

Take Charge of Your Health

Blue Cross and Blue Shield of Texas (BCBSTX) wants you to take charge of your health. Take part in:

- **Member Events** (such as a prenatal class or Community Advisory Committee meeting)
- **Community Events** (such as health fairs, festivals and immunizations for children)

BCBSTX STAR and CHIP members can get help with transportation to member events as a part of our Non-Emergency Medical Transportation Value-Added Service*. Please call BCBSTX Customer Service 1-888-657-6061 to schedule your ride at least three days before the scheduled event. Find events in your area. Use the lists below.

*Value-Added Services may have restrictions and limitations.

Member Events

If you have any questions or want to register for an event, call BCBSTX Member Outreach toll-free at **1-877-375-9097**. There is no cost to attend these events.

Tell us what you think! Each quarter BCBSTX holds a Community Advisory Committee (CAC) Meeting so that we can find out how we can serve you better. If you would like to come and share your ideas with BCBSTX staff and community partners on what you like about your plan benefits or where we can do better, please call the BCBSTX STAR and CHIP member advocate toll-free for details at 1-877-375-9097; TTY at 7-1-1.

Day/Time	Class Type	Location
December 9, 2017 9:30 AM – 1:00 PM	Prenatal Class (Spanish)	YMCA - North 1000 W. Rundberg Ln. Austin, TX 78753
December 9, 2017 1:30 PM – 5:00 PM	Prenatal Class (English)	YMCA - North 1000 W. Rundberg Ln. Austin, TX 78753
January 27, 2018 9:30 AM – 1:00 PM	Prenatal Class (Spanish)	YMCA- North 1000 W. Rundberg Ln. Austin, TX 78753
January 27, 2018 1:30 PM – 5:00 PM	Prenatal Class (English)	YMCA - North 1000 W. Rundberg Ln. Austin, TX 78753
February 21, 2018	Community Advisory Committee Meeting	TBD
Ongoing	Online Prenatal and Breastfeeding Class	Call Member Outreach at 1-877-375-9097 to Register

Community Events

Community events are open to the public. You do not have to be a BCBSTX member to go to a community event and there is no cost to attend these events. BCBSTX does not offer transportation to community events.

To learn more about these events, call BCBSTX Member Outreach toll-free at [1-877-375-9097](tel:1-877-375-9097).

Day/Time	Event	Location
December 2, 2017 9:00 AM – 1:00 PM	Flu-A-Palooza Annual Flu Event & Health Fair	St. John Recreation Center 7500 Blessing Avenue Austin, TX 78752
December 2, 2017 9:00 AM – 11:00 AM	Breakfast with Santa @ Dittmar Recreation Center	Dittmar Recreation Center 1009 W. Dittmar Road Austin, TX 78745
December 8, 2017 2:00 PM - 4:00 PM	Food Pantry @ Southwest Key	Southwest Key 6002 Jain Lane Austin, TX 78721
December 9, 2017 8:30 AM – 1:00 PM	Coats for Kids @ Austin	Palmer Events Center 900 Barton Springs Road Austin, TX 78704
December 9, 2017 8:30 AM – 10:30 AM	Breakfast with Santa @ Children with Special Needs Network	Cultural Activities Center 3011 N. 3 rd Street Temple, TX 76501
December 12, 2017 9:30 AM – 11:30 AM	Monthly Food Pantry @ Montopolis Friendship Center	Montopolis Friendship Center 403 Vargas Road Austin, TX 78741
December 16, 2017 10:00 AM – 12:00 PM	Coats for Kids @ Bastrop ISD	Mina Elementary 1203 Hill Street Bastrop, TX 78602
December 19, 2017 8:30 AM – 9:30 AM	Monthly Food Pantry @ Creedmoor Elementary	Creedmoor Elementary 5604 FM 1327 Austin, TX 78747



**BlueCross BlueShield
of Texas**

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., 35th floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960, 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>.



**BlueCross BlueShield
of Texas**

Blue Cross and Blue Shield of Texas cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. Blue Cross and Blue Shield of Texas no excluye a las personas ni las trata de forma diferente debido a su origen étnico, color, nacionalidad, edad, discapacidad o sexo.

Blue Cross and Blue Shield of Texas:

- Proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:
 - Intérpretes de lenguaje de señas capacitados.
 - Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos).
- Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:
 - Intérpretes capacitados.
 - Información escrita en otros idiomas.

Si necesita recibir estos servicios, comuníquese con Civil Rights Coordinator.

Si considera que Blue Cross and Blue Shield of Texas no le proporcionó estos servicios o lo discriminó de otra manera por motivos de origen étnico, color, nacionalidad, edad, discapacidad o sexo, puede presentar un reclamo a la siguiente persona: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35th floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960, Civilrightscoordinator@hsc.net. Puede presentar el reclamo en persona o por correo postal, fax o correo electrónico. Si necesita ayuda para hacerlo, Civil Rights Coordinator está a su disposición para brindársela.

También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights (Oficina de Derechos Civiles) del Department of Health and Human Services (Departamento de Salud y Servicios Humanos) de EE. UU. de manera electrónica a través de Office for Civil Rights Complaint Portal, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o bien, por correo postal a la siguiente dirección o por teléfono a los números que figuran a continuación:

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)

Puede obtener los formularios de reclamo en el sitio web <http://www.hhs.gov/ocr/office/file/index.html>.

A Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

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 નિ:શુલ્ક 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: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-855-710-6984 (TTY: 711).