



Population Health Management

Programs to Keep You Well

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

- Disease Management services for members at high risk for chronic conditions, such as asthma or diabetes
- Service Coordination services for members with physical and mental health conditions ranging from simple to complex
- The **Special Beginnings**® program to help pregnant mothers and their babies with health education and personal support before and after pregnancy
- Help with transition of care after a hospital discharge and between health care settings to make sure members get good care that stays steady
- Pharmacy programs to help with medication management and education
- Yearly immunization and checkup reminders

Ask your doctor which exams, tests and vaccines are right for you, when you should get them and how often. To learn more about exams, tests and vaccines, go to the Centers for Disease Control and Prevention at www.cdc.gov/vaccines.

How can I learn more about benefits and services?

The best resource is your BCBSTX member handbook to see everything about your plan benefits. To view it online, go to www.bcbstx.com/medicaid.

What programs are available to me?

Program	STAR	STAR Kids	CHIP
Immunization Advocacy (Support)	✓	✓	✓
Complex Case Management for Diabetes	✓		✓
Condition Management: • Asthma • Diabetes	✓	✓	✓
Members with multiple emergency room (ER) visits or multiple diagnoses (physical or mental)	✓	✓	✓
Special Beginnings (Prenatal/Postpartum Care)	✓	✓	✓
Health Homes Services	✓	✓	✓
Pharmacists Adding Value and Expertise® (PAVE®)	✓	✓	✓
Complex Case Management (Behavioral Health)	✓	✓	✓
Transition of Care	✓	✓	✓

Can I opt in or opt out of programs?

Based on your needs, you will see which programs you qualify for and how the benefits can best support you. You can opt in or opt out of any of these by calling the Service Coordination/Disease Management line toll-free at **1-877-214-5630** for STAR and CHIP members or **1-877-301-4394** for STAR Kids members in Travis and MRSA service area. Call 8 a.m. to 5 p.m., Central time, Monday through Friday. For hearing or speech loss, call (TTY: **711**).

KEY: + This program makes you to opt in x This program makes you to opt out

Wellness and Preventive Programs	Who Is This Program For?	How Does This Program Work?
x Immunization Advocacy (Support)	Birth to age two	Members in this program can receive phone call reminders to complete their preventive checkups and needed immunizations.
Physical Health Disease and Case Management Programs		
Complex Case Management for Diabetes	Members with uncontrolled diabetes together with one or more other conditions	Members who participate can receive: • Help connecting with community resources and member benefits • Help setting up care with primary care providers (PCP) and specialists • Education and resources to help understand health conditions, medications and treatments
+x Condition Management: • Asthma • Diabetes	Members with an asthma diagnosis or diabetes	Members who participate can receive: • Support in managing health conditions • Help with coordination of care • Educational materials
x Members with multiple emergency room (ER) visits or multiple diagnoses (physical or mental)	Members with: • Multiple ER visits • Multiple physical or mental diagnoses	Members who participate can receive: • Monthly outreach from a Service Coordinator • Help finding a care team • Community resources as needed
Mother/Baby Programs		
+ Special Beginnings	Pregnant members	Pregnant moms who participate receive: • Phone calls from a registered nurse from pregnancy to six weeks after the child is born • Educational materials about pregnancy and infant-care topics • Help managing high-risk conditions such as gestational diabetes and preeclampsia • Incentive gift cards for completing prenatal and postpartum visits • High-risk pregnancy case management • Case management for neonatal intensive care (NICU) for babies after birth

In-Home Support and Pharmacy Education	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: • Patient self-management education • Comprehensive care management and care coordination • Patient and family support • Referrals to community and social support services
+ Pharmacists Adding Value and Expertise® (PAVE®)	All BCBSTX CHIP members	PAVE is a partnership between BCBSTX and certain pharmacies and pharmacists to improve care for our members. Members who participate can receive: • Help with scheduling a follow-up visit with a PCP or specialist • Education, coordination and resources for a safe transition

Continuum of Care Programs		
x Transition of Care	Members who are being discharged from the hospital	Members who participate can receive: • Help with scheduling a follow-up visit with a PCP or specialist • Education, coordination and resources for a safe transition

Behavioral Health Programs		
+x Complex Case Management(Behavioral Health)	Members with multiple chronic conditions including, but not limited to: • Major depression • Bipolar disorder • Schizophrenia • Substance use • Autism • Post-traumatic stress disorder (PTSD)	Members who participate receive: • A health-risk screening • Coaching calls based on the plan of care and member goals • Collaboration with providers for urgent cases that need immediate action • Discharge planning from the hospital



Who can I call after hours?

It can be hard to figure out the type of care you or your family members may need. When you cannot reach your service coordinator after hours, here are multiple options to guide you to your next step any time of day.

24/7 Nurseline

A registered nurse is available to help you decide if you should call your doctor, visit the ER or handle the situation yourself. Speak with a nurse in your own language 24 hours a day, seven days a week. If your situation is after hours, you can also determine whether you can wait until the next morning to see a provider.

- STAR and CHIP **1-844-971-8906** (TTY: **711**)
- STAR Kids in Travis and MRSA service area **1-844-971-8906** (TTY: **711**)

Telehealth Options

Talk to a board-certified doctor anytime, day or night, 24/7. Sign up for your account to schedule an appointment for hundreds of health needs, plus prescriptions. You will need your member ID card to register. Learn more at www.bcbstx.com/medicaid

Behavioral Health and Substance Use Crisis Line

Call when you need mental health support, help with alcohol or drug use or with emotional health needs:

- STAR and CHIP members: **1-888-657-6061** (TTY: **711**)
- STAR Kids in Travis and MRSA service area **1-877-688-1811** (TTY: **711**)

Call 911 or Go to the Nearest ER:

- If you are thinking about hurting yourself or someone else
- If you have a life-threatening emergency

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:	1-855-664-7270 (voicemail)
Attn: Office of Civil Rights Coordinator	TTY/TDD:	1-855-661-6965
300 E. Randolph St., 35th Floor	Fax:	1-855-661-6960
Chicago, IL 60601	Email:	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	Phone:	1-800-368-1019
200 Independence Avenue SW	TTY/TDD:	1-800-537-7697
Room 509F, HHH Building	Complaint Portal:	https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf
Washington, DC 20201	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.

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 1-855-710-6984 (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 1-855-710-6984 (TTY: 711) 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 1-855-710-6984 (TTY: 711) 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 1-855-710-6984 (TTY: 711) 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 1-855-710-6984 (TTY: 711) 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. 1-855-710-6984 (TTY: 711) 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। 1-855-710-6984 (TTY: 711) 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 1-855-710-6984 (TTY: 711) 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. 1-855-710-6984 (TTY: 711) 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'. 1-855-710-6984 (TTY: 711) 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 1-855-710-6984 (TTY: 711) 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 1-855-710-6984 (TTY: 711) 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 1-855-710-6984 (TTY: 711) 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 1-855-710-6984 (TTY: 711) 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۔ 1-855-710-6984 (TTY: 711) 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 1-855-710-6984 (TTY: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.