



## The Benefits of Having a Doula

**Families may hire a doula for additional physical, emotional and educational support.**

A doula is trained to work with families before and after their baby is born, providing:

- Help to practice positioning and breathing techniques
- Comfort measures such as touch, counter pressure and massage
- Encouragement and constant support
- Emotional support to parents, partners and families
- Evidence-based resources to help you make decisions

Having the continuous support of a doula during childbirth can help create a positive birth experience. Studies have shown that when a doula attends a birth, labor is shorter with fewer complications, babies are healthier and they breastfeed more easily. There is often less use of pain-relief medicines and fewer cesarean births.

If you would like to learn more about Doula Services, please call our Special Beginnings® team toll-free at **1-888-421-7781** (TTY **711**).

*LifeTimes* is published for Blue Cross and Blue Shield of Texas STAR members. Each issue brings you news about your health plan and staying healthy, along with important phone numbers for you to keep. If you have questions or need help, call the Customer Advocate Department. 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.

BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

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



## You Are Not Alone, We Stand Beside You

**At Blue Cross and Blue Shield of Texas, we understand the importance of having the support you need in your physical and mental health journey. Our service coordination benefits help you plan care for your family.**

Service coordination includes:

- Special Beginnings Service Coordinators for pregnant Medicaid members
- Mental Health Service Coordinators to help with mental health or substance use
- Help with personal care services, private duty nursing and long-term care services
- Disease management and education for members with conditions such as diabetes or asthma

Your Service Coordinator will:

- Listen to your concerns
- Help you to get the services you need, like transportation
- Help set up care with your doctor and other health or behavioral care team members
- Help you, your family and your caregiver better understand your health conditions, medications and treatments
- Provide community resource support
- Provide information about Value Added Services that come with your health plan

To learn more, contact the Service Coordination team at **1-877-214-5630** between 8 a.m. and 5 p.m. CT.

## Helpful Toll-Free Phone Numbers

Mental Health Services Hotline	<b>1-888-657-6061</b>	(TTY: <b>711</b> )
24-Hour Nurseline	<b>1-844-971-8906</b>	(TTY: <b>711</b> )
Maximus Enrollment Broker	<b>1-800-964-2777</b>	(TTY: <b>711</b> )
Medicaid Managed Care Helpline	<b>1-866-566-8989</b>	(TTY: <b>711</b> )
Service Coordination	<b>1-877-214-5630</b>	(TTY: <b>711</b> )

STAR Customer Advocate **1-888-657-6061** (TTY: **711**)

Member Outreach **1-877-375-9097** (TTY: **711**)

# Kid's Activity



## Invisible Ink

**When life gives you lemons, make a secret message from invisible ink! Mail it to a friend or relative, include tips on how it works and let them bring the image or note to light.**

### What You Will Need:

- One lemon
- Cotton swab
- Sheet of white paper
- Sunlight, iron or lightbulb

### What To Do:

Squeeze lemon juice into a bowl and add a spoonful of water. Mix gently. Dip the swab into the liquid and write a message or draw a picture on the paper. Let the liquid dry completely so the message or picture is

invisible. To share your secret, set it in sunlight, hold it close to a lightbulb or iron (with adult help). The message will be revealed! Hang it as artwork or share it with a friend.

### How Does It Work?

Diluting or adding water to the lemon juice makes it very hard to see when you apply it to the paper, but lemon juice is an organic substance that turns brown when it's heated up. This means no one will see the message or drawing until the paper is heated and the message is revealed.

■ Source: <https://www.parents.com/kids/education/math-and-science/5-fun-stem-crafts-for-kids/>





## You Matter, We Want To Hear From You

You will soon receive a package asking you to fill out a survey about your health care experience with BCBSTX and your providers. Your answers will help us know how we can better serve you.

We will not see your responses; and the survey will only take about 10 minutes of your time. We are committed to our members and want to give you the best care possible.





## Learn to Live: Digital Mental Health Platform

**Are you feeling stressed, sleepless, anxious or discouraged?**

### **You Are Not Alone**

If you have mild or moderate mental health concerns, BCBSTX has a program that may be just what you need. Learn to Live is a no cost, online, mental health solution for BCBSTX members and their caregivers age 13 and older.

The self-paced programs can help you with common challenges like stress, worry, depression, sleeplessness, social anxiety and substance use. Individual coaching is also offered if needed.

Find a program that is right for you.  
To start, take our online, self-paced private assessment at:  
<https://www.learntolive.com/welcome/bcbstxmedicaid?code=txmed>  
Access Code: **TXMED**



Learn to Live provides educational behavioral health programs. Members considering further medical treatment should consult with a physician. Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of Texas. BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.

# Complaints and Appeals

If you have a complaint about a service or care you received from Blue Cross and Blue Shield of Texas, you can call our BCBSTX Customer Advocate Department at **1-888-657-6061** (TTY: **711**).

BCBSTX will send you an acknowledgement letter within five business days and we will send you a letter with our decision within 30 calendar days of the date we get your complaint in writing.

## How to File an Appeal

- Fill out a 'Health Plan Appeal Request Form' and mail or fax it to us using the address or fax number listed at the top of the form. The form is located in our website <https://www.bcbstx.com/star/member-resources/appeals-and-grievances>
- Call the BCBSTX Customer Advocate Department toll-free at **1-888-657-6061** (TTY: **711**), Monday through Friday, 8 a.m. to 5 p.m., CT.
- Email to [GPDTXMedicaidAG@bcbsnm.com](mailto:GPDTXMedicaidAG@bcbsnm.com).
- Mail appeal form to:

Blue Cross and Blue Shield of Texas  
Attn: Complaints and Appeals Department  
P.O. Box 660717  
Dallas, TX 75266-0717

- Call a Member Advocate for help filing an appeal at **1-877-375-9097** (TTY: **711**)

You must request an appeal by 60 days from the date your notice for denial of services was mailed. We will give you a decision on your appeal within 30 days.

## Emergency Health Plan Appeal

If you feel your health will be seriously harmed by waiting for a decision on your health plan appeal, you or your doctor can ask for an Emergency Health Plan Appeal. If you qualify, we must decide to approve or deny your appeal within 72 hours of your request.



## Get STAR Updates Sent Straight to Your Phone!

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

You can opt in to get text messages sent 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**. To learn more about our texting program, call Member Outreach at **1-877-375-9097** (TTY: **711**).

\*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).





## State Fair Hearings and External Medical Reviews

If your appeal is denied, you have the right to ask for either a non-emergency or emergency State Fair Hearing or External Medical Review.

To ask for a State Fair Hearing, you or your representative should either send a letter to the health plan at:

Blue Cross and Blue Shield of Texas  
Attn: Complaints and Appeals Department  
P.O. Box 660717  
Dallas, Texas 75266-0717

*Or* call BCBSTX at **1-888-657-6061** (TTY: **711**).

**Find out more about filing complaints, appeals, emergency appeals, state fair hearings and external medical reviews by calling one of the following numbers:**

- Customer Advocate Department: **1-888-657-6061** (TTY: **711**).
- STAR Member Advocate: **1-877-375-9097** (TTY: **711**)

For more information regarding complaints, appeals and the State Fair Hearing, please visit our website at <https://www.bcbstx.com/star/member-resources/appeals-and-grievances>.



### We Want To See You!

Outreach staff hosts member meetings and community events that provide important health information and resources.

Go to <https://www.bcbstx.com/medicaid/pdf/chip-star-community-calendar-tx.pdf> to view a list of upcoming events near you. If you need help completing your STAR renewal packet, come out and see us. We can help!

# Family Food Favorites



## Pesto Ravioli with Spinach and Tomatoes

Total Time: 15 mins

Servings: 4

### Ingredients:

- 2 eight-ounce packages of frozen or refrigerated cheese ravioli
- 1 tablespoon olive oil
- 1 pint grape tomatoes
- 1 five-ounce package baby spinach
- $\frac{1}{3}$  cup pesto

### Directions:

1. Bring a large pot of water to a boil. Cook ravioli according to package directions; drain and set aside.
2. Heat oil in a large nonstick skillet over medium heat. Add tomatoes; sauté until they begin to burst, three to four minutes. Add spinach and continue to cook, stirring frequently, until it wilts, one to two minutes.
3. Add the cooked ravioli and pesto; stir gently to combine.

■ Source: <https://www.eatingwell.com/recipe/274007/pesto-ravioli-with-spinach-tomatoes/>

## Tell Us What You Think!

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

Every three months, STAR members are invited to attend a CAC meeting to give feedback on member education materials and Value Added Services, and get health plan program updates. CAC meetings are now offered by phone and online.

Visit [www.bcbstx.com/star](http://www.bcbstx.com/star) to see a schedule of CAC meetings or call a Blue Cross and Blue Shield of Texas 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 the Blue Cross and Blue Shield of Texas STAR Customer Advocate Department at 1-888-657-6061 (TTY: 711).

**Health care coverage is important for everyone.**

We provide free communication aids and services for anyone with a disability or who needs language assistance. We do not discriminate on the basis of race, color, national origin, sex, gender identity, age, sexual orientation, health status or disability.

To receive language or communication assistance free of charge, please call us at 1-855-710-6984.

If you believe we have failed to provide a service, or think we have discriminated in another way, contact us to file a grievance.

Office of Civil Rights Coordinator  
300 E. Randolph St., 35th Floor  
Chicago, Illinois 60601

Phone: 1-855-664-7270 (voicemail)  
TTY/TDD: 1-855-661-6965  
Fax: 1-855-661-6960

You may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, at:

U.S. Dept. of Health & Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building 1019  
Washington, DC 20201

Phone: 1-800-368-1019  
TTY/TDD: 1-800-537-7697  
Complaint Portal: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>  
Complaint Forms: <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>

Para solicitar ayuda y servicios auxiliares o servicios de interpretación oral o escrita para entender la información que se le brinda, incluidos los documentos en formatos alternativos como los impresos en letra grande, braille o en otros idiomas, llame al departamento de especialistas en Servicio al Cliente de STAR de Blue Cross and Blue Shield of Texas al 1-888-657-6061 (TTY: 711).

**Tener cobertura médica es importante para todos.**

Ofrecemos comunicación y servicios gratuitos para cualquier persona con impedimentos o que requiera asistencia lingüística. No discriminamos por motivos de raza, color, país de origen, sexo, identidad de género, edad, orientación sexual, estado de salud o discapacidad.

Para recibir asistencia lingüística o comunicativa de manera gratuita, llámenos al 1-855-710-6984.

Si cree que no hemos proporcionado un servicio, o si cree que ha sido discriminado de cualquier otra manera, comuníquese con nosotros para presentar una inconformidad.

Office of Civil Rights Coordinator  
300 E. Randolph St., 35th Floor  
Chicago, Illinois 60601

Teléfono: 1-855-664-7270 (correo de voz)  
TTY/TDD: 1-855-661-6965  
Fax: 1-855-661-6960

Tiene el derecho de presentar una queja por derechos civiles en la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de EE. UU. (U.S. Department of Health and Human Services, Office for Civil Rights) por estos medios:

U.S. Dept. of Health & Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building 1019  
Washington, DC 20201

Teléfono: 1-800-368-1019  
TTY/TDD: 1-800-537-7697  
Portal de quejas: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>  
Formulario de quejas: <https://www.hhs.gov/sites/default/files/ocr/civilrights/resources/factsheets/spanish/cmpltfrmspanish.pdf>

If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 855-710-6984.

Español Spanish	Si usted o alguien a quien usted está ayudando tiene preguntas, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 855-710-6984.
العربية Arabic	إن كان لديك أو لدى شخص تساعد أسئلة، ف لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم فوري، اتصل على الرقم 855-710-6984.
繁體中文 Chinese	如果您，或您正在協助的對象，對此有疑問，您有權利免費以您的母語獲得幫助和訊息。洽詢一位翻譯員，請撥電話 號碼 855-710-6984。
Français French	Si vous, ou quelqu'un que vous êtes en train d'aider, avez des questions, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 855-710-6984.
Deutsch German	Falls Sie oder jemand, dem Sie helfen, Fragen haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 855-710-6984 an.
ગુજરાતી Gujarati	જો તમને અથવા તમે મદદ કરી રહ્યા હોય એવા કોઈ બીજા વ્યક્તિને એસ.બી.એમ. કાયદમ બાબતે પ્રશ્નો હોય, તો તમને વિના ખર્ચે, તમારી ભાષામાં મદદ અને માહિતી મેળવવાનો હક્ક છે. દુભાષિયા સાથે વાત કરવા માટે આ નંબર 855-710-6984 પર કોલ કરો.
हिंदी Hindi	यदि आपके, या आप जिसकी सहायता कर रहे हैं उसके, प्रश्न हैं, तो आपको अपनी भाषा में नि:शुल्क सहायता और जानकारी प्राप्त करने का अधिकार है। किसी अनुवादक से बात करने के लिए 855-710-6984 पर कॉल करें।
Italiano Italian	Se tu o qualcuno che stai aiutando avete domande, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, puoi chiamare il numero 855-710-6984.
한국어 Korean	만약 귀하 또는 귀하가 돕는 사람이 질문이 있다면 귀하는 무료로 그러한 도움과 정보를 귀하의 언어로 받을 수 있는 권리가 있습니다. 통역사가 필요하시면 855-710-6984 로 전화하십시오.
Diné Navajo	T'áá ni, éí doodago ła'da bíká anáníłwo'ígíí, na'ídíłkidgo, ts'ídá bee ná ahóótí'i' t'áá níłk'e níká a'doolwoł dóó bína'ídíłkidígíí bee níł h odoonih. Ata'dahalne'ígíí bich'í' hodííłnih kwe'é 855-710-6984.
فارسی Persian	اگر شما، یا کسی که شما به او کمک می کنید، سوالی داشته باشید، حق این را دارید که به زبان خود، به طور رایگان کمک و اطلاعات دریافت نمایید. جهت گفتگو با یک مترجم شفاهی، با شماره 855-710-6984 تماس حاصل نمایید.
Polski Polish	Jeśli Ty lub osoba, której pomagasz, macie jakiegokolwiek pytania, macie prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer 855-710-6984.
Русский Russian	Если у вас или человека, которому вы помогаете, возникли вопросы, у вас есть право на бесплатную помощь и информацию, предоставленную на вашем языке. Чтобы связаться с переводчиком, позвоните по телефону 855-710-6984.
Tagalog Tagalog	Kung ikaw, o ang isang taong iyong tinutulungan ay may mga tanong, may karapatan kang makakuha ng tulong at impormasyon sa iyong wika nang walang bayad. Upang makipag-usap sa isang tagasalin-wika, tumawag sa 855-710-6984.
اردو Urdu	اگر آپ کو، یا کسی ایسے فرد کو جس کی آپ مدد کر رہے ہیں، کوئی سوال درپیش ہے تو، آپ کو اپنی زبان میں مفت مدد اور معلومات حاصل کرنے کا حق ہے۔ مترجم سے بات کرنے کے لیے، 855-710-6984 پر کال کریں۔
Tiếng Việt Vietnamese	Nêu quý vị, hoặc người mà quý vị giúp đỡ, có câu hỏi, thì quý vị có quyền được giúp đỡ và nhận thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, gọi 855-710-6984.