



LifeTimes[®]

Fall 2021

Your guide to **lifelong health**

Health and wellness or prevention information



Get Your Children Vaccinated

The new school year has started, and getting your children vaccinated is a top priority. Check with your child's doctor or nurse to make sure your child is up-to-date on all vaccines (shots). If not, plan early for a yearly Texas Health Steps visit to make sure you get a record of all their vaccines.

Prevention is better than a cure. Childhood shots are important because they protect children before they are exposed to diseases that can threaten their lives. Vaccines are tested to make sure they are safe and helpful for children. Ask your child's doctor which vaccines your children should have for their age.

Vaccine side effects and risks

The Centers for Disease Control and Prevention (CDC) and the Food and Drug Administration (FDA) take steps to make sure vaccines are safe before they are given to the public. All medicines and vaccines can cause side effects, but they are not as serious as the symptoms of the diseases they are meant to stop. It is also good to be vaccinated if you travel outside of the United States because you lower your risk of taking diseases out of the country or bringing them home.

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COVID-19: At Blue Cross and Blue Shield of Texas (BCBSTX), the health, safety and well-being of our members is our top priority. We want to help you stay informed about COVID-19 and get the care you need. For more information, visit www.bcbstx.com/medicaid/coronavirus-information.

Get Your Children Vaccinated

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After taking a vaccine, children may have soreness, redness, tenderness or swelling where the vaccine was given which goes away within a few days. Other side effects, such as allergic reactions, don't happen a lot, and the doctors and medical staff are trained to deal with them.



Always remember

- When you visit your child's doctor, ask if your child is due for any vaccines.
- Watch your child for a few days after the vaccines have been given. If you see changes in the child's health, call the doctor right away.

Many offices and clinics are taking extra steps to see children during this pandemic, such as:

- Scheduling sick and Texas Health Steps visits at different times of the day.
- Asking patients to stay outside until they are called into the facility, to reduce crowding in waiting rooms.
- Offering sick and Texas Health Steps visits in different locations, including telehealth visits.

COVID-19 Vaccination

This year most members are focused on one vaccination: COVID-19.

BCBSTX covers the COVID-19 vaccine at no cost to you in and out of network during the public health crisis. You can sign up for the vaccine with your local health department, pharmacy or ask your doctor's office if they have the vaccine. Call Customer Service at the number on your BCBSTX member ID card to find an in-network provider near you.



The CDC says that other vaccines may be given with the COVID-19 vaccine. For those 12 and older it is no longer necessary to wait 14 days between the COVID-19 vaccine and other vaccines. Your doctor or pharmacist can answer questions about the COVID-19 vaccine and when you should get one.

Other dangerous health problems haven't gone away, and health experts are worried that if people don't get vaccinated against sicknesses such as whooping cough, chickenpox, measles, mumps, meningitis and flu, there could be another public health crisis.

If you are seeing your doctor for other things such as diabetes or a sprained ankle, why not check your shot records, too? You should always ask your doctor if you are caught up on your vaccines. Talk to your doctor about safe choices for preventive care; don't wait because of the pandemic.

Importance of Texas Health Steps Visits

Texas Health Steps visits give the doctor a chance to check your child's overall health and growth. You should visit with your doctor yearly for health visits. This will create strong relationships between doctors, parents and children. The visits are at no cost to you and you may even receive a gift card.

Texas Health Steps visits can also be telehealth visits. Ask your child's doctor if they offer telehealth visits.

Texas Health Steps visits track growth and development by:

- Keeping track of height, weight and body mass index (BMI) based on age
- Allowing the doctor to check and see if your child has developed the social, mental, and learning abilities for their age
- Giving parents a chance to talk with their children's doctor about physical activity and safety measures such as wearing a bike helmet or using a seat belt

How to prepare for the Texas Health Steps visit

To get the most out of your time with the doctor, take a few steps to prepare. Make notes about your child's health. Include any changes in:

- behavior
- sleep
- eating
- physical activity
- social development
- family or school routines



BCBSTX offers a \$75 gift card for STAR members from birth through 15 months for completing their Texas Health Steps checkups. You can get the \$75 gift card by taking your baby to the doctor at least six times from birth through 15 months old.

Members ages 12–21 can also earn a \$25 gift card for getting an adolescent checkup.

- To receive the gift card, the member/parent/guardian must register through the Healthmine portal, be active on the plan at the time of the checkups and checkups must be completed by an in-network PCP (Primary Care Provider). After your provider submits a claim to BCBSTX, you will get a letter in the mail that will tell you how to register with Healthmine where you can choose your gift card award. Or you can register online at [bcbstx.com/wellnessrewards](https://www.bcbstx.com/wellnessrewards).

Maintaining Well-Being in Stressful Times

Here we are, all doing our best to keep ourselves and our loved ones functioning well in the middle of a pandemic and a time of general unrest. So how do we manage when daily conditions are stressful?

Here are routines that can protect you and the health of your child:

- **Do self-care.** Sometimes people think of this as indulgence, but self-care refers to things like ensuring you are getting enough fresh air, sleep, water and healthy food for yourself, so that your body and mind stay healthy.
- **Care for others.** Notice how your loved ones are doing. Ask them how they're feeling; help them be and feel safe; be with them and stay connected to them. Helping others helps ourselves.



- **Take breaks from news and the internet.** It is good to know what is happening in the world; it is also good to stop and notice the people right there with you. This can help bring a sense of calm and peace.
- **Control your mind.** Our thoughts affect our bodies and our moods. If you notice thoughts that make you feel irritable, anxious, sad or angry, try to pause and shift your thoughts to things that help you feel calmer, peaceful and more able to think flexibly.

- **Move your body.** Even 20 minutes of movement most days of the week improves energy and mood.
- **Use brief deep breathing to self-calm.** Anxiety is increased by not having enough oxygen. Taking three slow, deep breaths can be an immediate way to lower blood pressure and to shift from thoughts that increase anxiety.
- **Be kind to yourself, as much as possible.** This will help you stay healthy and will help those around you. Remember that sad and anxious feelings come and go.
- **Get care for mental health issues if you need it.** It's okay to need help and seeking care can create access to more resources.

If you need help from us:

- Schedule an appointment with the primary care doctor who can help with connecting you to specialists.
- Call Customer Service at **1-888-657-6061** (TTY: **711**). We are open 8 a.m. to 8 p.m. Central Time, Monday through Friday.
- Call Magellan Behavioral Health to speak with them about your mental health concerns at **1-800-327-7390** (TTY: **800-735-2988**).
- For home delivery of medications, call AllianceRx Walgreens Prime (have your card ready) at **1-800-345-1985** (TTY: **800-573-1833**).
- Call the 24/7 Nurse Advice Line – Advice is available at any time, day or night at **1-844-971-8906** (TTY: **711**).

Zucchini Bread

Ingredients:

- 1 1/2 cups granulated sugar
- 1/3 cup brown sugar
- 3/4 cup vegetable oil
- 2 eggs
- 2 cups flour
- 3/4 teaspoons baking powder
- 3/4 teaspoons baking soda
- 1/2 teaspoons salt
- 2 1/2 teaspoons cinnamon
- 1 1/2 finely chopped zucchini
- 3/4 cup walnut pieces (optional)



Directions:

1. Preheat oven to 350 degrees Fahrenheit.
2. Combine sugar, oil and eggs. In another bowl, mix flour, baking powder, baking soda, salt and cinnamon. Add to sugar/oil/egg mixture to moisten. Carefully fold in zucchini (and nuts). Divide mixture into two greased loaf pans. Bake for 55 minutes or until done.



Free Rides to Medical Appointments

STAR members can get rides to medical appointments and other related services through ModivCare at no cost. BCBSTX contracts with ModivCare to provide non-emergency transportation services (NEMT) to STAR members as a covered benefit through Texas Medicaid.

Call **1-888-824-1565** (TTY: **711**), for more information about NEMT or to schedule a ride between 8 a.m. to 5 p.m. Central time, Monday through Friday.

Vaccines for Preteens

BCBSTX wants to remind you that vaccines are not just for infants and toddlers. Your preteens need their vaccines each year too.

Helpful Reminders:

- Vaccines stop sickness, infections and cancers.
- You can use Immtrac to keep track of your family's vaccines. Talk to your primary doctor to learn more about Immtrac or visit www.dshs.texas.gov/immunize/immtrac/.
- You can sign up for text messages to get reminders about the yearly flu vaccine by texting STAR to **33633**.

Suggested Vaccines for Your Preteen

- **HPV Vaccine Series** (2 or 3 doses)
 - Start HPV series at age 9
 - Stops HPV and many cancers
- **TDaP Vaccine** (1 dose)
 - Stops tetanus, diphtheria and whooping cough
- **Meningococcal Vaccine** (1 dose)
 - Stops meningococcal disease – occurs more often in groups of young adults
- **Influenza (Flu) Vaccine** (each year)
 - Stops and lowers flu



Value-Added Services Help You Live Healthier

BCBSTX has many Value-Added Services (VAS) to help members stay healthy. These services are offered at no cost to you. VAS may have restrictions and limitations. STAR members can get these VAS:

Value-Added Service	Description
24-Hour Nurse Advice Line	Talk in private with a nurse about your health. Call toll-free 24 hours a day/seven days a week.
Extra Help Getting A Ride	Get free rides to approved services not covered by Medicaid such as non-emergency doctor visits, therapy, pharmacy, Women, Infants and Children (WIC) visits, BCBSTX member events and meetings, approved health classes or for covered services where the parent needs to bring more than one child. VAS transportation for STAR is offered for member meetings, WIC appointments, approved health education classes and other transportation not covered by the MTP program.
Texas Health Steps Incentive	Get a \$75 gift card for taking children from birth through 15 months to Texas Health Steps checkups.
Adolescent Checkup Incentive	Members ages 12 to 21 can earn a \$25 gift card when they get a yearly checkup.
Enhanced Eyewear	Children ages 18 and under are eligible to receive one upgrade to eyewear such as one pair of stylish frames (upgraded from basic), an upgrade to lenses, or an additional pair of glasses every year after the completion of an eye exam. The maximum value of the benefit will not exceed \$150.
Sports and Camp Physicals	Members ages 18 and under can get a free sports and camp physical each year.
In-Home Meal Delivery Service	Members who qualify can get up to 14 meals delivered to their home after a hospital discharge for a total of two separate events per year.
Dental Services for Adult Members	Adult members ages 21 and older can get up to \$250 per year in dental services.
Behavioral Health Online Resource	Members have access to online behavioral health (BH) tools where they can login to get access to information for their specific behavioral health concerns. These online tools are extra services available to members 24/7, beyond information available in the member handbook or on our website. This information may help members understand their BH conditions and when to reach out for assistance.
Behavioral Health – Inpatient Follow-up Incentive	Members are eligible for a \$25 gift card if they complete a follow-up visit with a behavioral health provider within seven days after a behavioral health hospitalization.
Aunt Bertha	Members can use Aunt Bertha, an online resource platform, to search for community resources and to send self-referrals to community-based programs for direct help.
Blue365®	Provides members the opportunity to access health and wellness items and offerings at a lower cost, as well as take advantage of free/no cost services.
Boys and Girls Club Membership	Members 18 or younger can receive up to \$100 value (\$50 per school semester) for a Boys and Girls Club membership.

VAS for Pregnant Women and New Mothers

STAR members who are pregnant or are new mothers can get these VAS:

Value-Added Service	Description
Prenatal Visit Incentive	Pregnant members will be eligible to receive a \$25 gift card upon timely completion of the first prenatal visit.
Prenatal Care Incentive	Pregnant members can choose an infant car seat or a pack-and-play playard when they complete a timely prenatal visit and register for our Special Beginnings® program.
Prenatal Class with Incentive Diaper Bag	Pregnant members can take an online prenatal class at no cost and earn a free diaper bag with baby care items.
Breastfeeding Education through our Special Beginnings Program	Members who register for the Special Beginnings maternity program will have access to breastfeeding education provided by Special Beginnings nurses.
Postpartum Visit Incentive	Pregnant women will be eligible to receive a \$25 gift card upon timely completion of the postpartum visit.
Fresh and Healthy Support for Pregnant Members	Pregnant members can get up to \$50 of fresh fruits and vegetables delivered to their home each year.



Special Beginnings Program

If you are pregnant, you can sign up for the Special Beginnings program. Special Beginnings is a program to help you better understand and manage your pregnancy. When you register for Special Beginnings, you will get a Special Beginnings Service Manager. Your Service Manager is a specially trained nurse who will talk to you about how you and your baby are doing and will continue to call you up to six weeks after your baby is born.

To learn more about BCBSTX VAS or Special Beginnings, call BCBSTX Member Outreach at **1-877-375-9097** (TTY: **711**).



Disease Management Programs

Living each day with a long-term health condition can be hard. BCBSTX offers Service Management and Disease Management programs, at no cost, that are designed to be sensitive to your cultural needs. These wellness and prevention programs provide education to help you better understand your condition, so that you can manage and improve your health. Services include:

- Managing your treatment plan to help control long-term conditions, such as asthma or diabetes
- Education on how to improve heart health, control high blood pressure and watch cholesterol
- Help coordinating your health care appointments with your PCP or specialist
- Help with quitting tobacco products
- Information on healthy eating habits, exercise and weight management

To learn more about these services, call **1-877-214-5630** (TTY: **711**) 8 a.m. to 5 p.m., Central time, Monday through Friday. You can opt out of a Disease Management program at any time.

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**).



Tell Us What You Think!

Community Advisory Committee (CAC) – online or by phone

Every three months, we invite STAR members to attend a CAC meeting to give us feedback on our member education materials, Value-Added Services, and get health plan program updates. One \$25 gift card per member family will be given for each meeting attended. A member family can get up to four gift cards each year, for a total of \$100 worth of gift cards. CAC meetings are offered by phone and online meetings.

You can visit www.bcbstx.com/star to see a schedule of CAC meetings or call a BCBSTX Member Advocate at **1-877-375-9097** for details and to register for a meeting.



LifeTimes[®]

Your guide to **lifelong health**

LifeTimes is published for BCBSTX 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 Customer Service.

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.

Helpful Phone Numbers	Toll-Free Number	TTY Line (hearing/speech loss)
BCBSTX STAR Customer Service	1-888-657-6061	711
Behavioral Health Services Hotline	1-800-327-7390	1-800-735-2988
BCBSTX Member Advocate	1-877-375-9097	711
24-Hour Nurse Advice Line	1-844-971-8906	711
Maximus Enrollment Broker	1-877-847-8377	711
Medicaid Managed Care Helpline	1-866-566-8989	711
Service Management/Disease Management	1-877-214-5630	711

Blue365 is a discount program only for BCBSTX members. This is NOT insurance. Some of the services offered through this program may be covered under your health plan. Employees should check their benefit booklet or call the Customer Service number on the back of their ID card for specific benefit facts. Use of Blue365 does not change monthly payments, nor do costs of the services or products count toward any maximums and/or plan deductibles. Discounts are only given through vendors that take part in this program. BCBSTX does not guarantee or make any claims or recommendations about the program's services or products. Members should consult their doctor before using these services and products. BCBSTX reserves the right to stop or change this program at any time without notice.

Blue Cross and Blue Shield of Texas will continue to contract with Magellan Behavioral Health, Inc. ("Magellan"), an independent company, until May 31, 2020 to administer BCBSTX's managed mental health program.

Aunt Bertha is an independent company that provides community resource listings and discount programs for BCBSXX members.

Modivcare, formerly logisticare, is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide transportation services for members with coverage through BCBSTX.

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

*Message and data rates may apply. Terms and conditions and privacy policy at www.bcbstx.com/mobile/text-messaging.

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

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: **711**).

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>**.

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 છો, તો નિઃશુલ્ક 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, ໂດຍບໍ່ເສັຍຄ່າ, ຄຸ້ມມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-855-710-6984 (TTY: 711).