

Take Charge of Your Health

Blue Cross and Blue Shield of Texas (BCBSTX) wants you to take charge of your health. Take part in:

- **Member Events** (such as Member Resource Meeting or Member Advisory Committee meeting)

BCBSTX STAR Kids members can get help with transportation to member events as a part of our Transportation Value-Added Service*. Please call BCBSTX Customer Service **1-877-688-1811** to schedule your ride.

Find events in your area. Use the lists below.

*Value-Added Services may have restrictions and limitations.

Member Events

If you have any questions or want to register for an event, call BCBSTX Member Outreach toll-free at **1-877-375-9097**. There is no cost to attend these events.

Date/Time	Event Name	Location
October 5, 2021 9:30 AM – 11:30 AM	Mexican Consulate Monthly Resource Fair	Mexican Consulate 5202 E. Ben White Blvd. Austin, TX 78744 If you have questions, please call Member Outreach 1-877-375-9097
October 14, 2021 10:00 AM – 1:00 PM	HealthFirst HealthFest	Truman Kimbro Conference Center 111 W. Trinity St Madisonville, TX 77864 If you have questions, please call Member Outreach 1-877-375-9097
October 23, 2021 5:00 PM – 8:00 PM	Heart of Texas Autism Network SpookFest	Hope & Believe Pediatric Therapy 4900 Sugar Ave Waco, TX 76710 If you have questions, please call Member Outreach 1-877-375-9097

<p>October 23, 2021 9:30 AM – 3:00 PM</p>	<p>HopeFest 2021</p>	<p>Northeast Early College High School 7104 Berkman St. Austin, TX 78752 If you have questions, please call Member Outreach 1-877-375-9097</p>
<p>October 23, 2021 5:30 PM – 8:00 PM</p>	<p>Annual Halloween Event</p>	<p>Twin Lakes YMCA 204 E. Little Elm Cedar Park, TX 78613 If you have questions, please call Member Outreach 1-877-375-9097</p>
<p>October 24, 2021 2:00 PM – 4:00 PM</p>	<p>Trunk or Treat</p>	<p>Elite Therapy 601 W. Loop 340 Waco, TX 76712 If you have questions, please call Member Outreach 1-877-375-9097</p>
<p>October 26, 2021 5:30 PM – 6:30 P.M.</p>	<p>La Vega ISD Trunk or Treat</p>	<p>La Vega Police Department 901 Maxfield Waco, TX 76705 If you have questions, please call Member Outreach 1-877-375-9097</p>
<p>October 30, 2021 5:30 P.M. - 7:30 P.M.</p>	<p>Dittmar Recreation Center Trunk or Treat</p>	<p>Dittmar Recreation Center 1009 Dittmar Rd. Austin, TX 78745 If you have questions, please call Member Outreach 1-877-375-9097</p>
<p>November 11, 2021 11:00 A.M. - 12:00 P.M.</p>	<p>Member Advisory Group Meeting (MAG Meeting) English Session</p>	<p>Conference Call Call Member Outreach Line to Register to Attend at 1-877-375-9097</p>

Tell us what you think! Each quarter BCBSTX holds a Member Advisory Group (MAG) Meeting so that we can find out how we can serve you better. If you would like to come and share your ideas with BCBSTX staff and community partners on what you like about your plan benefits or where we can do better, please contact the STAR Kids member advocate in your area for details. For the Travis Service Area call toll-free at **1-877-375-9097**, or in Central Rural Service Area call toll-free at **1-855-497-0857**; TTY at **7-1-1**.

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. 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 હો, તો નિ:શુલક 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: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-855-710-6984 (TTY: 711).