



**BlueCross BlueShield  
of Texas**



**TEXAS**  
Health and Human  
Services

**TEXAS**  
**STAR** *Kids*  
Your Health Plan ★ Your Choice

**Central and Travis  
Service Area**



## **Value-Added Services**

Customer Service: **1-877-688-1811** (TTY: **7-1-1**)

Central Service Area Member Advocate: **1-855-497-0857** (TTY: **7-1-1**)

Travis Service Area Member Advocate: **1-877-375-9097** (TTY: **7-1-1**)

**[www.bcbstx.com/starkids](http://www.bcbstx.com/starkids)**

Value-Added Services may have restrictions and limitations.

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

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# What do you get with Blue Cross and Blue Shield of Texas?

Reliability and experience. Blue Cross and Blue Shield of Texas (BCBSTX) has been bringing health care services to Texans for more than 90 years. BCBSTX serves STAR Kids members in the Travis and Central Service Areas.

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## BCBSTX Value-Added Services Overview

BCBSTX has many Value-Added Services (VAS) to help members stay healthy. These services are offered at no cost to you:

- **Free rides** for BCBSTX member meetings and events, approved health classes and more
  - **Up to eight hours of extra respite care** for STAR Kids members in the Medically Dependent Children Program (MDCP)
  - **\$50 gift card** for taking children birth through 15 months and ages 2 through 6 for a yearly Texas Health Steps checkup
  - **\$50 Amazon gift card** for members ages 12 to 21 when they get a yearly well checkup\*
  - **Upgraded eyewear up to a \$200 value** each year, after an eye exam
  - **One free sports and camp physical** each year
  - **Members can get up to 14 meals delivered** to their home after a hospital discharge for a total of two separate events per year
  - **Hippotherapy or therapeutic riding services** include one evaluation and up to 10 therapy sessions per year
  - **\$25 gift card**, up to four times a year, for Parents/Legally Authorized Representatives (LARs) who attend a Member Resource Meeting
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## Details About Our VAS

- **Extra Help Getting a Ride:** BCBSTX offers STAR Kids members free rides to non-emergency visits that are not covered by Texas Medicaid. This includes rides to non-emergency doctor visits, therapy, VAS (such as Hippotherapy), approved health classes and special BCBSTX events and member meetings. You can also use the VAS for covered services where the parent needs to bring more than one child. Call ModivCare at **1-855-933-6993** (TTY: **7-1-1**) 8 a.m. to 5 p.m. Central time, Monday to Friday to schedule your ride at least three days before the scheduled visit or 24 hours before a sick child visit using the BCBSTX VAS.

**Limitations:** *Before asking for Extra Help Getting a Ride, STAR Kids members should first call ModivCare to ask for rides to medical appointments and other related services through the Non-Emergency Medical Transportation (NEMT) program at no cost to you.*

*BCBSTX contracts with ModivCare to provide NEMT as a covered benefit through Texas Medicaid. Medicaid also covers trips for urgent care, a ride home after a discharge from a hospital, or travel to the pharmacy with less than 48-hours' notice. Call **1-866-824-1565** (TTY: **7-1-1**) for more information about NEMT or to schedule a ride between 8:00 a.m. and 5:00 p.m. Central time, Monday through Friday.*

*VAS rides must be scheduled at least three days before the ride is needed. This transportation benefit is for non-emergency rides and does not include rides in an emergency situation. Let ModivCare know ahead of time if you need a wheelchair van. Ask ModivCare about how to get reimbursement for transportation costs.*

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- **Extra Help for Parents/Respite care for parents/LARs:** BCBSTX offers a respite care VAS for members in the Medically Dependent Children Program (MDCP). This VAS provides an extra eight hours per month of respite care in addition to the covered benefit of respite services. Members can continue to use their existing respite care provider for this VAS. This allows STAR Kids members to work with a provider who already understands their health care needs.

**Limitations:** *This service is for STAR Kids MDCP members only. Parent or LAR must work with BCBSTX service coordinators to get the respite care VAS and to select the appropriate respite care provider. Parents and LARs will be limited to eight hours of respite care per month with their existing or selected respite care provider. This VAS does not count against any covered respite benefits. Members must be current on their service coordination plan to be eligible. This service is limited to 6 a.m. to 8 p.m., Central time. It is not intended for overnight use. Respite care providers must be willing to bill BCBSTX by invoice for members to get this service.*

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- **Texas Health Steps Incentive Checkup Gift Cards:** BCBSTX offers gift cards for taking your children to their yearly Texas Health Steps checkups. You can get the \$50 gift card by doing the following:
  - Take your baby to the doctor at least six times from birth through 15 months old.
  - Take children ages 2 through 6 to get a yearly Texas Health Steps checkup by the end of the calendar year (or within 90 days of joining the plan).

**Limitations:** Parents or guardians of child members must make sure their children get Texas Health Steps checkups as listed above. Existing members must have the Texas Health Steps checkup each year. New members must get a checkup within the first 90 days of joining the plan. Members must be active on the plan to get the gift card, and checkups must be completed by an in-network Primary Care Provider (PCP). Gift card awards are based on claims your doctor will send to BCBSTX after the checkup is completed. Once your doctor sends BCBSTX the claim, it could take up to two months for you to get the gift card.

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- **Enhanced Eyewear:** STAR Kids members can get one upgrade to eyewear, such as one pair of stylish frames (upgraded from basic frames), upgraded lenses, or an extra pair of glasses every year after they complete an eye exam. Children must complete an eye exam before using this VAS. Call Customer Service for more information.

**Limitations:** *The upgrade may not go above a \$200 value each year. This VAS must be fulfilled by an in-network Davis Vision provider.*





- **Amazon Incentive Gift Cards for Adolescent Checkups:**

Adolescent STAR Kids members ages 12 to 21 can earn a \$50 Amazon gift card when they visit their PCP or OB/GYN for a yearly Texas Health Steps checkup.\*

**Limitations:** *Parents or guardians of adolescent members must make sure their children get a Texas Health Steps checkup each year. Members must be active on the plan to get the gift card and checkups must be completed by an in-network PCP or OB/GYN. Gift card awards are based on claims your doctor sends to BCBSTX after the checkup is completed. Once your doctor sends BCBSTX the claim, it could take up to two months for you to get the gift card.*

- **Sports and Camp Physicals:** We help STAR Kids members take part in sports and fitness activities by offering free sports and camp physicals.

**Limitations:** *Sports and Camp physicals are limited to one physical each year for STAR Kids members.*

- **In-Home Meal Delivery Services:** You can get a meal benefit that includes frozen meal delivery after a hospital discharge. Meal choices include breakfast, lunch and dinner. You can order up to 14 meals from the meal services provider for up to two separate events per year.

**Limitations:** *In-home meal delivery will only be available for two separate incidents per year for a maximum of 28 meals per year. Call your assigned service coordinator at **1-877-301-4394** to ask for this Value-Added Service.*

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- **Hippotherapy or Therapeutic Riding Services:** BCBSTX offers up to 11 sessions of hippotherapy or therapeutic riding sessions each year. The sessions are provided by a certified American Hippotherapy Association (AHA) occupational or physical therapy facility, or at a Professional Association of Therapeutic Horsemanship International (PATH) facility to children who meet therapy or therapeutic riding qualifications. Work with your service coordinator to get approval for these services.

**Limitations:** *STAR Kids members can get this service after completing a therapy evaluation. The evaluation will help the therapist determine what service would be most helpful for the child and if the child can safely participate in the sessions. Members must have medical clearance from their PCP and may only participate in one of the two programs, hippotherapy or therapeutic riding. Therapy sessions are scheduled based on availability of certified providers. STAR Kids members can use the VAS transportation service to schedule rides to and from therapy. Members who already have hippotherapy services through waiver programs may not use this VAS. We offer a total of 11 sessions which includes one evaluation and 10 therapy sessions which must be used within the calendar year.*

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- **Incentive Gift Card for Attending Member Resource Meeting:**

Each quarter, BCBSTX Member Advocates hold a Member Resource Meeting with help from our contracted provider, Texas Parent to Parent. Meetings are offered by phone or webinar and cover one educational topic at each meeting. These meetings give members tips on how to find their way through the health care system and a chance to share information and resources. Parents/LARs can get a \$25 gift card for attending the resource meeting. Call the STAR Kids Member Advocate in your Service Delivery Area for details.

***Limitations:*** *BCBSTX STAR Kids members, and parent/LARs can attend these meetings by phone or webinar as long as their child is enrolled in BCBSTX STAR Kids. 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.*



**To learn more about programs and services for BCBSTX members, call the numbers or visit the website below.**

BCBSTX Customer Service **1-877-688-1811**  
or (TTY **7-1-1**)

Member Advocate and Outreach  
(Central Service Area) **1-855-497-0857**

Member Advocate and Outreach  
(Travis Service Area) **1-877-375-9097**

BCBSTX Member Website **[www.bcbstx.com/starkids](http://www.bcbstx.com/starkids)**

24 Hour Nurse Hotline **1-855-802-4614** (TTY **7-1-1**)

Service Coordination **1-877-301-4394** (TTY **7-1-1**)

Extra Help Getting a Ride VAS **1-855-933-6993** (TTY **7-1-1**)

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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 Kids Customer Service at 1-877-688-1811 (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.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 7-1-1).

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: 7-1-1).

\*This promotion is not endorsed by, affiliated with or sponsored by Amazon.

Davis Vision is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide vision benefits administration for members with coverage through BCBSTX.

DentaQuest is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide dental administration for members with coverage through BCBSTX.

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.

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