



BlueCross BlueShield
of Texas



TEXAS STAR
Your Health Plan ★ Your Choice

TEXAS STAR Kids
Your Health Plan ★ Your Choice



LifeTimes®

Summer 2026

Your guide to **lifelong health**

Health and wellness and prevention information



Annual Plan Information

Manage Your Benefits

It is important for you to respond to requests for information from the Health and Human Services Commission (HHSC) to keep your coverage if you are still eligible. HHSC may send you requests for information to renew your Medicaid each year. Be sure to respond by the due date for your case to keep your health care coverage. Even if adults in a family are not eligible for benefits, children could still be eligible for health care programs. Log in to your account at **[YourTexasBenefits.com](https://www.yourtexasbenefits.com)** and click **Select Details** for your case. If it is time for you to renew your benefits, it will say **Yes** in the Time to Renew column. You can also log in to your account to check the status of your renewal application.

Call HHSC at **2-1-1** if you did not receive your renewal packet and report any changes to your information as soon as possible. If you move, it is very important that you report your address change to avoid any interruption on services. If you need help with your renewal application, call Member Outreach at **1-888-375-9097** (TTY: **711**).

If you no longer qualify for benefits, go to **www.needcoveragenowtx.com** to find a health plan that meets your family's needs. This site lets you compare Blue Cross and Blue Shield of Texas (BCBSTX) health plans.

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.

Plan Updates

We want to make sure you have the latest updates about the services and benefits we offer.

It is our goal to provide care to all members in a culturally competent manner regardless of race, color, national origin, age, disability, religion, gender, sexual orientation or gender identity. BCBSTX complies with all applicable federal and state laws.

The member handbook is the best way to stay up to date on the benefits and programs. We have not had major changes over the last year. View the most up-to-date version of the member handbooks at www.bcbstx.com/medicaid.

The Customer Advocate Department is open Monday–Friday, 8 a.m. to 5 p.m. Central time, except state-approved holidays. During after-hours and weekends, leave a non-urgent message and your call will be returned the next business day. For TTY after hours and weekends, call Texas Relay at **711**. Help is offered in alternative formats, English, Spanish and other languages.

Interpreter services are available upon request. In an emergency, call **911**. The Behavioral Health and Substance Use Crisis Line is available 24 hours a day, seven days a week.

Customer Advocates can answer questions about your covered and non-covered benefits, help you log on to Blue Access for MembersSM and help you find or change your primary care provider (PCP).



Go to www.bcbstx.com/medicaid to sign up or log in. If you have questions about how to sign up for or use BAMSM, please call the Customer Advocate Department.

Preventive Health Guidelines

Preventive Health Guidelines help you and your doctor set up visits based on health measures that are recommended for you. BCBSTX might not pay for all the tests listed in the Preventive Health Guidelines.

Ask your doctor which exams, tests and vaccines are right for you, when you should get them and how often. Early Period Screenings, Diagnostic and Treatment (EPSDT) can help find disease to help you and your family get early treatment.

To learn more about what BCBSTX covers, call the Customer Advocate Department or read your member handbook. You can also check the **Health and Wellness** page at www.bcbstx.com/medicaid and select your plan. To request a copy by mail, or to get one in another language or format, call the Customer Advocate Department.



Coming Soon: New Transportation Vendor

On October 1, 2026 we will change the vendor we use to provide rides to and from your provider visits and the pharmacy. Be on the lookout for more information about MTM Health transportation.



Kids Need Texas Health Steps Wellness Visits and Dental Care Every Year

Regular visits to the doctor or PCP helps your child stay in the best possible health. These visits are at no cost to you and are part of EPSDT. Call your child's doctor today and ask for a Texas Health Steps checklist for Medicaid and Well Child checklist for CHIP. Ask what vaccines (shots) your child needs to make sure they are up to date before they start school. If you want to talk to a nurse about checkups and vaccines, call the 24/7 Nurseline number on the back of your member ID card.

Dental visits are also important. Your child's dental plan provides services that help prevent tooth decay and fix dental problems. Call your child's dental plan to learn more about the services offered. If you do not know your child's dental plan, call the Enrollment Broker at **1-800-964-2777** for STAR and CHIP and **1-877-782-6440** for STAR Kids.

Maternity Benefits

Medicaid for Pregnant Women and CHIP Perinatal provides eligible pregnant women health coverage during their pregnancy. Pregnant Women on Medicaid can receive Medicaid for up to 12 months postpartum. To protect your and your baby's health, it is important that you complete all prenatal and postpartum checkups on time.

As a BCBSTX member, you can get education and support by joining the the Special Beginnings Program. To enroll or sign up, call a Special Beginnings® Nurse at **1-844-421-7781**, or email **TXSBMedicaid@bcbstx.com**.



Programs to Keep You Well

BCBSTX offers many programs and services to keep you well. The programs and services below are offered at no cost to you.

- Disease Management services for members at high risk for chronic conditions such as asthma and diabetes
- Case Management services for members with physical and mental health conditions ranging from simple to complex health needs
- Help with transition of care after a hospital discharge and between health care settings to make sure members get the same delivery of care
- Pharmacy programs to help with medication management and education

To learn if you are eligible, how you can opt in or out and how to use these programs and services, call the Service Coordination line on the back of your member ID card.

You can also find out more on the **Health and Wellness Resources** page after selecting your plan at www.bcbstx.com/medicaid.

Need Help Finding a Provider?

Search the Provider Finder® tool to find a doctor, specialist, urgent care, behavioral health provider, emergency care, hospital or routine provider for the care you need. You can access the Provider Finder through your plan member website at www.bcbstx.com/medicaid. Find provider details like hours, location, accessibility and languages.

The provider and pharmacy directories can be found in the **Member Forms and Documents** section of the member website. You can download the directory to your computer or you can call the Customer Advocate Department to ask for a copy to be mailed or to get one in another language or format at no cost. We will mail you a copy within five business days.

Find Help Near You

Our online community resource platform helps you to easily find local support, like food, housing, job training and social programs. Go to <https://bcbstexas.findhelp.com> to find health and community resources in your local area. Or ask your Service Coordinator to help you get connected with these resources through a referral process on Findhelp.

Language Help

Did you know BCBSTX provides free language services to members who speak English as a second language? We can also provide information in alternative formats, such as Braille, large print and other languages.

We have interpreters who can:

- Help you explain your question or issue to the Customer Advocate Representative
- Interpret for you when you speak to your Service Coordinator over the phone
- Interpret for you in person or over the phone in sign language or another language when you need assistance at a medical appointment

We also provide:

- Free communication aids and services to people with disabilities
- Member documents and forms in large print, audio and electronic formats
- Member documents and forms translated into other languages

BCBSTX includes notices with all communications to tell you how you can request free language interpreters, translated documents, and alternative formats (like Braille or large print). Call the Customer Advocate Department to ask for help.



Advance Directives

An advanced directive, also known as a living will, is a legal document that tells your health care provider how you want to be treated if you cannot talk or make decisions for yourself about your care. You can accept or refuse medical care. Making an advance directive is optional and won't affect your current benefits. You can change or cancel your document at any time. Talk to your PCP about your choices. You can download forms at <https://www.hhs.texas.gov/forms/advance-directives> or call the Customer Advocate Department for more information or if you need help getting the forms.



Value-Added Services

BCBSTX has many Value-Added Services (VAS) to help members stay healthy. These services are offered at no cost to you.

To learn more about the most recent VAS available to members, visit your plan website at www.bcbstx.com/medicaid or call Member Outreach. Call Member Outreach toll-free at **1-877-375-9097** (TTY: **711**). VAS are updated annually and are effective beginning Sept. 1 through Aug. 31 of each fiscal year. For a full list of VAS, read the member handbook. VAS may have restrictions and limitations.

Quality Performance Results

The Quality Management/Quality Improvement Program at BCBSTX wants to help members get the best quality of care possible. This means members get the right amount of care, delivered at the right time and in the right setting.

Every year, the Quality Improvement Program uses the results of an annual survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS) to measure the care and services our members get. 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. You can find CAHPS results under the 'Health and Wellness Resources' tab of your plan website at www.bcbstx.com/medicaid. Click on **Forms and Documents** then **Important Notices**.

If you need more information about the CAHPS survey, copies of our Annual Quality Program Plan or Work Plan, call Member Outreach at **1-877-375-9097**. If you are speech or hearing impaired, call **711** for TTY service.



How We Make Decisions About Your Care

BCBSTX has strict rules about how decisions are made about your care. These rules make sure doctors and staff make decisions about your coverage based on your benefits and your medical needs. This includes seeing a specialist, having surgery or getting supplies and equipment to help you get better. BCBSTX does not ask doctors to give less care than you need and doctors are not paid to deny care.

If you want to know more about how decisions are made about your care or how to file an appeal to denied services, call the Service Coordinator number listed on the back of your member ID card. After 5 p.m., leave a message, and we will return your call the next business day. Health Services staff will always tell you they are employees of BCBSTX. They will also give you their names and titles.

Member Rights and Responsibilities

At BCBSTX, we want you and your family to get the health care you need. We also want to make sure you understand your responsibilities and your rights as a member are respected. You can find a full listing of your Member Rights and Responsibilities in your member handbook and on the member website.

Click on **Member Resources** and then **Member Rights and Responsibilities**. You can also call Member Outreach at **1-877-375-9097** (TTY: **711**) to have a copy mailed to you.

If you think you have been treated unfairly or discriminated against, call the U.S. Department of Health and Human Services (HHS) toll-free at **1-800-368-1019**. You can also view information about the HHS Office of Civil Rights online at www.hhs.gov.

Privacy Practice Notice

BCBSTX is committed to protecting your privacy and understands the importance of safeguarding medical information. We are required by the Health Insurance Portability and Accountability Act (HIPAA) to maintain the privacy of your protected health information (PHI) that identifies you or could be used to identify you. View more at <https://www.bcbstx.com/medicaid/pdf/medicaid-hipaa-notice-tx.pdf> or call a Customer Advocate to request a copy.

How to File a Complaint or Appeal

We want you to be satisfied with your care. If you have a complaint about any service or care you received from BCBSTX or a provider, we want you to tell us if you are not satisfied.

You also have the right to file an appeal if you are not happy with a decision that was made about your care. Your appeal can be filed by your health care provider, friend, relative, lawyer or anyone else you choose.

When you file an appeal, we take another look at your case and see if there is something more we can do to help. You must ask for an appeal by 60 days from the date your notice for denial of services was mailed. We will give you a decision on your appeal within 30 days.

If you have a complaint or appeal, call the Customer Advocate Department to get help. To learn how to file a complaint or appeal, check your member handbook or visit the **Complaint and Appeals** web page on www.bcbstx.com/medicaid and select your plan.

To Report Waste, Abuse or Fraud, Choose One of These:

- Call the Office of the Inspector General (OIG) Hotline at **1-800-436-6184**.
- Visit oig.hhs.texas.gov and click 'Report fraud,' to fill out the online form.
- Report to: Blue Cross and Blue Shield of Texas, PO Box 660044, Dallas, Texas 75266-9506, Phone STAR Kids: **1-877-688-1811**, STAR and CHIP: **1-888-657-6061**

Your benefits will not be affected, nor will they face retaliation for reporting suspected fraud in good faith.

Member Advisory Group

Every three months, we invite members, parents or legally authorized representatives (LARs) to join our online Member Advisory Group (MAG) meeting. MAG members are asked to give feedback on our member education materials, VAS 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 Member Advocate at **1-877-375-9097** (TTY: **711**).

Family Food Favorites



Strawberry Swirl Cheesecake Ice Pops

Ingredients:

- 1 cup chopped fresh or frozen strawberries, thawed
- 2 tablespoons sugar
- 1 (4-serving size) package fat-free, sugar-free, reduced-calorie cheesecake instant pudding mix
- 2 cups fat-free milk
- 1 cup frozen, light whipped topping, thawed
- $\frac{1}{3}$ cup crushed graham crackers
- 1 tablespoon butter, melted

Directions:

Step 1

In a food processor or blender combine strawberries and sugar. Cover and process or blend until smooth. In a medium bowl whisk together pudding mix and milk two to three minutes or until thick. Fold in whipped topping.

Step 2

Spoon pudding mixture into eight, five-ounce paper cups or ice-pop molds. Top with pureed strawberries; swirl slightly to marble. In a small bowl combine graham crackers and melted butter. Top strawberry layer with crumb mixture.

Step 3

Cover each cup with foil. Cut a small slit in foil and insert a wooden stick into each pop. If using molds, insert sticks into molds. Freeze overnight or until firm.

Makes eight servings.

■ Source: Eatingwell.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
Member Advocate	1-877-375-9097	1-877-375-9097
TTY	711	711



Visit Fun, Local Sites This Summer

Summer is ideal for a staycation. If you have friends or family visiting, take them to see what is special in your area:

- Eat at the counter of a diner. Get a different view while enjoying your favorite diner foods.
- Find a free concert near you. Kick back, enjoy some tunes and nurture your love of music.
- Go to a demolition derby. Expect to see some major crashes.
- Go to a flea market or garage sale. See if kids are better negotiators than you.
- Go to a local carnival or county fair. Enjoy the rides, entertainment and a carnival treat like cotton candy or a corny dog.
- Pack a picnic. Plop down to eat your picnic just about anywhere, such as a free concert, at a playground or in a state park.
- See a dramatic performance together. Whether it is a puppet show in the park or a touring Broadway show, enjoy seeing it as a family.
- See a matinee. Find a bargain movie and enjoy an afternoon in the cool.
- Take a garden gnome with you. Take the gnome's picture at each destination. At the end of the summer, create a scrapbook with the photos.
- Take a road trip to a nearby city. Spend the night if you can or make it a day trip exploring the sights.
- Take in a minor-league baseball game. Ballparks are super family-friendly, and there is always a fun giveaway or chance to win a prize.
- Visit a historic house or farm. Learn how times have changed and how people lived then.
- Visit a local farmers' market. Feast on the fruits and veggies of the season and enjoy a few locally made treats.

■ 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	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 bohónéedzǫ. Łahgo bee ata' hodoonigo áádóó éí doodago ałta'a át'éego níka a'doowołgo t'áá jiik'e nábee ahoot'í'. 1-855-710-6984 (TTY: 711) jì' hodííłni 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.