BlueCross BlueShield of Texas

CHIP | TEXAS STAR Your Health Plan ★ Your Choice | TEXAS STAR Kids Your Health Plan ★ Your Choice | TEXAS Health and Human Services

LifeTimes®

Your guide to **lifelong health**

Fall 2026

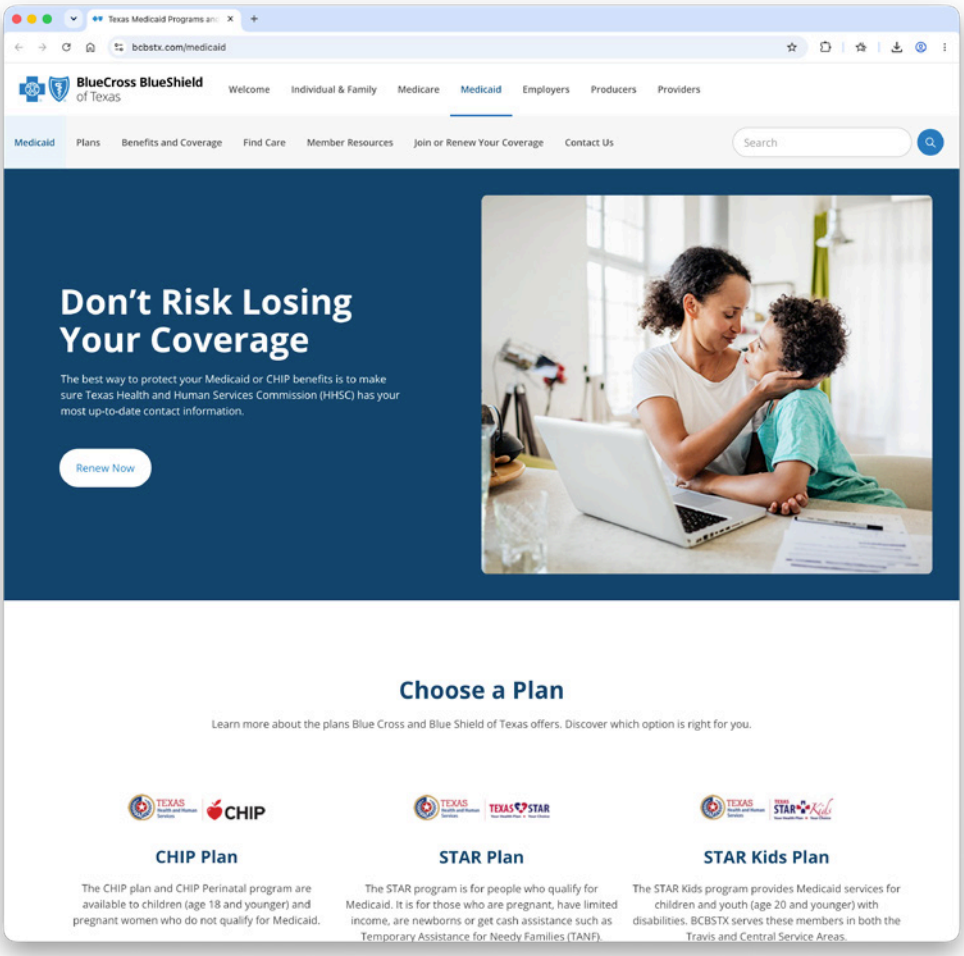
Health and wellness and prevention information

Check Out Our Updated Member Website!

We are excited to share our redesigned, member website! Visit **www.bcbstx.com/medicaid** to view and learn about plan benefits and resources such as:

- Value-Added Services
- Transportation services
- Provider Finder®
- How to file a complaint or appeal
- Service coordination
- Where to go for care

Blue Cross and Blue Shield of Texas (BCBSTX) provides free communication aids and services for anyone with a disability or who needs language assistance. This includes written information in another language or format. If you need an interpreter, let us know. We want you to be able to communicate with us. To ask for help, call the Customer Advocate Department.



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.

Image(s) may have been created or enhanced using artificial intelligence tools.

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



New Transportation Vendor, MTM Health, Started Oct. 1

MTM Health is the new transportation vendor that provides rides to and from your provider visits and the pharmacy.

Schedule your ride in the way that works best for you.

- You should have received a letter in the mail from BCBSTX about changes to transportation services.
- Log in to the MTM Link member portal at **https://mtm.mtmlink.net**.
- Download the MTM Link App from the Apple App Store or Google Play.
- Call MTM Health to **1-866-824-1565** (TTY: **711**).

MTM Health 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.

Tell Us What You Think!

Member Advisory Group (MAG)

Every three months, we invite STAR, CHIP and STAR Kids members, parents or legally authorized representatives (LARs) to join our online 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 Central (Central Service area) at **1-855-497-0857** (TTY: **711**). For a Member Advocate in the Travis service area, call **1-877-375-9097** (TTY: **711**) to get details.

Value-Added Services

Blue Cross and Blue Shield of Texas covers more than just standard CHIP and Medicaid benefits. We also offer Value-Added Services (VAS) to help keep you and your family healthy. These services are at no cost to you. To learn more, visit **www.bcbstx.com/medicaid**. VAS may have limitations and restrictions. To find out if you qualify, call Member Outreach toll free at **1-877-375-9097** (TTY: **711**). Effective Sept. 1, 2026 through Aug. 31, 2027. For a complete list of VAS, refer to the member handbook.

Value-Added Service	STAR Kids	STAR	CHIP
Extra Help Getting a Ride to approved services not covered by Medicaid or CHIP	✓	✓	✓
24/7 Nurse Advice Line		✓	✓
Texas Health Steps/Well Child Gift Card for Children and Adolescents Medicaid members ages 2-20 and CHIP members ages 2-18	✓	✓	✓
In-Home Meal Delivery after a qualifying hospital discharge	✓	✓	✓
Dental Services for Adults CHIP Perinate members ages 19-64 and STAR members ages 21-64		✓	✓
Upgrade to Eyewear or Contact Lenses for STAR and CHIP members ages 0-18 and STAR Kids ages 0-20	✓	✓	✓
Sports and Camp Physicals for STAR and CHIP members ages 3-18 and STAR Kids members ages 3-20	✓	✓	✓
Health and Wellness Reward for members ages 7-18	✓	✓	✓
Blue365® Health and Wellness Discounts for members ages 0-64	✓	✓	✓
Learn to Live: Behavioral Health Online Resource for ages 13-64	✓	✓	✓
Human Papillomavirus (HPV) Vaccine Gift Card for STAR and CHIP members ages 9-13		✓	✓
Online Prenatal, Postpartum and Grief Classes for pregnant members through 90 days after the expected due date	✓	✓	✓
Prenatal Gift Card	✓	✓	✓
Postpartum Gift Card	✓	✓	✓
Doula Services for STAR high-risk pregnant members		✓	
Special Beginnings® Education from early pregnancy until six weeks after delivery	✓	✓	✓

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.



Keeping Your Medicaid or CHIP Coverage

Do not risk losing your benefits. Stay on top of your redetermination. The best way to protect your benefits is to make sure Texas Health and Human Services has your most recent contact information. Report any changes to:

- Address
- Phone number
- Pregnancy status
- Members of your household

Need to renew or update your information?

1. Go to **YourTexasBenefits.com** or download the Your Texas Benefits app.
2. On the website, select '**Log in**' and create a new account.
3. On the mobile app, select '**Set up**' a new account.
4. If you need help renewing your application over the phone, you can also call **2-1-1** or **1-877-541-7905**. Select a language to speak with someone and choose **option 2**.

Quality of Care

We want you to get the most out of your plan benefits and improve your experience. As a member, you or your child has 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 can also give you an update on your case during any stage. To file a complaint or speak to a Member Advocate, call the phone number on the back of your member ID card.

Service Coordinators

A Service Coordinator is the main person who works with you and your care team to help manage your physical and behavioral 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.



How Your Service Coordinator Works with You

Your Service Coordinator will:

- Talk about your health or behavioral 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 of chronic conditions, including asthma, diabetes, hypertension and heart disease.

To learn more or to request a Service Coordinator, STAR and CHIP members call **1-877-214-5630** (TTY: **711**). STAR Kids members call **1-877-301-4394** (TTY: **711**).

Autism Spectrum Disorder and Your Child: What You Need to Know

Parents help their kids grow and learn. However, parents of children with autism face extra challenges.

What Is Autism?

The Centers for Disease Control and Prevention reports about 3 out of 100 kids in the U.S. have autism. It happens more often in boys than girls. Autism affects how the brain works. Kids with autism may act, talk and learn differently than other kids. Some kids with autism may not need a lot of support, but others who may not speak at all need more support.

Watch for These Signs

Kids with autism may:

- Avoid eye contact
- Not respond to their name
- Repeat actions or play with toys in unusual ways
- Get upset by loud noises or bright lights
- Have unusual eating or sleeping habits

Signs often show up between ages two and three, though some appear earlier.

Early Help Matters

A young child's brain changes fast. Watch how your child plays, talks and behaves. If something seems off, talk to your child's doctor. Doctors should check for autism at 18 and 24-month checkups.

Autism and Mental Health

Kids with autism often have other symptoms. Talk openly with your child's doctor so your child gets the right help.



What Causes Autism

No single thing causes autism. Risk factors may include:

- Having a sibling with autism
- Certain genetic conditions or chromosomal conditions, such as fragile syndrome or tuberous sclerosis
- Problems at birth
- Being born to older parents

Treatment Options

Treatment depends on the child. Common options include:

- Counseling or behavior therapy
- Speech, physical or occupational therapy
- School support, like an Individualized Education Plan
- Social skills training
- Medication, if needed

Get Help

Ask your child's doctor for a referral to a specialist. You can also get a free evaluation:

- Under age three: Call your local early intervention program.
- Age three or older: Call your local school system.

Other helpful resources include the Autism Speaks Resource Guide, Medicaid waiver programs and local groups like Easter Seals or Autism Resource Centers.

Early action gives your child the best chance to thrive. Work with your doctor, school and community to find the right support.

Mindful Eating with Diabetes

Learning to be more mindful can help us calmly think through situations. For people with diabetes, the values of mindfulness may even help them practice better self-care.

What is mindfulness? It is being tuned in to your thoughts, feelings and body. Once you have done it for a while, mindfulness may help you break free from old patterns of thinking, feeling and acting. It promotes balance, choice and acceptance.

Mindful Eating

Mindful eating is eating with intention. It is slowing down and thinking about your food as you are choosing it and eating it. This way of eating can help you curb your food intake, lose some weight and control your diabetes. Along with encouraging healthier food choices, mindful eating can boost your happiness with those choices.

Food is often used as a way to cope with stress and hard situations. Many people who struggle with diabetes experience feelings of judgment and guilt linked to food. When people are diagnosed with diabetes, their relationship with food can become even more strained.

Practicing mindful eating can help people overcome negative feelings related to food. By focusing on the present moment, they can learn that no single meal defines their health. This practice helps develop a greater compassion for oneself that leads to better long-term diabetes management.



With mindful eating, you:

- Become aware of the positive and nurturing side of food choice
- Use all your senses while eating food that is pleasing and wholesome
- Respond to food (your likes and dislikes) without worry
- Recognize your physical hunger and fullness cues
- Use these hunger and fullness cues to start and stop eating
- Make choices that support health and well-being
- Improve blood glucose levels through more balanced meals

Here are some useful tips to support mindful eating:

- Sit down when you eat.
- Eat without distractions such as TV, reading or work.
- Practice portion control.
- Give yourself enough time to enjoy the feeling of dining. Spend at least 15 minutes on nothing but eating your meal.



Coloring – A Simple and Fun Way to Improve Your Health

Not just a pastime for kids, coloring can be a relaxing activity to practice good mental health. According to the Mayo Clinic, coloring provides measurable mental and physical health benefits. It reduces stress hormones, calms brain activity, improves focus and helps you stay in the moment.

Studies show that 20-45 minutes of coloring can boost your mood and creativity.

Whether you prefer books or color digitally, take time to treat yourself to a coloring session.

Search the internet for sites that offer free coloring pages (**www.Crayola.com**) and free coloring apps (Happy Color).

Source: Parents.com

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
Attn: Office of Civil Rights Coordinator
300 E. Randolph St., 35th Floor
Chicago, IL 60601

Phone: **1-855-664-7270** (voicemail)
TTY/TDD: **1-855-661-6965**
Fax: **1-855-661-6960**
Email: **civilrightscoordinator@hcsc.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
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201

Phone: **1-800-368-1019**
TTY/TDD: **1-800-537-7697**
Complaint Portal: **https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf**
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/legal-and-privacy/non-discrimination-notice

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 Sprachassistenzdienste 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 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 dinits'á'go, t'áá nizaad k'ehjí níká a'doo wołgo bohónéedzą. Łahgo bee ata' hodoonigo áádóó éí doodago ałtaa át'éego níka a'doowołgo t'áá jiik'e nábee ahoot'i'. **1-855-710-6984** (TTY: **711**) jį' hodíílni éí doodago nits'íís náyaa áhályánii bich'į' hadíídzi.
فارسي 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	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.