



# Population Health Management

## 2024 - 2025

### Programs to keep you well.

Blue Cross and Blue Shield of Texas (BCBSTX) offers many interactive programs and services designed to keep you well. The programs and services below are offered at no cost to you:

- Disease Management services for members at high risk for chronic conditions, including asthma, diabetes, hypertension and heart disease
- Case Management services for members with physical and mental health conditions ranging from simple to complex health needs
- Help with transition of care after a hospital discharge and between health care settings to make sure that members get consistent delivery of care
- Pharmacy programs to help with medication management and education
- Yearly flu shot reminders



Use this guide to know when to set up visits with your doctor for you and your children. Ask your doctor which exams, tests and vaccines are right for your child, when they should get them and how often. How you get certain diseases is not talked about in this guide.

Please see your BCBSTX plan member handbook to check on your plan benefits.

To learn more about your health plan, go to [www.bcbstx.com/medicaid](http://www.bcbstx.com/medicaid).

To learn more about vaccines, go to the Centers for Disease Control and Prevention at [www.cdc.gov/vaccines](http://www.cdc.gov/vaccines).

## How can you access the programs available to you?

See the table below for a list of programs that may be available to STAR Kids members. You can opt in or opt out of any of these programs by calling the Case Management/Disease Management line toll-free at **1-877-214-5630**, 8 a.m. to 5 p.m., Central time, Monday through Friday. If you have hearing or speech loss, you can call the TTY line at **711**.

KEY: + This program requires you to opt in      x This program requires you to opt out		
Wellness and Preventive Programs	Who is This Program for?	How Does This Program Work?
xImmunization Advocacy (support)	Birth to age two	Members who are part of this program can receive phone calls to remind them to complete their preventive checkups and needed immunizations
Physical Health Disease and Case Management Programs	Who is This Program for?	How Does This Program Work?
+xCondition Management: <ul style="list-style-type: none"> <li>• Asthma</li> <li>• Diabetes</li> </ul>	Members with an asthma diagnosis or diabetes	Members who participate can receive: <ul style="list-style-type: none"> <li>• Disease management classes in your local grocery store, along with a question-and-answer session with the pharmacist</li> <li>• Personal support in managing your health conditions</li> <li>• Help with coordination of care</li> <li>• Educational materials and a free water bottle</li> </ul>
xMembers with multiple ER visits or multiple diagnoses (physical or mental)	Members with: <ul style="list-style-type: none"> <li>• Multiple ER visits</li> <li>• Multiple physical or mental diagnoses</li> </ul>	Members who participate can receive: <ul style="list-style-type: none"> <li>• Monthly outreach from a care manager</li> <li>• Help finding a care team</li> <li>• Community support, as needed</li> </ul>
xComplex Case Management (Behavioral Health)	Members in the MDCP and YES waivers	Members who participate can receive: <ul style="list-style-type: none"> <li>• Face-to-face visits to review health needs</li> <li>• Help connecting with community resources and member benefits</li> <li>• Help setting up care with primary care providers and specialists</li> <li>• Education and resources to help you understand your health conditions, medications, and treatments</li> </ul>

\*This guide is for people enrolled in the BCBSTX plan. Some people might be at higher risk for health issues due to their family history, their race or ethnicity, or other reasons. Talk to your doctor if you have concerns about your health.

KEY: + This program requires you to opt in			x This program requires you to opt out		
Patient Safety		Who is This Program for?	How Does This Program Work?		
+Health Homes Services		Members who need comprehensive care to treat multiple chronic conditions or a serious and persistent mental or health condition	BCBSTX partners with in-network providers to offer participating members: <ul style="list-style-type: none"> <li>• Patient self-management education</li> <li>• Comprehensive care management and care coordination</li> <li>• Patient and family support</li> <li>• Referrals to community and social support services</li> </ul>		
+Pharmacists Adding Value and Expertise® (PAVE®)		All STAR, CHIP and STAR Kids members can participate	PAVE is a partnership between BCBSTX and certain pharmacies and pharmacists to improve care for our members. Members who participate can receive: <ul style="list-style-type: none"> <li>• Education from independent community pharmacists about their medications</li> <li>• Access to online resources and tracking tools to help maintain or improve health</li> </ul>		
Continuum of Care Programs		Who is This Program for?	How Does This Program Work?		
xCare Coordination Early Intervention		Members who are being discharged from the hospital	Members who participate can receive: <ul style="list-style-type: none"> <li>• Assistance scheduling a follow-up visit with their doctor or a specialist</li> <li>• Education, coordination and resources for a safe transition</li> </ul>		
Behavioral Health Programs		Who is This Program for?	How Does This Program Work?		
+xComplex Case Management (Behavioral Health)		Members with multiple chronic conditions including but not limited to: <ul style="list-style-type: none"> <li>• Major depression</li> <li>• Bipolar disorder</li> <li>• Schizophrenia</li> <li>• Substance abuse</li> </ul>	Members who participate receive: <ul style="list-style-type: none"> <li>• A health risk screening</li> <li>• Coaching calls, based on the plan of care and member goals</li> <li>• Collaboration with providers for urgent cases that need immediate action</li> <li>• Discharge planning from the hospital</li> </ul>		

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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 the BCBSTX Customer Advocate Department at the number on the back of your member ID card.

## Non-Discrimination Notice

### Health Care Coverage Is Important For Everyone

We do not discriminate on the basis of race, color, national origin (including limited English knowledge and first language), age, disability, or sex (as understood in the applicable regulation). We provide people with disabilities with reasonable modifications and free communication aids to allow for effective communication with us. We also provide free language assistance services to people whose first language is not English.

To receive reasonable modifications, communication aids or language 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, you can file a grievance with:

Office of Civil Rights Coordinator	Phone:	<b>1-855-664-7270</b> (voicemail)
Attn: Office of Civil Rights Coordinator	TTY/TDD:	<b>1-855-661-6965</b>
300 E. Randolph St., 35th Floor	Fax:	<b>1-855-661-6960</b>
Chicago, IL 60601	Email:	<a href="mailto:civilrightscoordinator@bcbsil.com">civilrightscoordinator@bcbsil.com</a>

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Office of Civil Rights Coordinator is available to help you.

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

US Dept of Health & Human Services	Phone:	<b>1-800-368-1019</b>
200 Independence Avenue SW	TTY/TDD:	<b>1-800-537-7697</b>
Room 509F, HHH Building	Complaint Portal:	<a href="https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf">https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf</a>
Washington, DC 20201	Complaint Forms:	<a href="https://www.hhs.gov/civil-rights/filing-a-complaint/index.html">https://www.hhs.gov/civil-rights/filing-a-complaint/index.html</a>

This notice is available on our website at

<https://www.bcbstx.com/medicaid/pdf/medicaid-non-discrimination-tx.pdf>

ATTENTION: If you speak another language, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call **1-855-710-6984** (TTY: 711) or speak to your provider.

Español Spanish	ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al <b>1-855-710-6984</b> (TTY: 711) o hable con su proveedor.
العربية Arabic	تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم <b>(711) 1-855-710-6984</b> أو تحدث إلى مقدم الخدمة الخاص بك.

中文 Chinese	注意：如果您说中文，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 <b>1-855-710-6984 (TTY: 711)</b> 或咨询您的服务提供商。
Français French	ATTENTION: Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le <b>1-855-710-6984 (TTY: 711)</b> ou parlez à votre fournisseur.
Deutsch German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie <b>1-855-710-6984 (TTY: 711)</b> an oder sprechen Sie mit Ihrem Provider.
ગુજરાતી Gujarati	ધ્યાન આપો: જો તમે બીજી ભાષા બોલો છો, તો તમારા માટે મફત ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. સુલભ ફોર્મેટમાં માહિતી પ્રદાન કરવા માટે યોગ્ય સહાયક મદદ અને સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. <b>1-855-710-6984 (TTY: 711)</b> પર કૉલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.
हिंदी Hindi	ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। <b>1-855-710-6984 (TTY: 711)</b> पर कॉल करें या अपने प्रदाता से बात करें।
Italiano Italian	ATTENZIONE: Se parli italiano, puoi usufruire gratuitamente di servizi di assistenza linguistica. Sono inoltre disponibili, senza costi, strumenti e servizi ausiliari per ricevere informazioni in formati accessibili. Chiama il numero <b>1-855-710-6984 (TTY: 711)</b> o rivolgiti a un assistente.
한국어 Korean	주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. <b>1-855-710-6984 (TTY: 711)</b> 번으로 전화하거나 서비스 제공업체에 문의하십시오.
Diné Navajo	SHÓÓ: Diné Bizaad k'ehjí éí dinit's'á'go, t'áá nizaad k'ehjí níká a'doo wołgo bohónéedzǫ. Łahgo bee ata' hodoonigo áádóó éí doodago ałtaa át'éego níka a'doowołgo t'áá jiik'e nábee ahoot'í'. <b>1-855-710-6984 (TTY: 711)</b> jì' hodíílni éí doodago nits'íís náyaa áhályánii bich'í' hadíídzi.
فارسی Farsi	توجه: اگر فارسی صحبت می‌کنید، خدمات پشتیبانی زبانی رایگان در دسترس شما قرار دارد. همچنین کمک‌ها و تماس خدمات پشتیبانی مناسب برای ارائه اطلاعات در قالب‌های قابل دسترس، به‌طور رایگان موجود می‌باشند. با <b>1-855-710-6984 (TTY: 711)</b> تماس بگیرید یا با ارائه‌دهنده خود صحبت کنید.
Polski Polish	UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer <b>1-855-710-6984 (TTY: 711)</b> lub porozmawiaj ze swoim dostawcą.
РУССКИЙ Russian	ВНИМАНИЕ: Если вы говорите по-русски, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону <b>1-855-710-6984 (TTY: 711)</b> или обратитесь к своему поставщику услуг.
Tagalog Tagalog	PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyonang tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa <b>1-855-710-6984 (TTY: 711)</b> o makipag-usap sa iyong provider.
اردو Urdu	توجہ دیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے مفت زبان کی مدد کی خدمات دستیاب ہیں۔ قابل رسائی فارمیٹس میں معلومات فراہم کرنے کے لیے مناسب معاونامداد اور خدمات بھی مفت دستیاب ہیں۔ <b>1-855-710-6984 (TTY: 711)</b> پر کال کریں یا اپنے فراہم کنندہ سے بات کریں۔
Tiếng Việt Vietnamese	LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ và dịch vụ phụ trợ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số <b>1-855-710-6984 (TTY: 711)</b> hoặc trao đổi với người cung cấp dịch vụ của bạn.