Health Platform

Members ages 13 through 64 can access our online behavioral health tools for information on and a variety of topics. Speak to your Special Beginnings Nurse to sign up.

Scan for more information
about Learn to Live.



Gift Cards Just For You



Prenatal Gift Card: Complete a prenatal visit within 42 days of joining our plan to be eligible to receive a \$50 gift card.



Postpartum Gift Card: If you deliver while on our plan and complete the postpartum visit seven to 84 days after delivery, CHIP members can receive a \$25 gift card. STAR and STAR Kids members can receive a \$50 gift card.



Join our rewards program to earn rewards

For each healthy action – like scheduling your prenatal and postpartum visits – you will earn a gift card.

Call STAR and CHIP **1-888-657-6061**,
STAR Kids **1-877-688-1811**
(TTY/TDD: **711**) for help signing up.

**Scan to sign up for
Wellness Rewards.**



Dental Services and Oral Health for Adults

Dental care is important during pregnancy.

Periodontal disease, also known as gum disease, often occurs in pregnant women. It is a chronic, bacterial infection that causes inflammation of the gums and affects bones supporting the teeth. The infection can also affect the baby.

Dental services for adults are not covered under Medicaid or CHIP. However, you can receive help through our VAS. Adult members ages 21 through 64 for STAR and 19 through 64 for CHIP can receive up to \$250 per year in preventive, diagnostic and dental care treatment.

This includes:

- Dental exams and cleanings
- Dental X-rays
- Cavity fillings
- Tooth pulled

Call DentaQuest toll-free at **1-800-205-4715** from 8 a.m. - 6 p.m., Central time, Monday through Friday to find an in-network provider or to get an OK for dental services.

To learn more, view our dental directory online.



Need Transportation to Appointments?

BCBSTX contracts with MTM Health to provide non-emergency medical transportation (NEMT) to STAR and STAR Kids members as a covered benefit through Texas Medicaid. We also offer Extra Help Getting a Ride as a Value-Added Service to STAR, STAR Kids and CHIP members. Call **1-866-824-1565** (TTY: **711**) to ask for help getting a ride.

VAS may have restrictions and limitations. For a complete list, see the member handbook.



More Important Things to Know

Plan ahead for provider visits and ask questions.

It can be hard to remember everything you want to tell your provider during your appointment. Plan topics and questions before you go. Once you have read through our benefits and programs, you can ask if you need these types of additional care. Here is how you can prepare:

- Before your visit, write down your symptoms, medications and allergies.
- During your visit take notes, ask questions and talk about your visits.
- After your visit, if you have more questions about your care or symptoms, call the office to leave a message for the nurse or provider.
- You can also access our VAS 24/7 Nurse Advice Line for STAR and CHIP at **1-844-971-8906** (TTY: **711**). STAR Kids members have access to the 24/7 Nurseline through their plan at **1-844-971-8906** (TTY: **711**).

Do you feel depressed or not like yourself?

One in seven women experience depression during and after pregnancy. Signs of depression include:

- Lasting feelings of sadness, anxiousness and helplessness
- Lack of interest or joy in activities
- Trouble sleeping or sleeping too much
- Loss of appetite or overeating
- Problems focusing
- Suicidal thoughts
- Withdrawing from loved ones
- Feeling angry
- Thinking about hurting yourself or your baby
- Doubting your ability to care for your baby

Depression is different for everyone, and it can happen at any time. If you think you have depression, talk with your provider as soon as possible.

You don't have to go through it alone. BCBSTX has resources to help.

- Call Special Beginnings at **1-877-214-5630**.
- You can contact the National Maternal Mental Health Hotline at **1-833-9-HELP4MOMS (1-833-943-5746)** or online at <https://mchb.hrsa.gov/national-maternal-mental-health-hotline>.

Pregnancy and Infant Loss

Though pregnancy loss is defined differently around the world, generally it is a baby who dies before 28 weeks of pregnancy and is referred to as a miscarriage. Also, babies who die at or after 28 weeks are stillbirths and considered to be a pregnancy loss. After these experiences, many women can develop mental health issues that last for months or years.

It is important to receive the care you need physically and emotionally. Speak to your Special Beginnings Nurse about enrolling in our grief classes for additional support and education. Topics include grief and loss, comfort, support, and hope and healing. We have other resources available if you ever need them. Visit us at <https://www.bcbstx.com/medicaid/pdf/medicaid-mih-loss-resources-tx.pdf>

Dental Health for Infants

Once your baby is born, call your child's Medicaid or CHIP plan to learn more about infant dental services. Dental checkups start at six months of age.

Medicaid Texas Health Steps and CHIP Well Child Checkups

These checkups help your child:

- Free regular medical checkups starting at birth.
- Free dental checkups starting at six months of age.
- A case manager who can find out what services your child needs and where to get these services.

Pregnancy, Syphilis and Your Sexual Health

Syphilis is a virus that spreads through vaginal, anal or oral sex. When a mother with syphilis passes the virus to her unborn baby, it is called congenital syphilis. If you are not treated, you could have a miscarriage. Your baby may be stillborn (born dead) or may die soon after birth. Babies who live may have health problems like deafness, cataracts, seizures, developmental delays and more.

It is very important to get tested if you think you have a sexually transmitted infection. If you have symptoms, speak to your provider right away to get tested.

You can also speak to our Customer Advocate Department if you need help scheduling a test. If your test is positive, you will need medicine right away.

Pregnancy and Substance Use

Using tobacco, alcohol, illicit drugs or misusing prescription drugs can cause severe health problems for unborn babies. Many substances pass through the placenta and reach the fetus. Children born to mothers who drink or smoke in the first and second trimester also have a higher risk for Sudden Infant Death Syndrome.

Speak to your Special Beginnings Nurse to learn about our Tobacco Cessation and Substance Use Programs.



Plan ahead for your delivery and aftercare

Is a cesarean section right for you?

A cesarean section (C-section) is when your baby is born through a cut the provider makes in your belly and uterus. For some women and babies, this surgery is safer than vaginal birth.

Talk to your provider to learn why a woman may need a C-section. If you have already had a C-section, it is possible to have your next child by vaginal birth. Discuss this with your provider during your prenatal visits.

Immunizations Before and After Delivery

Vaccines can help protect both you and your baby from vaccine-preventable diseases. Speak to your provider about receiving any of the vaccines listed below based on your and your baby's individual needs.

- RSV vaccine
- Flu shot
- Whooping cough
- Measles, mumps and rubella, and chickenpox

If you need help finding a provider or pharmacy, please contact the Customer Advocate Department.

Healthy Texas Women

If you no longer have Medicaid after your baby is born, you may be able to get health care and family services through the Healthy Texas Women program. This program provides family planning exams, health screenings and birth control to women ages 18-44 whose household income is at or below the program's income limits (185% of the federal poverty level).

To learn more about this program and how to apply, visit www.healthytexaswomen.org.

Advanced Directives (Living Wills) to Prepare for Crises

What is a living will?

A living will is a legal document that tells others how you want to be treated if you cannot talk or make decisions about your health care. It helps your family, friends and providers understand your choices about the care you do or do not want. It is important to create a living will before you go into labor.

How do I get a living will?

Ask your provider's office or lawyer if they have copies. You can also download the forms from the Texas Health and Human Services Department at <https://www.hhs.texas.gov/forms/advance-directives>.

For more information about a living will, call the Customer Advocate Department toll-free at the number on the back of your member ID card.

Population Health Management Programs to Keep You Well

We offer many interactive programs and services designed for your overall well-being. These are offered at no cost to you:

- Complex Case Management/Condition Management
- Immunization/Advocacy Support
- Behavioral Health Complex Case Management
- Care Coordination Early Intervention
- Health Home Services
- Transition of Care
- Special Beginnings Program
- Multiple ER visits or multiple diagnosis management (physical and mental)

To learn more, about how to opt in or opt out, call the Customer Advocate Department or speak to your Special Beginnings Nurse.



Neonatal Intensive Care Unit Service Coordination Program

Babies born prematurely with health problems or needing special care can be admitted to the hospital's Neonatal Intensive Care Unit. Our program gives extra emotional support, education and resources to families of NICU babies through the baby's first year.

If your baby is admitted to NICU, a Coordinator from Special Beginnings will call to see if you would like to be in the NICU program.

Family Planning Services for Birth Control and More

Family Planning Services are covered as part of your health plan benefits. You can schedule visits for birth control, plus education and counseling for marriage and family planning. You may choose any in-network or out-of-network provider without a referral, and it will be covered.



Know where to go first when you need care

Choose from these five options.

When you need medical advice or have a crisis, make the smart choice.

- 1 24/7 Nurseline for STAR Kids and 24/7 Nurse Advice Line for STAR and CHIP:** For general questions about your health, call the phone number on the back of your member ID Card.
- 2 Doctor/Counselor Office:** For checkups, medication refills, sick visits like stomach bug, flu and sore throat. They can also assist with depression, eating disorders or addictions. Your provider is the best person to treat illnesses and health concerns that are not emergencies or immediately life-threatening.
- 3 Urgent Care:** For immediate medical care during business hours and weekends and when you cannot see your provider. They treat minor cuts that need stitches, back pain and minor fractures. After an urgent care visit, follow up with your provider.
- 4 Emergency Room:** If you have shortness of breath, trouble breathing, stroke, severe vomiting or diarrhea, severe injuries, uncontrolled bleeding, drug or alcohol overdose, chest pain or thoughts of harming yourself or others.
- 5 Virtual Care:** Speak with a doctor 24 hours a day, seven days a week. Instead of going to the doctor's office, you can talk while at home, work or many other places. Learn more at www.bcbstx.com/medicaid, select your plan and check the virtual care page website.

**If you think you are in labor call your OB/GYN right away.
If you have an emergency, call 911.**

Thank you for allowing us to be part of your pregnancy journey. For members with hearing and vision limitations, TTY interpreters are available upon request. Members can also speak with a Customer Advocate to request a provider directory in other languages, printed or alternative formats. Call STAR and CHIP **1-888-657-6061**, STAR Kids **1-877-688-1811** (TTY: **711**). We are open 8 a.m. - 5 p.m. Central time, Monday through Friday. You can also visit our website at **www.bcbstx.com/medicaid**.

Learn more about VAS and other resources for pregnant members.



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

Customer Advocate Department
for non-emergency medical
transportation, benefits and
behavioral health

STAR and CHIP **1-888-657-6061**,
STAR Kids **1-877-688-1811**
(TTY: **711**)

STAR Kids

24-Hour Nurse Advice Line

1-855-802-4614

STAR 24/7 Nurseline

1-844-971-8906

CHIP 24/7 Nurseline

1-844-971-8906

Blue365 Discount Program

[**www.blue365deals.com/BCBSTX**](http://www.blue365deals.com/BCBSTX)

Find Community Resources
and Services

[**https://bcbstexas.findhelp.com/**](https://bcbstexas.findhelp.com/)

Learn to Live: Online Behavioral
Health Resource

[**www.learntolive.com/welcome/
bcbstxmedicaid**](http://www.learntolive.com/welcome/bcbstxmedicaid)
(Access Code: **TXMED**)

Member Outreach

1-877-375-9097 or Fax
1-512-349-4867

Member Website

[**www.bcbstx.com/medicaid**](http://www.bcbstx.com/medicaid)

National Maternal Mental
Health Hotline

1-833-9-HELP4MOMS
(1-833-943-5746)

Special Beginnings

1-888-421-7781 (TTY: **711**)

Service Coordination

STAR and CHIP **1-877-214-5630**,
STAR Kids **1-877-301-4394**

Member Advocate

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

Hearing services are provided by Start Hearing, Beltone™, HearUSA and TruHearing®. Vision services are provided by ContactsDirect®, Croakies, Davis Vision™, EyeMed Vision Care, Glasses.com, Jonathan Paul Fitovers, and LasikPlus®.

The relationship between these vendors and Blue Cross and Blue Shield of Texas is that of independent contractors.

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.

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.

Learn to Live provides educational behavioral health programs. Members considering further medical treatment should consult with a physician. Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of Texas.

BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

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).