



BlueCross BlueShield  
of Texas



TEXAS  
Health and Human  
Services



CHIP

TEXAS STAR  
Your Health Plan \* Your Choice



## Blue Cross and Blue Shield of Texas **STAR** and **CHIP** Members

**Service Management:**  
**1-877-214-5630** (TTY: **711**)

[www.bcbstx.com/medicaid](http://www.bcbstx.com/medicaid)

# Service Management

Blue Cross and Blue Shield of Texas (BCBSTX) has been bringing health care services to Texans for more than 90 years. BCBSTX serves STAR and CHIP members in the Travis service area.

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## What is Service Management?

Service Management can help manage your health care needs by working directly with you, your family, doctors and specialists to coordinate your care. A service manager is a member of our team dedicated to helping you find the right doctors, community support and services based on your medical, behavioral and cultural needs.

If you have questions, call the BCBSTX Customer Advocate Department at **1-888-657-6061** (TTY: **711**) or the 24-Hour Nurse Advice Line at **1-844-971-8906** (TTY: **711**).

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## Benefits of Service Management

- Skilled disease managers help you better understand and manage your health condition(s), medications and treatments.
- Service managers answer questions, share ideas and talk about care options.
- A care plan helps you set and reach your health goals.
- Maternity nurses provide pregnancy support.
- Behavioral health specialists help coordinate mental health rehabilitation and behavioral health services through Magellan Behavioral Health.
- Help getting needed community support and services such as:
  - Transportation
  - Home health nursing
  - Physical therapy
  - Occupational therapy
  - Speech therapy
  - Medical supplies
  - Durable Medical Equipment (DME)

If you or your child is eligible for these services, and the service is medically necessary, a service manager will help you get these services. To reach a service manager, call **1-877-214-5630** between 8 a.m. and 5 p.m. The BCBSTX Customer Advocate Department can also help you reach a service manager. Call the Customer Advocate Department at **1-888-657-6061** (TTY: **711**).

If you have questions, call the BCBSTX Customer Advocate Department at **1-888-657-6061** (TTY: **711**) or the 24-Hour Nurse Advice Line at **1-844-971-8906** (TTY: **711**).

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## Magellan Behavioral Health Can Help You:

- Find ways to remember to take behavioral health medications on time, as the doctor has prescribed them. This is the best way to reduce symptoms so that you or your child can become more independent.
- Learn how to talk to family, friends and teachers about how you can work as a team to manage mental health symptoms.
- Deal with a mental or emotional crisis.

If you have behavioral health problems, call Magellan toll-free at **1-800-327-7390**. Members with hearing or speech loss may call the Magellan TTY line at **1-800-735-2988**.

Behavioral health care does not need approval or a referral from your primary care provider (PCP), but you do have to see a Magellan provider. You should also talk to your PCP about the problem.

If you have questions, call the BCBSTX Customer Advocate Department at **1-888-657-6061** (TTY: **711**) or the 24-Hour Nurse Advice Line at **1-844-971-8906** (TTY: **711**).

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## How to Get Other Services

To learn more about BCBSTX STAR or CHIP covered programs and services, or for help finding a specialist, substance abuse services, or an OB/GYN provider, call the Customer Advocate Department at **1-888-657-6061** (TTY: **711**) from 8 a.m. to 5 p.m. Central time, Monday through Friday. You may also leave a voicemail outside of our normal business hours or on weekends and holidays.

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## Blue Access for Members<sup>SM</sup>

Blue Access for Members (BAM<sup>SM</sup>) is the secure member portal from BCBSTX. BAM allows you to view your covered benefits, prescriptions and service management information. You can log in and register for BAM from the member homepage at [www.bcbstx.com/medicaid](http://www.bcbstx.com/medicaid).

If you have questions, call the BCBSTX Customer Advocate Department at **1-888-657-6061** (TTY: **711**) or the 24-Hour Nurse Advice Line at **1-844-971-8906** (TTY: **711**).

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.

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.

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).

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