BlueCross BlueShield of Texas

TEXAS STAR Your Health Plan ★ Your Choice | TEXAS Health and Human Services

IMPORTANT ANNUAL NOTICES TO BLUE CROSS AND BLUE SHIELD OF TEXAS STAR MEMBERS

Each year, Blue Cross and Blue Shield of Texas (BCBSTX) wants to make sure that you understand your rights and responsibilities as our member, and that you have direct access to our Notice of Privacy Practices and other important plan information. This notice also includes our 2018 Quality Performance Results. These are the results of a survey we do every year to tell us if we are doing well or if we need to make changes to our programs.

IMPORTANT STAR PHONE NUMBERS	Toll-free Number	**TTY Line** for hearing or speech loss
BCBSTX Customer Service *Hours: Monday – Friday, 8 a.m. to 8 p.m. Central time, excluding 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 the numbers below. Help is offered in English and Spanish. Interpreter services are available. In an emergency, call 9-1-1.*	**1-888-657-6061**	**7-1-1**
Member Outreach/Member Advocate	**1-877-375-9097**	
24 Hour Nurse Advice Line	**1-844-971-8906**	**7-1-1**
Value-Added Services information/questions	**1-877-375-9097**	**7-1-1**
Special Beginnings®	**1-888-421-7781**	**7-1-1**
Vision Services	**1-888-657-6061**	**7-1-1**
Behavioral Health (Magellan)*	**1-800-327-7390**	**1-800-735-2988**
Dental Services for Adult STAR Members (DentaQuest)	**1-800-205-4715**	**7-1-1**
Service Management (Care Coordination)	**1-877-214-5630**	**7-1-1**

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

RENEWING YOUR STAR BENEFITS

You have to renew your or your child's STAR benefits each year so that you and/or your child will not miss getting care from your doctor. You will get a renewal letter in the mail or a notification in your online account from Health and Human Services Commission (HHSC) during the 9th month of your 12-month certification.

If you miss the renewal deadline, you or your child may have to wait longer to get benefits or it could cause you to have to apply again.

It is fast and easy to renew your STAR benefits online at www.yourtexasbenefits.com. You can also call HHSC at **2-1-1**.

If you have questions about your BCBSTX benefits, call BCBSTX Customer Service toll free at **1-888-657-6061** from 8 a.m. to 8 p.m. Central time, Monday through Friday. If you have speech or hearing loss you may call the TTY line at **7-1-1**.

LOG IN TO BLUE ACCESS FOR MEMBERS℠

Blue Access for Members (BAM℠), the secure member portal from Blue Cross and Blue Shield of Texas, can help you get immediate online access to health and wellness information.

On the BAM portal, members can:

- Print a temporary ID card or order a new ID card
- Find doctors, providers and hospitals under the 'Doctors and Hospitals' tab
- View covered benefits
- See a list of their prescription drugs
- View authorizations for medical services
- Review and print a medical claims summary
- A member can find detailed medical claims information including:
  - Claim Tracking ID
  - Provider Information
  - Service Date
  - Service Description
  - Amount billed
  - Discounts/reductions (if applicable)
  - Amount covered (if applicable)
  - Amount not covered (if applicable)
  - Amount covered by any third-party insurance the member may have in addition to Medicaid.
- Sign up for text message alerts
- Find Fraud, Waste and Abuse Hotline contact information.

It is easy to get started:

1. Go to **www.bcbstx.com/medicaid**.
2. Click the **Log In** button at the top of the page.
3. Click the **Register Now** link located under "Log In."
4. Read the Terms of Use and check the box next to "I agree to these Terms of Use" and click "Next."
5. Create an account and then enter your member information.

If you have questions, please call Customer Service at **1-888-657-6061** (TTY **7-1-1**). They can tell you what information we have on file for you or your child.

PROGRAMS TO KEEP YOU WELL

As a BCBSTX member, you have access to many interactive programs and services at no cost. These programs and services include:

- Disease management services for those with risks for chronic conditions like asthma, diabetes, hypertension, and heart disease
- Prenatal and postpartum assistance
- Assistance with transition from the hospital
- Complex case management for physical and mental health conditions
- Coordination of care to help with meeting health goals

HOW CAN YOU ACCESS THE PROGRAMS AVAILABLE TO YOU?

See the table below for a list of programs that may be available to STAR members. You can opt in or opt out of any of these programs by calling the Case Management/Disease Management line toll-free at **1-877-214-5630**, 8 a.m. to 5 p.m. Central time, Monday through Friday. If you have hearing or speech loss, you can call the TTY line at **7-1-1**.

KEY: + This program requires you to opt in x This program requires you to opt out

Wellness and Preventive Programs	Who Is This Program for?	How Does This Program Work?
[x]Immunization Advocacy	Birth to age 2	Members who are part of this program can receive reminder phone calls encouraging them to complete their preventative checkups and necessary immunizations
Physical Health Disease and Case Management Programs	**Who Is This Program for?**	**How Does This Program Work?**
[+x]Condition Management: • Asthma • Diabetes	Members with an asthma diagnosis or diabetes	Members who participate can receive: • Disease management classes in their local grocery store, including a question and answer session with the pharmacist • Personal support in managing their health conditions • Help with coordination of care • Educational materials and a free water bottle
[x]Case Management (CM)	Members with: • Multiple ER visits • Multiple physical or mental diagnosis	Members who participate can receive: • Monthly outreach from a care manager • Help finding a care team • Community support, as needed
Mother/Baby Programs	**Who Is This Program for?**	**How Does This Program Work?**
[+]Special Beginnings Program (Prenatal/ Postpartum Care)	Pregnant members	Pregnant moms who join will receive: • Personal and private phone calls from an experienced nurse all the way from pregnancy to six weeks after the child is born • Educational materials about pregnancy and infant care topics • Help managing high-risk conditions such as gestational diabetes and preeclampsia • $50 incentive gift cards for completing prenatal and postpartum visits • Special Beginnings staff who talk to your doctor about their needs.

KEY: + This program requires you to opt in x This program requires you to opt out		
Patient Safety	**Who Is This Program for?**	**How Does This Program Work?**
+Health Homes Services	Members who need comprehensive care to treat multiple chronic conditions, or a serious and persistent mental or health condition	BCBSTX partners with in-network providers to offer participating members: • Patient self-management education • Comprehensive care management and care coordination • Patient and family support • Referrals to community and social support services
+Pharmacists Adding Value and Expertise (PAVE)	All BCBSTX STAR members	PAVE is a partnership between BCBSTX and certain pharmacies and pharmacists to improve care for our members. Members who participate can receive: • Education from independent community pharmacists about their medications • Access to online resources and tracking tools to help maintain or improve health
Continuum of Care Programs	**Who Is This Program for?**	**How Does This Program Work?**
xCare Coordination Early Intervention	Members who are being discharged from the hospital	Members who participate can receive: • Assistance scheduling a follow-up visit with their PCP or a specialist • Education, coordination and resources for a safe transition
Behavioral Health Programs	**Who Is This Program for?**	**How Does This Program Work?**
+xComplex Case Management (Behavioral Health)	Members with multiple chronic conditions including but not limited to: • Major depression • Bipolar disorder • Schizophrenia • Substance abuse	Members who participate receive: • A health risk screening • Coaching calls based on the plan of care and member goals • Collaboration with providers for urgent issue cases requiring immediate action • Discharge planning from the hospital

HIPAA Notice of Privacy Practices

BlueCross BlueShield of Texas

Blue Cross and Blue Shield of Texas (BCBSTX) needs to give you a HIPAA Notice of Privacy Practices as well as a State Notice of Privacy Practices. The HIPAA Notice of Privacy Practices talks about how BCBSTX can use or give out your protected health information and your rights to that information under federal law. The State Notice of Privacy Practices talks about how BCBSTX can use or give out your nonpublic private financial information and your rights to that data under state law. Please take a few minutes and review these notices. You can go to the Blue Access for Members℠ (BAM) website at **www.bcbstx.com** to sign up to get these notices by email. Our contact information is found at the end of the notices.

YOUR RIGHTS. When it comes to your health information, you have certain rights.

This section talks about your rights and some of the things we can do to help you.

Get a copy of your health and claims records

- You can ask to see or get a copy of your health and claims records and other health information we have about you. Ask us how to do this by using the contact information at the end of this notice.
- We will give you a copy or outline of your health and claims records within 30 days of the request unless we ask for more time. We may charge a small fee.

Ask us to fix health and claims records

- You can ask us to fix your health and claims records if you think they are not right. Ask us how to do this by using the contact information at the end of this notice.
- We may say "no" to your request to fix your records. We will tell you why in writing within 60 days.

Ask for private communications

- You can ask us to reach you in a certain way or to send mail to another address. Ask us how to do this by using the contact information at the end of this notice.
- We will provide a response to all requests. We will say "yes" if you tell us you would be in danger if we do not.

Ask us what not to use or share

- You can ask us not to share or use certain health information. Ask how to do this by using the contact information at the end of this notice.
- We do not have to agree with your request, and we may say "no" if it would affect your care.

Get a list of those with whom we have shared data

- You can ask us for a list of when we shared your information, who we shared it with and why during the last six years. Ask us how to do this by using the contact information at the end of this notice.
- We will provide this information to you; however, we will not provide you information about your care payment. We will provide you this information one time a year for free – we may charge a small, cost-based fee if you ask again within 12 months.

Get a copy of this notice

- You can ask for a paper copy of this notice at any time, even if you are OK with getting the notice by mail. To get a copy of this notice, use the contact information at the end of this notice and we will send you one.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can also request information and make decisions for you.
- We will make sure that these individuals are allowed to get information about you before we make it available.

File a complaint if you feel your rights are violated

- If you feel we have not done the right thing with your information, you can complain to us. Use the contact information found at the end of the Notice.
- You can also complain to the U.S. Department of Health and Human Services Office for Civil Rights by calling **1-877-696-6775**; or by visiting **www.hhs.gov/ocr/privacy/hipaa/complaints/** or by sending a letter to them at: 200 Independence Ave., SW, Washington, D.C. 20201.
- You have a right to complain and if you complain, we will not hold it against you.

YOUR CHOICES. For certain health information, you can tell us your choices about what we share.

If you know how you want us to share your information in the times described below, tell us and we will follow your orders. Use the contact information at the end of this notice.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in payment for your care
- Share information in a bad situation and help you fix the problem
- Reach you for fundraising efforts

If there is a reason you cannot tell us who we can share information with, we may share it if we believe it is best for you. We may also share information for health or safety reasons.

We never sell or use your information for promotional purposes unless you give us your written OK.

INFORMATION USE AND SHARING. How do we use or share your health information?

We use or share your health information in the following ways.

Help you with the health care treatment you get

- We can use your health information and share it with doctors or health staff who treat you.
  Example: A doctor sends us information about your diagnosis and treatment plan so we can arrange more services.

Run our operations

- We can use and give out your information to support and improve our operations.
  Example: We use health information to create better services for you.

We cannot use your genetic information to decide whether we will give you care except for long-term care plans.

Pay for your health services

- We can use and give out your health information to your health plan sponsor for plan administration purposes.
  Example: We share information about you with your dental plan to make a payment for your dental work.

Administer your plan

- We may give out your health information to your health plan sponsor for plan administration purposes.
  Example: We may provide certain information to the sponsor of your health plan to explain how we charge for our services.

How else can we use or share your health information?

We also can share your information in order to help the public good; for example, public health and research. We have to meet many laws before we can share your information for these reasons. For more information go to: **www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html**

Help with public health and safety issues

- We can share your health data in order to:
  - Stop diseases
  - Help with product recalls
  - Show bad reactions to drug
  - Show suspected harm, neglect or home violence
  - Stop or lessen a threat to someone's health or safety

Do research

- We can use or share your information for health research.

Follow the law

- We share information about you when a state of federal law says we have to; for example, we may share information with the Department of Health and Human Services so that they can check to see that we follow privacy laws.

Answer organ/tissue donation requests and work with certain experts

- We can share your health information with an organization that helps with organ or tissue donation.
- We can share your information with a medical examiner, coroner or funeral director.

Address workers' compensation, police, and other government requests

- We can use or share your health information:
  - For workers' compensation claims
  - For police purposes or with a law enforcement official
  - With health oversight firms for activities approved by law
  - For special government functions such as military, national security, and presidential protective services or with prisons regarding inmates.

Answer to lawsuits and legal actions

- We can share your information in response to a court order, or in response to a request to show up in court.

Certain health information

- State laws may ask us to be extra careful with information about certain health conditions or diseases. For example, the law may stop us from sharing or using data about HIV/AIDS, mental health, alcohol or drug abuse and genetic data without your OK. In these situations, we follow what state law says.

OUR DUTIES. When it comes to your information, we have certain duties.

- We must keep your health information safe and secure.
- We must let you know if your information has been shared or used by someone that could have a bad effect on you.
- We must follow the privacy practices that are described in this notice and make sure that you can get a copy of the notice.
- We will not use or share your information except as described here unless you tell us we can in writing.

You may change your mind at any time. Let us know in writing if you change your mind.

For more information: **www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html**.

STATE NOTICE OF PRIVACY PRACTICES – Effective 9/23/13

Blue Cross and Blue Shield of Texas (BCBSTX) collects nonpublic private information about you from your health plan, your health care claims, your payment information and other types of reporting firms. BCBSTX agrees to:

- Not give out your information even if you stop being a customer to any non-affiliated third parties except with your OK or according to the law.
- Limit the workers that can see your information to those that perform jobs needed to run our business and give care to our customers.
- Have security and privacy practices that protects your information from unauthorized use.
- Use your information only to process your claims, to bill you and to provide you with customer service.
- Use your information according to the law.

BCBSTX is able to share your information with certain third parties who either perform jobs or services for us. Here are some examples of third parties that we can share your data with:

- Our affiliates
- Clinical and other business partners that offer services on our behalf
- Insurance brokers or agents, financial services firms, stop-loss carriers
- Regulatory and other governmental groups including the police
- Your group health plan

You have a right to ask us what nonpublic financial information we have about you and ask for a copy of this information.

CHANGES TO THESE NOTICES

We have the right to change the terms of these notices, and the changes we make will apply to all the information we have about you. If we make changes, the law requires that we mail you a copy of this notice.

CONTACT INFORMATION

You can get a copy of the notice at any time by:

1. Going to the website at http:**//www.bcbstx.com/important_info/index.html** or
2. Calling us at the toll-free number found on the back of your ID card.

If you have any questions about your rights or these notices, contact us in one of these ways:

1. Call us at **1-877-361-7594** or
2. Write us at Privacy Office
   Divisional Vice President
   Blue Cross and Blue Shield of Texas
   P.O. Box 804836
   Chicago, IL 60680-4110

STAR MEMBER RIGHTS AND RESPONSIBILITIES

We want to make sure you and your family get the health care you need. We also want to make sure your rights as a member are respected.

You can find a complete listing of your Member Rights and Responsibilities in your member handbook and on the STAR member website at https://www.bcbstx.com/star/member-resources/member-rights-and-responsibilities.

You may also call Member Outreach at **1-888-657-6061** (TTY **7-1-1**) to have a copy sent to you.

HOW BCBSTX MAKES DECISIONS ABOUT YOUR CARE

BCBSTX has strict rules about how decisions are made about your care. These rules are in place to make sure that our doctors and staff make decisions about your coverage based on your benefits and what your medical needs are. 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 our doctors are not paid to deny care.

If you want to know more about how decisions are made about your care, contact your care manager at **1-877-214-5630**, 8 a.m. to 5 p.m. Central time, Monday through Friday (TDD/TYY **7-1-1**).

If you reach us after 5 p.m., please leave a message and we will return your call the next business day. Health Services staff will always identify themselves as BCBSTX employees. They will also give you their names and titles.

HOW TO FILE A COMPLAINT WITH BLUE CROSS AND BLUE SHIELD OF TEXAS

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. If you are a STAR member and you have a complaint, call BCBSTX Customer Service toll-free at **1-888-657-6061** (TTY **7-1-1**) to get help.

TO REPORT WASTE, ABUSE OR FRAUD, CHOOSE ONE OF THE FOLLOWING:

- Call the Office of the Inspector General (OIG) Hotline at **1-800-436-6184**.
- Visit https://oig.hhsc.state.tx.us/ and click 'Report fraud,' to complete the online form;
- You can report directly to your health plan:

  Blue Cross and Blue Shield of Texas
  PO Box 660717
  Dallas, TX 75266-0717
  1-888-657-6061

BLUE CROSS AND BLUE SHIELD OF TEXAS 2018 QUALITY PERFORMANCE RESULTS

The BCBSTX Quality Improvement Program wants to help members get the best quality of care possible. This means that members get the right amount of care, delivered at the right time and in the right setting of care. We work hard to create quality programs and services to help you achieve your best health.

Every year, the BCBSTX Quality Improvement department evaluates the care and services our members receive. This evaluation tells us if we are doing well or if we need to make changes to our programs in order to help you stay healthy and to receive the best care possible.

We also develop a new Quality Improvement Plan (QIP) each year that includes goals and objectives that are aligned to patient safety, good health outcomes and member satisfaction.

The QIP and quality program reports are reviewed at Quality committee meetings held regularly throughout the year. These meetings help us to identify if our member's needs are being met, and if we need to make improvements to the QIP. Some of our goals from 2018 included:

- Educating and supporting members to go to their doctor for annual preventive care such as Texas Health Steps,
- Ensuring children with upper respiratory illness receive appropriate treatment
- Helping members with special health care needs get the care they need, and
- Improving members access to care and services

We focus on areas that include children's preventive care visits, women and children's health care such as prenatal and postpartum care, breast and cervical cancer screenings and many other health promotion activities. Throughout the year, you may receive information based on your health needs which you can use to take care of yourself.

If you would like more information about our programs and services including care coordination, please call 1-888-657-6061.

2018 GOALS ACHIEVED

BCBSTX collects information to see if you are getting the recommended care you need. The results showing improvements from the previous year are provided below for the following measures:

- Texas Health Steps Visits in the First 15 Months of Life
- Texas Health Steps visits for ages 3, 4, 5 and 6
- Cervical Cancer Screening
- Timeliness of Prenatal Care
- Appropriate Treatment for Children with Upper Respiratory Infections
- BMI percentile for weight assessment and physical activity.

Although we made excellent improvements in the areas listed above, we have opportunities to improve in other areas, such as in achieving good blood pressure control and hemoglobin A1C control for members who have diabetes.

TEXAS HEALTH STEPS VISITS

Texas Health Steps visits are important to ensuring your child is healthy. During these visits, your child's doctor will provide vaccines that are due and check your child's development and growth to find or prevent any future health issues.

Texas Health Steps Visits (First 15 months of life)

	2018 (MY 2017)	2019 (MY 2018)
STAR	46.23%	57.42%

Texas Health Steps Visits (3rd, 4th, 5th, and 6th years of life)

	2018 (MY 2017)	2019 (MY 2018)
STAR	65.45%	75.43%

Appropriate Treatment for Children with Upper Respiratory Infections

It is important for members to receive appropriate medical treatment from their doctor for upper respiratory infections. Our results show that members are receiving appropriate treatment for upper respiratory infections.

	2018 (MY 2017)	2019 (MY 2018)
STAR	94.20%	94.39%

Childhood Immunization Status

Immunizations can save your child's life. One of the best ways to protect your children's health is to make sure they are up to date with their vaccinations. Below, the results show improvement but there is still room to improve.

	2018 (MY 2017)	2019 (MY 2018)
STAR	33.82%	43.55%

Weight Assessment and Counseling for Nutrition and Physical Activity

Behaviors such as eating habits and physical activity are established during childhood and adolescence. During your child's yearly Texas Health Steps visit, the doctor will examine them to ensure that they are at the appropriate health and development for their age. If your child or adolescent has problems with weight, your doctor can provide counseling for nutrition and physical activity.

	2018 (MY 2017)	2019 (MY 2018)
STAR		
BMI	67.15%	73.72%
Nutrition	66.18%	68.13%
Physical Activity	57.42%	60.83%

Diabetes Care

If you have diabetes, it is important to make sure you are visiting your doctor at least once a year to get the correct tests to monitor your health.

STAR	2018 (MY 2017)	2019 (MY 2018)
Eye Exam	39.62%	45.65%
Monitoring for Nephropathy	86.79%	86.96%
HBA1C Testing	73.58%	75.00%
HbA1C Adequate Control (<8)	35.85%	25.00%
Blood Pressure Control (<140/90)	49.06%	45.83%

Controlling Blood Pressure

If you have high blood pressure, it is important to make sure it is in control. You should get your blood pressure checked regularly by your PCP and take your medications as prescribed.

STAR	2018 (MY 2017)	2019 (MY 2018)
	49.18%	44.29%

Cervical Cancer Screening

Cervical cancer screenings are usually part of a yearly health checkup. Your provider will be looking for any signs of cancer before you display any symptoms. Cervical cancer can be easier to treat when it is found early. The results below show that more women are getting cervical cancer screenings.

STAR	2018 (MY 2017)	2019 (MY 2018)
	59.67%	61.81%

Pregnancy Care

It is important for pregnant members to be seen by their doctor or OB-GYN as soon as they know they are pregnant. Pregnant members should go to all prenatal appointments to have better health outcomes for themselves and the baby.

STAR	2018 (MY 2017)	2019 (MY 2018)
Timeliness of Prenatal Care	73.48%	81.02%
Postpartum Care	70.56%	75.18%

MY = Measurement Year

CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS 5.0 (CAHPS) 2019 RESULTS

BCBSTX uses the results of an annual survey called Consumer Assessment of Healthcare Providers and Systems (CAHPS) to assess our members' health care experiences. Examples of some of the topics covered by the surveys include the following:

- Communication with health care professionals,
- Access to care and information,
- Customer service, and
- Coordination of care.

BCBSTX reviews survey results to identify member satisfaction, dissatisfaction and to identify opportunities where improvement is needed. Provided below are our trended (2017-2019) CAHPS survey results. We compare our current year results to our prior years to look for trends and we compare ourselves to a national standard which is provided through Quality Compass. Areas where we improved include:

- Health Plan Rating (Child),
- Getting Needed Care (Child)
- Customer Service (Adult)
- Health Plan Rating (Child and Adult)
- Access to Specialist (Star Kids Child)

However, there are still areas to improve as listed below.

2020 Opportunities for Improvement Goals:

- Getting Care Quickly (ADULT):
  - Ensure appointment availability for members who may need more urgent care.
  - Educate patients on how and where to receive care after hours with focus on appropriate Emergency Department (ED) Utilization.
- Getting Needed Care (ADULT):
  - Assist patients with scheduling and coordinating care between providers in a timely manner.
- Customer Service (CHILD):
  - Evaluate call center reports for reasons of incoming calls and identify the primary reasons to design interventions to decrease volume and or improve member satisfaction.

BCBSTX TRENDED 2017-2019 CAHPS RESULTS:

Blue Cross and Blue Shield – CHILD STAR Texas Member Survey Results				
	2017	2018	2019	2019 Quality Compass
Getting Care Quickly (Adult)	75%	88%	80%	80.4%
Getting Needed Care (Adult)	79%	82%	75%	74.8%
Customer Service (Adult)	88%	89%	92%	92.0%
Health Plan rating (Adult)	76%	77%	78%	77.9%

If you would like more information, copies of our Annual Program Plan, Work Plan or Annual Evaluation please contact:

Kathleen M. Thompson MPH, CPHQ

Director Quality TX Medicaid, Government Programs
9442 Capital of Texas Hwy N., Suite 500 Arboretum Plaza II
Austin, TX 78759

Office number: **1-512-349-4836**

If you are speech or hearing-impaired, call **7-1-1** for TTY service.

Call BCBSTX Customer Service toll free at **1-888-657-6061** from 8 a.m. to 8 p.m.Central time, Monday through Friday, if you need help changing your Primary Care Physician or if you have questions about your plan benefits. You can also call them if you have questions about your benefits, or if you need help logging into BAM. Members with hearing or speech loss may call the TTY line at **7-1-1**.

GET STAR UPDATES SENT DIRECTLY TO YOUR PHONE!

STAR members can get text messages with plan benefit updates, notices about STAR meetings, events in their area and health care tips. You can opt in to get text messages directly to your phone by texting STAR to 33633. Once you join the program, you may get up to four text messages per month.**
To cancel STAR text messages, text STOP to 33633.

LANGUAGE ASSISTANCE

Did you know that BCBSTX provides free language services to members who speak English as a second language?

We have interpreters who can:

- Help you explain your question or issue to the BCBSTX Customer Service representative
- Interpret for you when you speak to your case manager or service coordinator over the phone
- Interpret for you in person if you need an interpreter for a medical appointment

We also provide:

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

Call BCBSTX Customer Service toll-free at **1-888-657-6061** (TTY **7-1-1**), 8 a.m. to 8 p.m. Central Time, Monday through Friday, to ask for assistance.

MEMBER AND COMMUNITY EVENTS

You can find other STAR member and community events on the STAR member website at **www.bcbstx.com/star**. You can also call the STAR Member Advocate in your area toll-free at **1-877-375-9097** (TTY **7-1-1**).

VALUE-ADDED SERVICES

BCBSTX offers Value-Added Services and extra benefits to help members stay healthy. These include:

- Free rides to medical appointments and BCBSTX approved meetings and classes
- 24 Hour Nurse Advice Line
- Prenatal Incentive Options for Pregnant Members
- Sports and camp physicals
- Child safety booster seats
- Texas Health Steps incentive gift cards
- Amazon gift cards for teens ages 13-18 who get their Texas Health Steps checkup once a year
- Upgraded eye glass frames
- Prenatal classes with incentive diaper bag
- Home delivered fresh fruits and vegetables
- Incentives for prenatal and postpartum doctor visits
- Breastfeeding support
- Dental Services for adult STAR members
- In-Home Meal Delivery Services after a hospitalization

Value-Added Services may have restrictions and limitations.

Limitations on these services are explained in the Value-Added Services brochure and member handbook.

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 STAR 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., 35th floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960, Civilrightscoordinator@hcsc.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।

هجوت: اب .دشاب یم مهارف امش یارب ناگیار تروص هب ینابز تلایهست ،دینک یم وگتفگ یسراف نابز هب رگا 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: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທຣ 1-855-710-6984 (TTY: 711).