

We are deeply sorry to hear about your loss. While you may not be ready for quite some time, we want to make sure you have a list of support groups and resources for when you are. We hope you find this list useful throughout this difficult journey and remember to take the time you need to heal physically and emotionally.

## Support Groups

### **Chasing the Rainbows**

Resources include peer mentor, individual trauma therapy, daily virtual support and Cry It Out Loud! Podcast.

**Website:** <https://chasingtherainbows.org>

### **PUSH Pregnancy Loss**

Loss resources compiled by bereaved parents and families of stillborn babies from the team at PUSH.

**Website:** [www.pushpregnancy.org/pregnancy-infant-loss](http://www.pushpregnancy.org/pregnancy-infant-loss)

### **RTZ HOPE**

RTZ HOPE provides compassionate and holistic support for people who have experienced unimaginable loss during their journey to parenthood.

**Website:** <https://rtzhope.org>

### **Aubrey's Advocate**

Through Julie's own personal experience with loss, she helps advocate for others in similar situations.

**Website:** <https://aubreysadvocate.com>

### **Mom's Enduring Neonatal Death (M.E.N.D.)**

Non-profit organization that reaches out to families who have suffered the loss of a baby through miscarriage, stillbirth, or early infant death.

**Website:** <https://www.mend.org/nationwide-online-support-group>

**[bcbstx.com/medicaid](http://bcbstx.com/medicaid)**

**First Candle**

First Candle's grief counseling program is a safe and supportive place for individuals and their families to share information and experiences surrounding pregnancy and infant loss.

**Website:** <https://firstcandle.org/online-support-groups/>

**Little Angel Network**

Resource page at Little Angel Network, where compassion meets action to support families navigating the profound pain of loss, and healthcare professionals dedicated to providing empathetic care.

**Website:** <https://www.littleangelnetwork.org/familyservices>

## **Mental Health Resources**

**Austin Child Guidance Center**

**Ph:** 512-451-2242

**Website:** <https://www.austinchildguidance.org/>

Services: Individual, family, & group therapy available in English and Spanish

**Catholic Charities of Central Texas**

**Ph:** 512-651-6100

**Website:** <https://ccctx.org/counseling-services/>

Services: Individual, group, and family counseling available in English and Spanish

**Community Care**

**Ph:** 512-978-9015

**Website:** <https://communitycaretx.org/>

Services: Outpatient mental health services available in English and Spanish

**Gramercy Specialty Clinic**

**Ph:** 512-777-2686

**Website:** [www.gramercyclinic.com](http://www.gramercyclinic.com)

Services: Bilingual counseling services (In-office appointments, in-school appointments, telehealth)

**Integral Care – Local Mental Health Authority**

**Ph:** 512-472-4357

**Website:** [www.Integralcare.org](http://www.Integralcare.org)

Services: Counseling and outpatient services; drug and alcohol treatment

**Lone Star Circle of Care**

**Ph:** 1-877-800-5722

**Website:** <https://lonestarcare.org/>

Services: Outpatient mental health services available in person or virtually; primary care services

**People's Community Clinic**

**Ph:** 512-478-4939

**Website:** [www.austinpcc.org](http://www.austinpcc.org)

Services: Outpatient mental health services available in English and Spanish; primary care services

**Medical Access Program (MAP)**

**Ph:** 512-978-8130

**Website:** <https://www.centralhealth.net/map/>

Services: Health coverage program for uninsured Travis County residents with low income

**Suicide & Crisis Lifeline**

**Ph:** 988

**Website:** Chat options available at <https://988lifeline.org/>

Lifeline is free and confidential support is available 24/7 if someone is struggling or is in crisis.

**United Way for Greater Austin**

**Ph:** 833-512-2289

**Website:** <https://connectatx.unitedwayaustin.org/>

Services: Local mental health/substance use resources available by zip code

**As a BCBSTX member you have additional resources available.**

**BCBSTX Online Community Resource Platform:** Visit our Community Resource Platform to find additional resources near you <https://bcbstexas.findhelp.com/>

**Learn to Live:** A no cost online health program. It is offered to members and caregivers. If you have mild to moderate mental or emotional health concerns, Learn to Live gives self-paced mental health solutions. To start, register here at [Learn to Live](#) (**Access Code: TXMED**)

**Steps toward healing:**

1. **Take it day by day:** You will have some good days and some bad days. Be kind to yourself on days that you are not feeling well.
2. **Take care of yourself:** Make sure you get plenty sleep and eat a healthy diet. Exercise may also help.
3. **Talk to your loved ones:** Because people deal with grief in different ways, it may help you to open up to your spouse or partner, a close friend or family member, or someone that you trust.
4. **Talk with your doctor:** If you feel that your sadness is lasting for a long time or you are having trouble doing everyday things, call your doctor.
5. **Join a support group:** It may help you to share your feelings with others that are also going through what you are going through.

Don't forget to call your doctor to receive the follow-up care you need. If you need help contacting your doctor or scheduling an appointment, contact our Customer Advocate Department toll-free at 1-888-657-6061 (TTY:711) . We are open 8 a.m. to 5 p.m. Central Time, Monday through Friday. You may leave a voicemail outside of our normal business hours or on weekends and holidays.

Please remember to be gentle with yourself.

With Deepest Sympathy,

Blue Cross and Blue Shield of Texas

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

Phone: **1-855-664-7270** (voicemail)  
TTY/TDD: **1-855-661-6965**  
Fax: **1-855-661-6960**  
Email: [civilrightscoordinator@bcbsil.com](mailto:civilrightscoordinator@bcbsil.com)

You can file a grievance by mail, fax or email. If you need help filing a grievance, please call the toll-free phone number listed on the back of your ID card (TTY: 711).

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  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201

Phone: **1-800-368-1019**  
TTY/TDD: **1-800-537-7697**  
Complaint Portal: [ocrportal.hhs.gov/ocr/smartscreen/main.jsf](https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf)  
Complaint Forms: <https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>

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.

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| Español<br>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: <b>711</b> ) o hable con su proveedor. |
| العربية<br>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>1-855-710-6984</b> (TTY: <b>711</b> ) أو تحدث إلى مقدم الخدمة.                                                               |

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| 中文<br>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</b> (TTY: <b>711</b> ) 或咨询您的服务提供商。                                                                                                                                                                                                                                       |
| Français<br>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</b> (TTY : <b>711</b> ) ou parlez à votre fournisseur.  |
| Deutsch<br>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</b> (TTY: <b>711</b> ) an oder sprechen Sie mit Ihrem Provider.      |
| ગુજરાતી<br>Gujarati | ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસિયલ સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. <b>1-855-710-6984</b> (TTY: <b>711</b> ) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.                                                                       |
| हिंदी<br>Hindi      | ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। <b>1-855-710-6984</b> (TTY: <b>711</b> ) पर कॉल करें या अपने प्रदाता से बात करें।                                                                     |
| Italiano<br>Italian | ATTENZIONE: se parli Italiano, sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi ausiliari adeguati per fornire informazioni in formati accessibili. Chiama il numero <b>1-855-710-6984</b> (TTY: <b>711</b> ) o rivolgiti a un assistente.                                       |
| 한국어<br>Korean       | 주의: 한국어를 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</b> (TTY: <b>711</b> )번으로 전화하거나 서비스 제공업체에 문의하십시오.                                                                                                                                                                                    |
| Diné<br>Navajo      | SHOOH: Diné bee yáníłti'gogo, saad bee aná'awo' bee áka'anída'awo'it'áá jiik'eh ná hólǫ. Bee ahił hane'go bee nida'anishí t'áá ákodaat'éhígíí dóó bee áka'anída'wo'í áko bee baa hane'í bee hadadilyaa bich'í' ahoot'í'ígíí éí t'áá jiik'eh hólǫ. Kohjǫ' <b>1-855-710-6984</b> (TTY: <b>711</b> ) hodíilnih doodago nika'análwo'í bich'í' hanidzihi. |
| فارسی<br>Farsi      | توجه: اگر فارسی صحبت می‌کنید، خدمات پشتیبانی زبانی رایگان در دسترس شما قرار دارد. همچنین کمک‌ها و خدمات پشتیبانی مناسب برای ارائه اطلاعات در قالب‌های قابل دسترس، به‌طور رایگان موجود می‌باشند. با شماره <b>1-855-710-6984</b> (TTY: <b>711</b> ) تماس بگیرید یا با ارائه‌دهنده خود صحبت کنید.                                                       |
| Polski<br>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</b> (TTY: <b>711</b> ) lub porozmawiaj ze swoim dostawcą.                                                                 |
| РУССКИЙ<br>Russian  | ВНИМАНИЕ: Если вы говорите на русский, 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</b> (TTY: <b>711</b> ) или обратитесь к своему поставщику услуг.              |
| Tagalog<br>Tagalog  | PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libheng 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</b> (TTY: <b>711</b> ) o makipag-usap sa iyong provider.                    |
| اردو<br>Urdu        | توجه دیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے زبان کی مفت مدد کی خدمات دستیاب ہیں۔ قابل رسائی فارمیٹس میں معلومات فراہم کرنے کے لیے مناسب معاون امداد اور خدمات بھی مفت دستیاب ہیں۔ <b>1-855-710-6984</b> (TTY: <b>711</b> ) پر کال کریں یا اپنے فراہم کنندہ سے بات کریں۔                                                                            |
| Việt<br>Vietnamese  | LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ 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</b> (TTY: <b>711</b> ) hoặc trao đổi với người cung cấp dịch vụ của bạn.                                 |