



BlueCross BlueShield
of Texas



TEXAS STAR
Your Health Plan ★ Your Choice

TEXAS STAR Kids
Your Health Plan ★ Your Choice



LifeTimes®

Winter 2026

Your guide to **lifelong health**

Health and wellness and prevention information



Stay Up to Date on Your and Your Child's Health

Preventive care like checkups help to keep you and your family healthy. Routine checkups also help to lower your chance of having a long-term health problem in the future. CHIP members can get yearly Well Child checkups until age 18. STAR and STAR Kids members can get yearly medical checkups and Comprehensive Care Program (CCP) Services through Texas Health Steps until age 20.

Talk to your doctor about your health concerns. If needed, they may suggest tests and screenings to help find out more. Based on the findings, they might send you to a specialist. Your doctor will handle prior authorizations for treatment or medications.

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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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Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation,
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Your care team, which includes your doctor and specialist, will make sure you get the treatment you need.

STAR and STAR Kids may be able to get:

- Private duty nursing
- Personal care services
- Prescribed Pediatric Extended Care Center (PPECC) services
- Certified respiratory care practitioner services
- Therapies (physical, occupational and speech)
- Medically necessary diagnosis and treatment

Some providers may only see child patients until they turn 18. It is important to start looking for a provider who will care for your child as they grow into adulthood.

You can find out more about the types of exams you or your child need by reviewing the Blue Cross and Blue Shield of Texas Preventive Health Guidelines on our website.

- Children's Wellness Guidelines – Preventive care for children under age 18
- Perinatal Wellness Guidelines – Preventive care for pregnant members
- Adult Wellness Guidelines – Preventive care for adults age 19 and older

You can use these guides to know when to set up visits with your doctor for you and your children. Ask your doctor which exams, tests and vaccines are right for you, when you should get them and how often.

If you have questions, call a Customer Advocate at the number on the back of your member ID card, Monday – Friday, 8 a.m. to 5 p.m. You can leave a voicemail after hours and on weekends.

■ Source: National Heart, Lung and Blood Institute



How to Get Specialty Care

BCBSTX lets members with special health care needs get help from a specialist. Specialists are doctors or other health care professionals who are trained in a specific area of medicine.

Some common types of specialty doctors are:

- Bariatrician: Obesity and related disorders
- Cardiologist: Heart and blood vessels
- Gastroenterologist: Digestive system
- Neurologist: Brain and nervous system
- Oncologists: Cancer
- Obstetricians and Gynecologists (OB/GYNs): Female reproductive system, pregnancy and childbirth
- Psychiatrists: Mental health
- Urologists: Urinary tract and male reproductive health

Find a Specialist

Your primary care provider is your main doctor who will arrange your care with other doctors for special care. You can call the Customer Advocate number on the back of your member ID card if you have questions.

A Customer Advocate can:

- Tell you about your benefits and what is covered
- Help you find an in-network provider
- Schedule a doctor's appointment

You can also search for doctors and other health care providers by using Provider Finder® at www.bcbstx.com/medicaid.

Digital Tools to Make the Most of Your Plan

Managing your health care is easier, thanks to the digital tools offered through BCBSTX. From accessing important health information and scheduling rides to appointments, these resources are designed to improve your overall well-being.



Blue Access for MembersSM Our secure, online portal lets you review your health plan instantly with the BCBSTX App*. You can download the app or text **BCBSTXAPP** to **33633** to get a link to log in to BAMSM. If you do not have a BAM account, you can sign up through the app.

- Order a new ID card or print a temporary card
- Complete your health risk screening
- Find doctors, health care providers, drugstores and hospitals
- Get the most recent information on care coordination
- View your prior authorization information
- Learn about a variety of health and wellness topics



Modivcare Schedule your medical ride. Download the app* or visit the website at **member.modivcare.com** to:

- Book a ride
- Change or cancel a ride
- Know where your driver is in real-time
- Text or call the driver
- Send a trip mileage claim to get paid back
- Get support in the app and talk to an agent



Learn to Live[®] A no-cost, online, mental health program offered to members ages 13 and older and caregivers.

Get self-paced, mental health solutions with 24/7 access to coaches who can help with stress, worry, trouble sleeping and substance use. **Register today** and use access code **TXMED**.



BCBSTX Wellness Rewards Through this incentive program, you can earn gift cards for completing preventive services and health actions. Sign up on the website or download the BCBSTX Wellness Rewards mobile app*. You will need your member ID card, date of birth, and email address to register.



YoMingo[®] by Baby360[™] A digital education program that provides pregnant members with 24/7 access to prenatal and postpartum resources, tools and support through every stage of the pregnancy journey.



Living365[®] for Pregnancy and Postpartum connects members with registered dietitians, 24/7 support and educational resources on infant safety, mental health, nutrition and postpartum wellness.



MDLIVE[®] Speak with board-certified doctors online 24 hours a day, seven days a week. No matter where you live, you can get care when you need it. Sign up at **MDLIVE.com/bcbstx-medicaid** or download the mobile app*. You can also access MDLIVE through your BAM account.



Questions? We are here to help. Call us at the number on the back of your member ID card, Monday – Friday, 8 a.m. – 5 p.m. Central time.

*Download the app from the Apple App Store or Google Play.



Mind and Body Wellness

While the holidays are a time for celebration, they can be hard for those who are feeling sad, stressed or alone.

A healthy mind leads to a healthy body. Here are three ways to keep your mind and body healthy this holiday season:

1. Think about personal goals for better mental and physical health.
2. Prioritize self-care, like walking in nature, sleeping well and eating healthy foods.
3. Practice gratitude by focusing on the positive and focusing on the present.

If you have sad feelings that last or worsen over time, it is important to seek help. Call the phone number on the back of your member ID card to get help finding a mental health provider. If you are having a crisis, the Behavioral Crisis line is open 24/7. You can also call the **988** Suicide and Crisis Line. For a mental health emergency call **911**.



What is a Urinary Tract Infection?

A urinary tract infection (UTI) is an infection of the bladder and sometimes the kidneys. UTIs are the second most common type of infection in the body and can happen any time of year.

Causes of UTI

UTIs happen when the urinary tract becomes infected, usually by bacteria. Anyone can get a UTI, but women are four times more likely to get a UTI than men. You are at higher risk if you have diabetes, have frequent sex, need a tube to drain your bladder, have frequent bowel movements or have a spinal cord injury.

Common Symptoms of a UTI

- Pain or burning feeling when you urinate
- Fever, tiredness or shakiness
- An urge to urinate often
- Dribbling of urine
- Pressure in the lower belly
- Pain in your back or side below the ribs
- Vomiting

If you notice symptoms like cloudy urine, stomach pain or a burning feeling when urinating, don't wait to get care. Act early to avoid serious issues and a trip to the emergency room.

How to Prevent a UTI?

You can help prevent a UTI with these tips:

- Drink at least eight glasses of water a day
- Empty your bladder as soon as you feel the urge
- Urinate before and after sex
- Wipe front to back
- Take showers instead of baths

UTIs are one of the most common health problems treated by Virtual Visit* doctors, powered by MDLIVE. With MDLIVE Urgent Care, you get a private, safe space to talk about sensitive issues over video or phone. Have convenient visits with an MDLIVE doctor at a time that works best for you. Get an accurate diagnosis and treatment plan with prescriptions sent to your drugstore.

■ Sources: Medlineplus.gov; Physicians.wustl.edu



How Can I Help My Child with Attention-Deficit Hyperactivity Disorder?

Long-term monitoring is important to successfully manage attention-deficit hyperactivity disorder (ADHD). A follow-up visit with your doctor within 30 days of starting medication is highly recommended. Studies show children with ADHD who stop treatment are at a greater risk for more serious problems later, such as struggling at school or having more conflicts at home. Parent-child training, school programs that support kids with ADHD and family therapy may also be helpful.

Tips for Parents

- Set a routine.
- Get organized.
- Reduce distractions.
- Offer fewer choices.
- Be clear and specific.
- Use goals and praise.
- Create positive experiences.
- Provide a healthy life.

If you need help, please call us at the Customer Advocate number on your BCBSTX member ID card. We are here to help.

Family Food Favorites



Vegetarian Louisiana Gumbo

Ingredients:

- 2 tablespoons white rice
- 2 tablespoons butter, unsalted
- 2 tablespoons flour
- 4 teaspoons canola oil
- ¼ cup yellow onion, diced
- ½ cup + 2 tablespoons celery, diced
- ¼ cup red bell peppers, diced
- ¼ cup green bell peppers, diced
- ⅓ cup carrots, diced
- ½ cup eggplant, diced
- ¼ cup zucchini, diced
- ⅓ cup yellow squash, diced
- 2 teaspoons Cajun spice
- 2 ½ cups water
- 1 tablespoon low-sodium vegetable base
- ½ cup = 2 tablespoons diced tomatoes, no salt added
- ⅓ cup okra, stems removed
- ¼ teaspoon salt
- ⅛ teaspoon ground black pepper

■ Source: FLIK Hospitality Group

Directions:

1. Cook rice according to package instructions.
2. In a small saucepan over medium-low heat, melt butter. Add flour and cook, stirring often until mixture is the color of peanut butter (roux). Set aside.
3. In large pot, heat canola oil over medium-high heat. Add all vegetables, except tomatoes and okra. Add Cajun spice and sauté vegetables until tender, about five to seven minutes.
4. Add the roux (butter, flour mixture from step 2) and mix well. Slowly add water, vegetable base and tomatoes.
5. Add okra and bring to simmer. Cover and cook 15 minutes before adding rice, salt and pepper. Serve hot.

Serving size: 1 cup

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.



Activity

Make Picture Frame Party Favors

Make picture frames for special celebrations with family and friends. Create and decorate frames with a special message or design.

Materials

- Popsicle sticks
- Craft glue
- Beads, pom poms, buttons and other decorative items
- Instant camera photos or printed photos

Directions

1. Create a frame with the popsicle sticks. Place two sticks side by side on a surface, about as far apart as the width of instant or standard-sized photos. Glue one perpendicular stick to the top of both sticks then another perpendicular stick the bottom. For this step, it may be best to have an adult help younger children create the basic frame.
2. Once the frame is made, express your creativity. Add beads, buttons, pom poms or any other decorations.
3. Set the frames aside to dry.
4. While the picture frames are drying, take photos. Snap instant photos or take photos that can be printed later and shared.
5. Once the frames are dry and the photos are taken, glue the photos to the backs of the frames so they are framed by the popsicle sticks.
6. Display your photo frames and enjoy!

■ Source: PBS.org

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

Modivcare 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.

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.

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.

YoMingo by Baby 360 Customized Communications, Inc., dba Baby360 is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide member health platform and tools for members with coverage through BCBSTX.

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

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. 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 bohónéedzǫ. 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' 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.