



Talk to Your Doctors and Care Team About Your Cultural Beliefs and Values

To make sure you get the best possible care, it is important to talk about your past health care, family health history and habits. It is equally important to talk with your doctors about

getting care that meets your social and cultural beliefs and values. This is known as culturally competent care.

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.

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

continued from page 1.

Your doctors and care team need to know about any beliefs that could impact your health, treatment and understanding of your medical information so they can provide care that is culturally sensitive.

- Language - Let your doctors know if you need an interpreter or if you want information in a different language.
- Family - Explain how family decisions might influence your health care choices and if you need to talk with family members before making medical decisions.
- Spirituality - Share religious or spiritual beliefs that could affect your treatment plan like medical interventions or end-of-life care.
- Diet - Tell them if you have food restrictions like avoiding certain foods or ingredients and fasting during religious holidays.
- Modesty - If you have modesty practices regarding clothing or physical exams, let your doctors know so they can make sure you are comfortable during medical procedures.



Don't be shy or afraid to have this talk with your doctors. Your doctors might not know about your beliefs and values. Your open and honest communication can help them to build a treatment plan based on your needs.

Language services and accommodations are available free of cost. Call the Customer Advocate phone number on the back of your member ID card to learn more.

We Want Your Feedback on the Consumer Assessment of Healthcare Providers and Systems Survey

In the coming weeks, you might get a letter in the mail asking you to complete a Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS) survey. This survey tells us if we need to make changes to our programs to help you stay healthy and to get the best care possible.

The Quality Management/Quality Improvement Program at Blue Cross and Blue Shield of Texas (BCBSTX) wants to help members get the right amount of care, delivered at the right time and in the right setting.

Please take time to complete the survey. The results of the survey are used to measure the care and services our members get. Your opinion matters.

Learn to Live: New Help for ADHD and PTSD

Learn to Live is a free website for members and their caregivers who are 13 years old or older. Since 2023, Learn to Live has helped people feel better with tools for stress, sadness, trouble sleeping, panic and feeling worried around others.

Two new programs have been added:

- **Attention-Deficit/Hyperactivity Disorder (ADHD) and Attention Problems:** Get easy tips to help you focus, finish your work and pay attention.
- **Trauma and Post-Traumatic Stress Disorder (PTSD):** About 6 out of 10 people go through something very hard in their lives. This program helps with tough memories, learning to trust again, feeling safe and healing inside.

Why Should You Use Learn to Live?

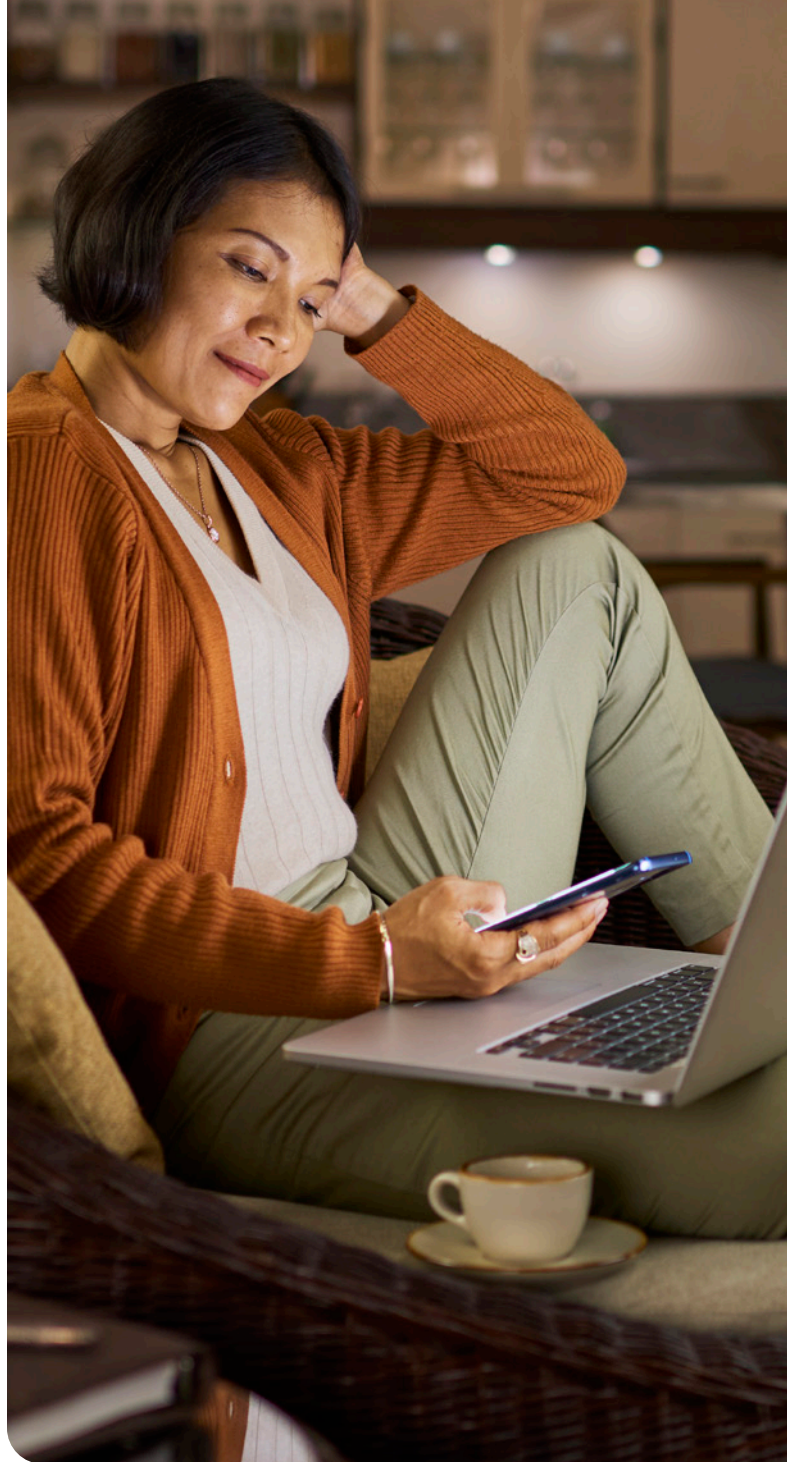
- Free for those who qualify.
- You can use it anytime, anywhere—on a computer or phone.
- Programs are in both English and Spanish.
- You can start, stop and save your work whenever you want.
- You can use it along with visits to a doctor or therapist.
- You can get help from a coach by phone, text or email.

Learn to Live makes it easier for you to take care of your feelings.

How to Use Learn to Live:

1. Find your Subscriber ID number on the front of your member ID card.
2. Go to www.learntolive.com/welcome/BCBSTXMedicaid and type in the code **TXMED**.
3. Enter your Subscriber ID number when it asks.

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.



What Is Next After a Mental Health Hospital Stay?

Your mental health is just as important as your physical health.

BCBSTX encourages you to follow up with your provider after your mental health hospital stay to help during your recovery. Before you leave the hospital, work with your health care team to set up a visit with a mental health provider.

Ongoing mental health care for you or your child may:

- Help you feel better.
- Improve relationships with friends and family.
- Help you get back to school or work.

What should you do after you are discharged?

- Bring the discharge papers to the follow-up appointment so the provider has the most current information.
- The sooner you or your child can see the provider, the sooner you or your child will be able to return to a normal routine.
- You can find a mental health provider by searching the Provider Finder® at www.bcbstx.com/medicaid. Or call the Customer Advocate phone number on the back of your member ID card.





Not Feeling Well? The 24/7 Nurseline Can Help

When you or someone you care for is sick, deciding what to do next can be challenging. If you are having symptoms and don't know whether to see a doctor, go to the urgent care or head to the emergency room (ER), 24/7 Nurseline can help guide you to the right place.

The 24/7 Nurseline can help if you are having any of these symptoms:

- Nausea and throwing up
- Fever
- Cough
- Rashes
- Dizziness or severe headaches
- Sore throat

Why Call a Nurse Advice Line?

- **Expert Guidance:** A registered nurse can evaluate your symptoms and recommend the right level of care, helping you avoid unnecessary trips to the ER or urgent care.

- **Confident Symptom Management:** Nurses offer clear, practical advice for managing your condition at home. They can suggest over-the-counter remedies and explain what warning signs to watch for, putting you in control of your health.
- **Peace of Mind:** Speaking to a health care professional can reduce anxiety. Nurses answer your questions and provide reassurance that you are on the right track, offering support when you need it most.

Accessible Care When You Need It

A nurse connects you to trusted health care guidance quickly and are available 24 hours a day, seven days a week. When you are feeling unwell, it is a simple way to get expert advice tailored to your situation.



Pregnant Now or Within the Last Year?

Call the 24/7 Nurseline if you cannot reach your doctor and you have any of the following symptoms:

- Headache that will not go away or gets worse
- Dizziness or fainting
- Changes in your vision
- Fever of 100.4 Fahrenheit or higher
- Extreme swelling of your hands or face
- Thoughts of harming yourself or your baby
- Trouble breathing
- Chest pain or fast-beating heart
- Severe nausea and throwing up
- Severe belly pain that does not go away
- Baby's movement stopping or slowing during pregnancy
- Severe swelling, redness or pain in your leg or arm
- Vaginal bleeding or fluid leaking during pregnancy
- Heavy vaginal bleeding or discharge after pregnancy

Call the 24/7 Nurseline phone number located on the back of your Member ID card to speak to a nurse 24/7.

For an emergency call **911**

Benefits of Using Doula Services

Doulas are trained caregivers who provide physical comfort and emotional support, along with helping to address concerns and finding resources during pregnancy and the postpartum period. If you are pregnant and are interested in learning more about doula services, call Special Beginnings® to learn more **1-888-421-7781**.

Family Food Favorites



Flourless Banana Pancakes with Berry Maple Syrup

Ingredients:

- 3 tablespoons maple syrup
- 1 cup blueberries
- 1 cup raspberries
- 4 bananas, medium to very ripe
- 8 large eggs
- ½ teaspoon baking powder
- Pinch of salt
- 1 teaspoon lemon zest, divided, plus more for garnish
- Cooking spray

Directions:

1. In a medium microwave-safe bowl, microwave the syrup on high for 30 seconds. Stir in the berries and toss to coat then microwave on high for one minute until softened. Stir in half teaspoon of lemon zest. Cover the syrup and set aside.

- 2.** In a medium bowl, mash the bananas with a fork then stir in the eggs, remaining half teaspoon of lemon zest and salt. Add the baking powder on top and mix the batter until blended.
- 3.** Coat a 12-inch nonstick skillet or griddle with cooking spray over medium heat. Drop about two tablespoons of batter into the hot skillet for each pancake, spacing the pancakes two inches apart. Cook until browned on the bottom, about one and a half minutes. Flip and cook until browned on the bottom, about 30 seconds. Transfer to a plate and cover to keep warm.
- 4.** Repeat with the remaining batter, wiping out any browned bits in the pan and coating with more cooking spray if needed. Garnish with more lemon zest. Serve with the warm berry syrup.

Makes four servings

Serving size: Six pancakes with ¼ cup of syrup

■ Source: Weight Watchers

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.



Grow Together

Spring is the perfect time to start growing plants or create an indoor or outdoor garden that you can tend to all year. A garden gets you outside, teaches nurturing and caregiver skills and might even give a deeper appreciation for the natural world. Here are some gardening activities for the whole family:

- Plant a flower or herb garden on your windowsill.
- Plant a vegetable garden.
- Take time-lapse pictures of your garden seeds every day.
- In the spirit of spring cleaning, help pull up weeds in a community garden.

■ 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:	civilrightscordinator@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. 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 dinit's'á'go, t'áá nizaad k'ehjí níká a'doo wołgo bohónéedzǫ́. 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) jí' 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 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	توجه 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.