



Blue Cross and Blue Shield of Texas Now Covers Cell and Gene Therapy for Sickle Cell Disease

BCBSTX offers cell and gene therapy (CGT) as a preventive therapy to treat sickle cell disease. Sickle cell disease, also known as sickle cell anemia, is a disorder that affects hemoglobin, the protein in red blood cells that carries oxygen throughout the body.

Normal red blood cells are disc-shaped and move easily through the blood vessels. In sickle cell disease, red blood cells are crescent or sickle-shaped due to a gene mutation that affects the hemoglobin molecule.

Sickle-shaped red blood cells do not bend or move easily and can block blood flow to the rest of the body and damage organs. All of which cause chronic pain and other serious health complications.

continued on page 2.

LifeTimes is published for Medicaid members of Blue Cross and Blue Shield of Texas. 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.

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continued from page 1.

If you or your child are interested in CGT, you must work with your doctor, specialists and your care team to find out if it is the right fit for you. They can explain your treatment options and help you ask for this service.

To qualify, members should:

- Be 12 years or older
- Not have primary insurance
- Be eligible for Medicaid

Transportation services are available to help with mileage reimbursement, non-emergency medical transportation and overnight stays. Call Modivcare at **1-866-824-1565** (TTY: **711**) Monday through Friday, 8 a.m. to 5 p.m. Central time. Rides are available 24-hours a day, seven days a week.

Our Customer Advocate team is available to help you find a doctor or specialist. They can also connect you to the Service Coordination Department. Your Service Coordinator can help you request these services and help coordinate your care.

Call the phone number located on the back of your Member ID card to speak to a Customer Advocate Monday through Friday, 8:00 a.m. to 5:00 p.m. Central time. You may leave a voicemail after normal business hours.

Learn about your benefit coverage, doctors and more at <https://mybam.bcbstx.com/>

■ Source: National Heart, Lung and Blood Institute

Annual Checkups

STAR and STAR Kids members ages 20 and younger should have a Texas Health Steps (THSteps) Checkup. CHIP members ages 18 and younger should have a Well Child exam each year. Both exams include routine shots and lab tests. The THSteps program also includes Comprehensive Care Program services.



Get Your Flu Shot

Flu season is in full swing, and it is important to get a flu shot to help lower your risk of getting and spreading the virus. Each year millions of people get sick and thousands die from the flu. It is a contagious illness that infects the nose, throat and lungs. The best way to prevent the flu is by getting vaccinated. You can get a flu shot from your doctor or local drugstore. The flu shot is covered by your health plan.

The Texas Department of Health and Human Services recommends everyone ages six months and older get a flu shot. Those who should not get a flu shot are children younger than six months and people with severe, life-threatening allergies to the flu vaccine or any ingredient in the vaccine.

Ask your doctor which vaccines are right for you and your family and when you should get them. Stay up to date with your shots (vaccinations) and help protect yourself and your family from viruses that can cause harm and possibly death.

Quality of Care

As a member, you or your child have access to providers, service coordinators and other professionals to help guide your care. We can help you find a doctor, out-of-network providers, access the provider directory and help with continuity of care.

If you feel you or your child are not getting the quality of care you deserve, you can file a complaint about a service, care you received or an In-Lieu-Of Service from BCBSTX or one of our providers. We will help you file the complaint, and you also have the option to speak with a Member Advocate.

A Member Advocate can give you information about your plan benefits, search for community resources, help you find providers and schedule visits. They will also give you an update on your case during any stage. We want to help you get the most out of your plan benefits and improve your experience as a member.

To file a complaint or speak to a Member Advocate, call the phone number on the back of your member ID card.



Service Coordinators Help You Get Well and Stay Well

A Service Coordinator is the main person who works with you and your care team to help manage your physical and mental health conditions. Your care team includes your doctors, nurses, pharmacists, counselors and other health professionals.

STAR Kids members are assigned a Service Coordinator based on their level of need. These services include private duty nursing and personal care services. STAR and CHIP members with special needs or who are pregnant may call to request Service Coordination services.

How Your Service Coordinator Works with You

Your Service Coordinator will:

- Talk about your health or mental health care goals to create a care plan specific to your level of need
- Schedule regular phone calls with you to check-in and answer questions you might have about your plan benefits
- Help you find a provider or specialist
- Help you schedule a ride to and from your appointments
- If you are pregnant, your Service Coordinator will help you better understand and manage your pregnancy through the **Special Beginnings™** Program
- Disease Management services are also available for members at high risk for chronic conditions, including asthma, diabetes, hypertension and heart disease.

To learn more or to request a Service Coordinator, **STAR** and **CHIP** members call **1-877-688-1811**. **STAR Kids** members call **1-877-301-4394 (TTY: 711)**.

Where to Go When You Need Care

Your health matters and it is important to know where to go when you need care. Your doctor is the best person to treat illnesses and health concerns that are not emergencies or immediately life-threatening. You have choices when you get non-emergency care.

24/7 Nurseline

Best For: Treating the problem yourself, deciding to call your doctor instead of going to urgent care or the hospital. Talk with a registered nurse (24 hours a day, seven days a week) to answer your questions in English or Spanish. Interpreter services are also available. Call **1-844-971-8906** (TTY: **711**).

Your Doctor (Primary Care Provider)

Best For: Health exams, behavioral health diagnoses and treatments, high blood pressure, fever, sore throat, shots, follow-ups after emergency care.

Counselor's Office

Best For: Depression, anxiety, substance use, addiction, eating disorders or other behavioral health needs.

MDLIVE®

Best For: Use at home or when traveling if the provider's office is closed, conditions such as allergies, cold and flu, cough, pink eye or sore throat. Sign up on MDLIVE's website:

<https://app.mdlive.com/landing/bcbstx-medicaid>

Urgent Care Center

Best For: Constant coughing or vomiting, animal bite, minor cuts that need stitches.

Hospital Emergency Room

If you have a life-threatening emergency, call **911** (TTY: **711**)

Best For: Chest pain, stroke symptoms (sudden weakness of one side, slurred speech, trouble swallowing, blurred vision), broken bones, uncontrolled bleeding, uncontrolled vomiting, head injuries, vaginal bleeding during pregnancy, mental health issues like psychotic episodes, life-threatening self-harm, suicidal ideation and substance overdose.

Important phone numbers are on the back of your member ID card. You can speak with a nurse by calling 24/7 Nurseline or call the BCBSTX Behavioral Health Services Hotline if you have a crisis.

Log in to Blue Access for MembersSM (BAMSM) to view your coverage and benefits or find nearby doctors, urgent care or emergency room at <https://mybam.bcbstx.com/>.

Virtual Visits may be limited by plan. For providers licensed in New Mexico and the District of Columbia, Urgent Care service is limited to interactive online video; Behavioral Health service requires video for the initial visit but may use video or audio for follow-up visits, based on the provider's clinical judgment. Behavioral Health is not available on all plans.

MDLIVE is a separate company that operates and administers Virtual Visits for Blue Cross and Blue Shield of Texas. MDLIVE is solely responsible for its operations and for those of its contracted providers. MDLIVE and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without permission.

Family Food Favorites



Lemon Herb Feta Chicken Sliders

Ingredients:

- ½ teaspoon black pepper
- ¼ teaspoon kosher salt
- 2 teaspoons lemon zest, grated
- 3 tablespoons basil, chopped
- ¼ cup feta cheese, crumbled
- 1 ½ teaspoons lemon juice
- 1 lb ground chicken
- 3 tablespoons oregano, chopped
- 10 slider buns
- Cooking spray

Directions:

1. In a bowl, combine black pepper, salt, lemon zest, basil, feta, lemon juice, chicken and oregano. Mix until evenly distributed. Hand form 2-oz patties and refrigerate until ready for use.
2. Spray grill or griddle with non-stick cooking spray and cook burgers to an internal temperature of 165° F. Place each slider on a slider bun.

Serving size: Two sliders

Makes five servings

■ Source: FLIK Hospitality Group

Member Advisory Group

Every three months, we invite members, parents or legally authorized representatives (LARs) to join our Member Advisory Group (MAG) meeting. MAG members are asked to give feedback on our member education materials, Value-Added Services 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/medicaid to find a schedule of MAG meetings and events or call a BCBSTX Member Advocate at **1-877-375-9097** (TTY: **711**) to get details.



Fun Fall Activities for Everyone

Outdoor Activities:

- Go apple picking
- Attend a fall festival
- Play a game of touch football
- Go for a hike
- Collect colorful fall leaves
- Visit a pumpkin patch and pick pumpkins
- Head to the farmers market for seasonal produce
- Go birdwatching

Indoor Activities

- Pull out your winter clothes and donate what you no longer want
- Learn to knit
- Bake an apple or pumpkin pie
- Try a new soup or chili recipe
- Watch your favorite fall or holiday movies
- Craft fall decorations like wreaths, garlands and painted pumpkins
- Make homemade candles with fall scents like cinnamon or pumpkin spice
- Volunteer

■ Source: Parents.com

Helpful Toll-Free Phone Numbers

Important Phone Numbers	STAR and CHIP	STAR Kids
Customer Advocate and Behavioral Health	1-888-657-6061	1-877-688-1811
Service Coordination	1-877-214-5630	1-877-301-4349
24/7 Nurseline	1-844-971-8906	1-855-802-4614
Transportation	1-855-933-6993	1-866-824-1565
TTY	711	711

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 bohónéedzq̄. 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.