



Medicaid Member Handbook Updates Effective April 1, 2019

The Texas Department of Health and Human Services (HHSC) sometimes makes updates to plan information to better serve you. Please read below to get the new phone number to call if you lose Your Texas Benefits Medicaid Card. You can also learn about a new program offered to STAR Members called Service Management.

Your Texas Benefits Medicaid Card

When you are approved for Medicaid, you will get a Your Texas Benefits Medicaid Card. This plastic card will be your everyday Medicaid card. You should carry and protect it just like your driver's license or a credit card. Your doctor can use the card to find out if you have Medicaid benefits when you go for a visit.

You will be issued only one card and will receive a new card only if your card is lost or stolen. If your Medicaid card is lost or stolen, you can get a new one by calling toll-free **1-800-252-8263**.

If you are not sure if you are covered by Medicaid, you can find out by calling toll-free at **1-800-252-8263**. You can also call **2-1-1**. First pick a language and then pick option 2.

The Your Texas Benefits Medicaid card has these facts printed on the front:

- Your name and Medicaid ID number.
- The date the card was sent to you.
- The name of the Medicaid program you're in if you get:
 - Medicare (QMB, MQMB)
 - Texas Women's Health Program (TWHP)
 - Hospice
 - STAR Health
 - Emergency Medicaid, or
 - Presumptive Eligibility for Pregnant Women (PE).
- Facts your pharmacy will need to bill Medicaid.
- The name of your doctor and pharmacy if you're in the Medicaid Lock-in program.

Go to www.YourTexasBenefits.com or call toll-free **(1-800-252-8263)** if you have questions about the new card.

If you forget your card, your doctor, dentist, or pharmacy can use the phone or the Internet to make sure you get Medicaid benefits.

What is STAR Service Management?

Service Management is a benefit offered to members with special health care needs. BCBSTX case managers work with members to make a service plan that will coordinate services between the member's PCP, specialty care providers and any non-medical providers. Service Management helps members with special needs to get access to available services and supports and teaches them how to use the services correctly.

How can I get Service Management?

If you would like Service Management, ask your Case Manager or call **877-214-5630**.

If you have any questions about your child's plan, please call BCBSTX Customer Service toll-free at **1-888-657-6061**, from 8 a.m. to 8 p.m., Monday through Friday, Central Time. If you have speech or hearing loss, call the TTY line at **7-1-1**.



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La tarjeta de Medicaid de Your Texas Benefits

Cuando lo aprueban para recibir Medicaid, usted recibirá una tarjeta de Medicaid de Your Texas Benefits. Esta tarjeta de plástico será su tarjeta de Medicaid de todos los días. Debe llevarla y protegerla como lo haría con la licencia de manejar o una tarjeta de crédito. El doctor puede usar la tarjeta para saber si usted tiene beneficios de Medicaid cuando vaya a una cita.

Solo le entregarán una tarjeta, y solo recibirá una tarjeta nueva si la pierde o se la roban. Si pierde o le roban la tarjeta Medicaid, puede obtener una nueva llamando gratis al **1-800-252-8263**.

Si no está seguro de que tiene cobertura de Medicaid, puede llamar gratis al **1-800-252-8263** para saberlo. También puede llamar al **2-1-1**. Primero, escoja un idioma y después escoja la opción 2.

La tarjeta de Medicaid de Your Texas Benefits tiene impreso en el frente estos datos:

- Su nombre y número de identificación de Medicaid.
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- El nombre del programa de Medicaid en que está inscrito si recibe:
 - Medicare (QMB, MQMB)
 - Programa de Salud para la Mujer de Texas (TWHP)
 - Cuidado de hospicio
 - STAR Health
 - Medicaid de emergencia, o
 - Elegibilidad Condicional para Mujeres Embarazadas (PE).
- La fecha en que la HHSC hizo la tarjeta para usted.
- La información que la farmacia necesita para cobrar a Medicaid.
- El nombre de su doctor y de su farmacia si está en el Programa Medicaid Lock-in Limitado de Medicaid.

El dorso de la tarjeta de Medicaid de Your Texas Benefits tiene un sitio web, www.yourtexasbenefits.com, y un número de teléfono al que puede llamar (**1-800-252-8263**) si tiene preguntas sobre la nueva tarjeta.

Si se le olvida la tarjeta, el doctor, dentista o farmacéutico puede usar el teléfono o Internet para asegurarse de que usted recibe beneficios de Medicaid.

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How can I get Service Management?

If you would like Service Management, ask your Case Manager or call **877-214-5630**.

Si tiene preguntas acerca de los beneficios del plan de su hijo, llame a Servicio al Cliente de BCBSTX sin costo al **1-888-657-6061** de lunes a viernes, de 8:00 a. m. a 8:00 p. m. (Hora Centro). Si tiene impedimentos auditivos o del habla, llame a la línea TTY al **7-1-1**.