

**COVID-19:** At Blue Cross and Blue Shield of Texas (BCBSTX), the health, safety and well-being of our members is our top priority. We want to help you stay informed about coronavirus disease 2019 (COVID-19) and get the care you need. For more information about the coronavirus, visit [www.bcbstx.com/medicaid/coronavirus](http://www.bcbstx.com/medicaid/coronavirus).

### Yearly Well-Child Checkup Reminder

If your child is new to Blue Cross and Blue Shield of Texas (BCBSTX), we encourage you to schedule a visit with a Primary Care Physician (PCP) as soon as possible, or within 90 days of joining the plan. Current members should get a well-child checkup each year.

Children and teens need yearly checkups with their doctor or PCP. The doctor will check their health and talk about what you can do to keep them from getting sick. During these visits, ask the doctor which vaccines or booster shots are needed. These visits are also a good time to ask questions about your child's weight, eating habits and physical activity.

Call the doctor's phone number on your child's member ID card to schedule a well-child checkup. You can ask the doctor if telemedicine is available. When you schedule the checkup, write down the date and time to remind you. If your child has been to other doctors, call them and ask for your child's records to be sent to the new doctor.

Some members may qualify for a gift card for getting a well-child checkup, as part of our Value-Added Services.\* Check the CHIP member website ([www.bcbstx.com/chip](http://www.bcbstx.com/chip)) for details or call a Member Advocate at **1-877-375-9097** (TTY: **7-1-1**).

If you would like to talk to a nurse about checkups, tests and shots, call the 24-Hour Nurse Advice Line at **1-844-971-8906** (TTY: **7-1-1**).



## Get Your Pre-Teen Vaccinated

It is important to protect your pre-teen from harmful viruses and diseases. There are four vaccines recommended for preteens (ages 11-12).

Between 11-12 years old, children should get these vaccines:

- HPV vaccine series (2 or 3 doses)
- Tdap vaccine (1 dose)
- Meningococcal vaccine (1 dose)
- Flu vaccine (1 per year)

For more information, visit [www.cdc.gov/vaccines/parents/by-age/years-11-12.html](http://www.cdc.gov/vaccines/parents/by-age/years-11-12.html).

*Source: Centers for Disease Control and Prevention (CDC)*



## Caring for Your Child's Mental Health

Mental health is a big part of children's overall health and well-being. For some children, mental health struggles are common. Attention deficit hyperactivity disorder (ADHD), anxiety and depression are especially common. Talk to your child's doctor if you see signs of mental or physical health problems.

There are things you can do to help improve your child's overall health and well-being. Try these healthy habits:

- **Eat healthier food.** Poor eating habits can make it hard to focus and think.
- **Drink water instead of dairy or soda products.** Too little water can make it hard to focus and think.
- **Get enough sleep.** Children ages 6 to 12 years old should get nine to 12 hours of sleep each night. Too little sleep may hurt a child's energy and mood.
- **Routine exercise.** An hour of exercise most days of the week improves energy and mood.
- **Limit screen time.** This includes TV, video games and devices with internet.
- **Stay connected.** Part of how children learn to manage their emotions is by spending time with you and knowing you understand them.
- **Have daily routines.** Routines help children learn how to manage their stress and feelings.

### What if my child is taking medication?

If your child is taking medication, be sure and follow the doctor's instructions on how to take the medication. The doctor has chosen specific drugs to help your child stay in good health.

- If your child starts taking ADHD medication, it is important to talk to the doctor about how it is working within the first 30 days.
- If your child takes medication for anxiety or depression, it is important the medicine is taken as directed by the doctor.
- Call AllianceRx Walgreens Prime for home delivery of medicines at **1-800-345-1985** (TTY: **1-800-573-1833**).



If you do not think the drugs are working, or are seeing harmful side effects, talk to your child's doctor. The doctor may be able to:

- Change the dosage of the medicine
- Change the type of medicine
- Change how many times a day the medicine is taken

### How do I know if my child has a serious problem?

Symptoms can include:

- Feeling unhappy or worried for long periods of time
- Feeling hopeless
- Trouble sitting still or controlling one's body or attention when needed
- Not being able to participate in school or other activities because of these symptoms

Talk to your child's doctor if you see any of these symptoms.

### What to do if your child needs help with mental illness:

- Schedule a visit with your child's PCP, who can help you find specialists. You can ask your doctor if telemedicine or telehealth is available.
- Call Magellan Behavioral Health to talk about your child's mental health issues. Magellan also offers emergency and crisis support at **1-800-327-7390** (TTY: **1-800-735-2988**).
- Call the 24-Hour Nurse Advice Line at **1-844-971-8906** (TTY: **7-1-1**). Advice is available any time, day or night.
- Call Customer Service at **1-888-657-6061** (TTY: **7-1-1**). You can reach us from 8 a.m. to 8 p.m. Central Time, Monday through Friday for help finding a behavioral health provider.

**Call 9-1-1 if children try to hurt themselves, other people or animals.**

*Sources: Centers for Disease Control and Prevention (CDC); Magellan Healthcare; National Institute of Mental Health (NIMH)*

## Keep Your Cool in Hot Weather

High temperatures kill hundreds of people each year. Heat-related deaths and illness can be avoided, yet more than 600 people die from extreme heat each year.

Getting too hot can make you sick, so make sure you stay hydrated and cool. Normally, our bodies sweat to cool us off, protecting us from getting too hot. Sometimes our bodies are not able to cool off properly. This can cause your body temperature to become very high and make you sick. Your body may have trouble cooling itself when it is very hot outside due to:

- **High humidity.** When the humidity is high, sweat will not dry as quickly. This keeps your body from releasing heat as fast as it may need to.
- **Personal causes.** Age, obesity, fever, dehydration, heart disease, mental illness, poor blood flow, sunburn, and substance and alcohol use all can play a role in whether a person can cool off enough in very hot weather.

People age 65 and older, children younger than 2 years old and people with long-term health issues or mental illness are the most at risk for getting a heat-related illness.

Take these steps to prevent heat-related illnesses, injuries, and death during hot weather:

- Stay in an air-conditioned indoor place as much as you can.
- Drink plenty of fluids even if you do not feel thirsty.
- Plan outdoor activities with care.
  - Wear loose, lightweight, light-colored clothing and sunscreen.
  - Pace yourself.
- Take cool showers or baths to cool down.
- Check on friends and neighbors and have someone do the same for you.
- Never leave children or pets in cars.
- Check the local news for health and safety updates.

*Source: Centers for Disease Control and Prevention (CDC)*

## Don't Give Mosquitoes a Biting Chance

In Texas, mosquito bites are more than just a bother. Mosquitoes can spread diseases, such as Zika virus and West Nile virus, that can make you and your family sick. Some mosquito-borne diseases can cause birth defects and others can be deadly. Mosquitoes may become infected when they bite an animal, bird or person who is infected with a virus or parasite. Infected mosquitoes can then spread the illness to people through bites.

Protect yourself from the health risks of diseases spread by mosquitoes. Take steps at home and when you travel to areas known to have mosquito-borne illnesses.

The best way to protect yourself and your family is to prevent mosquito breeding and bites. It is important to be watchful of mosquitoes, because they can bite day and night and live both indoors and outdoors.

### Stop Mosquito Breeding

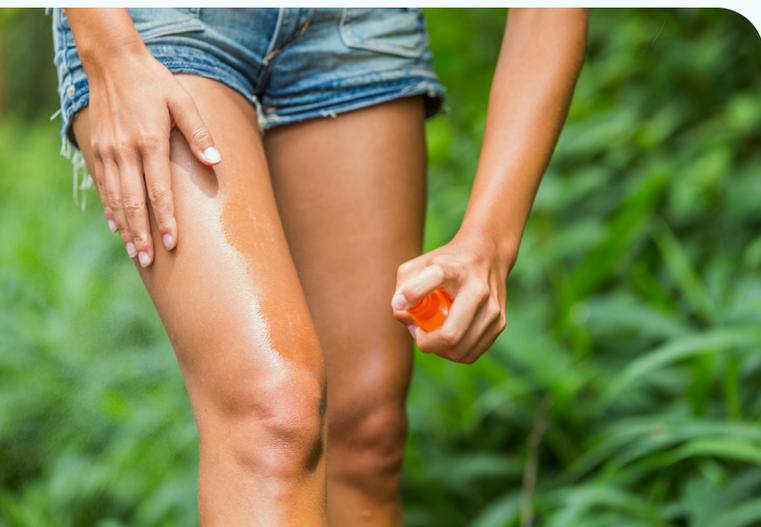
Did you know mosquitoes can breed in as little as a tablespoon of water?

Prevent mosquitoes from breeding on your property by taking these steps:

- At least once a week, empty or remove trash cans, buckets, old tires, pots, plant saucers and other containers that hold water.
- Keep gutters clear of trash and standing water.
- Remove standing water around structures and from flat roofs.
- Change water in pet dishes each day.
- Rinse and scrub vases and other indoor water containers each week.
- Change water in bird baths a few times a week.



- Keep backyard pools and hot tubs chlorinated and free of trash.
- Cover trash cans.
- Water lawns and gardens with care, so water does not stand for many days.
- Treat front and back door areas of homes with lasting insecticides.
- If mosquito problems continue, think about putting pesticides around your home.



## Stop Mosquito Bites

Take these steps to protect yourself and your family from being bitten by infected mosquitoes:

- Wear Environmental Protection Agency (EPA)-registered insect repellents. When used as directed, these insect repellents—such as those that have DEET—are proven safe and effective, even for pregnant and breastfeeding women.
- Cover up with long-sleeved shirts and long pants.
- Keep mosquitoes out by keeping doors and windows closed and/or installing window screens.

Talk to your doctor right away if you think you or your child may have Zika or West Nile virus.

Eligible members can get insect repellent at no cost. Insect repellents are available for females ages 10-55, pregnant females of any age, and males age 14 and older. You do not need a prescription. Ask your in-network pharmacist which insect repellents are covered.

*Source: Texas Department of State Health Services*

## Healthy Snack Idea for the Whole Family

This is a tasty snack for children and adults! Pre-portioning veggies and dip together helps control portion size, and you can double dip in your own cup! Store these in sealable to-go cups or make a batch to serve as a healthy after-school snack. If you do not have all of the dried herbs and spices on hand, you could use 1 tablespoon of ranch dressing powder mix instead.

### Veggie Dip Cups

Prep time: 20 min.

Servings: 4

Serving size: 1 cup

#### Ingredients:

- 1/4 cup low-fat buttermilk
- 1/2 cup low-fat plain Greek yogurt
- 1/4 cup light mayonnaise
- 1 tbsp. fresh parsley (minced)
- 1/2 tsp. dry dill
- 1/2 tsp. garlic powder
- 1/2 tsp. onion powder
- 1/8 tsp. salt
- 1/4 tsp. black pepper
- Veggie sticks for dipping (carrots, cucumbers, celery, bell peppers, etc.)



#### Directions:

1. In a medium bowl, mix buttermilk, yogurt, mayonnaise, parsley, dill, garlic powder, onion powder, salt and pepper.
2. Pour 1/4 of the dip into a plastic or glass cocktail cup.
3. Place 1 cup of veggie sticks in the cup so all of them are touching the dip.
4. Repeat step for 3 more cups. If not serving right away, store veggie sticks separately, and add to cups with dip before serving.

*Source: The Diabetes Cookbook/Diabetes Forecast.  
Recipe Credit: Lara Rondinelli-Hamilton, RD, CDE and  
Chef Jennifer Bucko Lamplough*





## Emergency Health Care Guide for You and Your Family

We have all been in the position of deciding if a health problem is a true emergency that needs immediate care. The decision can be hard, but we are here to help. Below are tips and resources to help guide you in the event you find yourself questioning where you should go for care.

### Call 9-1-1 for life-or-death emergencies, such as when you or someone you know:

- Cannot breathe
- Has a neck or spine injury with pain or cannot move
- Has passed out
- Has seizures that will not stop
- Has been poisoned
- Is choking

### Go to the emergency room (ER) if you or someone you know has:

- A serious injury, especially to the arm, leg, hand, foot or head
- Burns with blisters or worse on the hand, foot, face, chest, genitals or over a joint
- A severe allergic reaction

If you receive emergency services, call your doctor to plan a follow-up visit as soon as possible. Remember to call BCBSTX Service Management at **1-877-214-5630** (TTY: **7-1-1**) and let us know of the emergency.

Call the 24-Hour Nurse Advice Line at **1-844-971-8906** (TTY: **7-1-1**) to get help finding care options when you or a family member have a health problem or concern. Bilingual nurses are available 24 hours a day, seven days a week.

You can also call your PCP 24 hours a day for non-emergency medical problems. If you call your PCP after regular business hours, leave your name and phone number with the answering service. Either your PCP or an on-call doctor will call you back.

## Community-Based Organization Spotlight: Jeremiah Program

Community-Based Organizations (CBOs) are nonprofit groups that work in their communities to improve the lives of residents.

Going to school, working and raising children as a single mother is not always easy. Jeremiah Program is a nonprofit organization in east Austin that prepares single mothers to succeed in the workforce, helps children do well in school, and lowers the need for public support. Jeremiah Program offers these opportunities and tools:

- Safe and affordable housing
- Early childhood education
- Empowerment and life skills training
- Support for a career-track and college education
- A supportive community

To learn more about Jeremiah Program, visit [www.jeremiahprogram.org/austin/](http://www.jeremiahprogram.org/austin/).

*Source: Jeremiah Program, [jeremiahprogram.org/our-program/](http://jeremiahprogram.org/our-program/), 2020*



## Get CHIP Updates Sent Straight to Your Phone!

CHIP members can get text messages with plan benefit updates, notices about CHIP meetings, events in your area and health care tips.

You can opt in to get text messages sent to your phone by texting **CHIP** to **33633**. Once you join the program, you may get up to four text messages per month.\*\*

To cancel CHIP text messages, text **STOP** to **33633**.

To learn more about our texting program, call Member Outreach at **1-877-375-9097** (TTY: **7-1-1**).



## Tell Us What You Think!

### Community Advisory Committee (CAC) – now online or by phone

Every three months, we invite CHIP members to attend a CAC meeting to give us feedback on our member education materials, Value-Added Services and get health plan program updates. One \$25 gift card per member family will be given for each meeting attended. A member family can get up to four gift cards each year, for a total of \$100 worth of gift cards. CAC meetings are now offered by phone or as online meetings.

You can visit [www.bcbstx.com/chip](http://www.bcbstx.com/chip) to find a schedule of CAC meetings or call a BCBSTX Member Advocate at **1-877-375-9097** for details and to register for a meeting.

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 BCBSTX CHIP Customer Service at 1-888-657-6061 (TTY/TDD 7-1-1).

Blue Cross and Blue Shield of Texas complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross and Blue Shield of Texas does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Texas:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Civil Rights Coordinator.

If you believe that Blue Cross and Blue Shield of Texas has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35<sup>th</sup> floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960, [Civilrightscoordinator@hsc.net](mailto:Civilrightscoordinator@hsc.net). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-710-6984 (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-710-6984 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-710-6984 (TTY: 711)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-710-6984 (TTY: 711) 번으로 전화해 주십시오.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-710-6984 (رقم هاتف الصم والبكم: 711).

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-855-710-6984 (TTY: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-710-6984 (TTY: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-710-6984 (ATS: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-710-6984 (TTY: 711) पर कॉल करें।

اب دشاب یم مهارف امش یارب ناگیار تروص هب ینابز تلایهست، دینک یم وگتفگ یسراف نابز هب رگا: هجوت 1-855-710-6984 (TTY: 711) دیریگب سامت.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-710-6984 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો ન:શુલક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-855-710-6984 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-710-6984 (телетайп: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-710-6984 (TTY: 711) まで、お電話にてご連絡ください。

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ຄວນມີພ້ອມໃຫ້ທ່ານ. ໂທສ 1-855-710-6984 (TTY: 711).



# LifeTimes™

## Your guide to lifelong health

*LifeTimes* is published for Blue Cross and Blue Shield of Texas CHIP members. It brings you news about your health plan and staying healthy. Each issue has important phone numbers for you to cut out and keep. If you have questions or need help, call Customer Service.

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.

Helpful Phone Numbers	Toll-free Number	TTY Line (hearing/speech loss)
BCBSTX CHIP Customer Service	<b>1-888-657-6061</b>	<b>7-1-1</b>
Behavioral Health Services Hotline	<b>1-800-327-7390</b>	<b>1-800-735-2988</b>
BCBSTX Member Advocate	<b>1-877-375-9097</b>	<b>7-1-1</b>
24-Hour Nurse Advice Line	<b>1-844-971-8906</b>	<b>7-1-1</b>
Medicaid Managed Care Helpline	<b>1-866-566-8989</b>	<b>7-1-1</b>
Service Management	<b>1-877-214-5630</b>	<b>7-1-1</b>

\*Value-Added Services may have restrictions and limitations.

\*\*Message and data rates may apply. Terms and conditions and privacy policy at [www.bcbstx.com/mobile/text-messaging](http://www.bcbstx.com/mobile/text-messaging).

Blue Cross and Blue Shield of Texas contracts with Magellan Behavioral Health, Inc. ("Magellan"), an independent company, to administer BCBSTX's managed mental health program.

Prime Therapeutics has an ownership interest in AllianceRx Walgreens Prime, a central specialty and home delivery pharmacy.

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