

STAR, STAR KIDS and CHIP Travis Service Area
STAR Kids Central Service Area



Value-Added Services

www.bcbstx.com/medicaid

Effective September 2026



TEXAS
Health and Human
Services



CHIP

TEXAS STAR
Your Health Plan ★ Your Choice

TEXAS STAR Kids
Your Health Plan ★ Your Choice

Value-Added Services (VAS) may have restrictions and limitations. For a complete list of Value-Added Services see the member handbook.

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?

Blue Cross and Blue Shield of Texas (BCBSTX) serves STAR, STAR Kids and CHIP members in the Travis Service Area and STAR Kids in the Central Service Area.

BCBSTX has many Value-Added Services (VAS) to help members stay healthy. These services are offered at no cost. Please call the Customer Advocate Department for details on VAS limitations.

BCBSTX members can earn gift card rewards for making healthy choices. Look for the gift card icon to find out which incentives allow you to receive a gift card. Register at **BCBSTXwellnessrewards.healthmine.com**. You will need your member ID card, date of birth and email address to set up your account.

Scan the code to sign up
for Healthy Rewards



Call STAR and CHIP at **1-888-657-6061** in the Travis area, STAR Kids at **1-877-688-1811** (TTY/TDD: **711**) in the Travis and Central Areas for help signing up. You will receive an email letting you know your account is set up.

Then you are ready to start earning rewards!

IMPORTANT! If you have moved, call **2-1-1** to update your address change with the Texas Health and Human Services Department (HHSC). VAS rewards will be sent to the address you have listed with HHSC. **VAS will not be reissued.**

Details About VAS

Extra Help Getting a Ride to Approved Services Not Covered by Medicaid: BCBSTX offers VAS transportation services to CHIP and Medicaid members. This includes rides for:

STAR and STAR Kids Transportation VAS

- BCBSTX member events
- BCBSTX member meetings
- Parents bringing more than one child who does not have a scheduled appointment

CHIP Transportation VAS

- Doctor appointments
- BCBSTX member events
- Non-emergency appointments
- BCBSTX member meetings
- Parents bringing more than one child who does not have a scheduled appointment

VAS require you to schedule two business days in advance. All VAS transportation services must be pre-approved.

Medicaid members should use their NEMT transportation services before using VAS.

To get help scheduling a ride or to learn more about the transportation services available, call the Customer Advocate phone number on the back of your member ID card.

Limitations: BCBSTX reserves the right to determine the best mode of transportation appropriate for your request.

24/7 Nurse Advice Line: STAR and CHIP members can talk in private with a nurse 24 hours a day, seven days a week. Call toll-free at **1-844-971-8906** (TTY: **711**). A nurse can help you decide if the illness requires a visit to your doctor or the emergency room. Teens may also call and speak to a nurse in private.

Interpreter services are available if you need to speak to someone in your own language. You can also listen to audio tapes on hundreds of health topics or request to get information by mail. STAR Kids members receive this service through their Medicaid plan.



Child and Adolescent Checkup Gift Card Incentive:

Medicaid members ages 2 to 20 and CHIP members ages 2 to 18 can earn a \$25 gift card for completing a Texas Health Steps/Well Child checkup with an in-network primary care provider or OB/GYN once a year.

Members must be active on the plan at the time of the checkup and registered on BCBSTX Wellness Rewards to qualify.



HPV Vaccine Incentive: Adolescent STAR and CHIP members ages 9-13 can earn a \$25 gift card after they receive all age-required doses of the HPV Vaccine by an in-network doctor.

Limitations: Members must be active on the plan and registered on BCBSTX Wellness Rewards website to qualify.



Upgrade to Eyewear or Contact Lenses: Members ages 0 to 18 for STAR and CHIP and 0 to 20 STAR Kids get one upgrade every year up to \$150 value for an upgrade to frame, lenses, contact lenses or an extra pair of glasses after they complete an eye exam.

Limitations: This VAS prescription must be fulfilled by an in-network Davis Vision provider. Vanity contact lenses are not covered.

Sports and Camp Physicals: Free sports and camp physical for members ages 3 to 18 for STAR and CHIP and 3 to 20 STAR Kids.

Limitations: One each year by an in-network doctor.

Health and Wellness Reward: Members ages 7 to 18 can receive up to \$40 for health and wellness programs, such as sports activities, arts and camps.

Limitations: Parents/guardians/Legally Authorized Representative (LAR) must provide a receipt. The member must be active at the time of reimbursement. Call Member Outreach at **1-877-375-9097** to learn more.

Online Prenatal and Grief Classes: BCBSTX offers prenatal, breastfeeding, postpartum and grief classes to pregnant members through 90 days after expected delivery date at no cost. You can take an online class any time in English and 17 other languages.

Register for these classes at www.bcbstx.com/medicaid.

If you recently experienced a loss, register for grief classes at https://legacy.bump2baby360.com/BlueCrossandBlueShieldofTexasBCBSTX/GriefClasses_1923_977



Doula Services: STAR members who have a high-risk pregnancy diagnosis may be able to get in-home support and assistance from a doula. Doulas offer physical, emotional and educational support during the pregnancy and after the baby is born. Call Special Beginnings® toll-free at **1-888-421-7781 (TTY 711)** to learn more.

Limitations: To qualify for this service, members must have a high-risk pregnancy diagnosis and be enrolled in Special Beginnings. Doula services will be provided by Mae Health.



Prenatal Gift Card: Pregnant members active on BCBSTX are eligible to receive a \$50 gift card after the first prenatal visit.

Limitations: Pregnant members must complete their first prenatal visit within the first trimester or within 42 days of enrollment with BCBSTX.



Postpartum Gift Card: Members active on BCBSTX who deliver while on the BCBSTX plan are eligible to receive a gift card after the postpartum visit. Medicaid members are eligible to receive a \$50 gift card and CHIP members are eligible to receive a \$25 gift card.

Limitations: Members who have delivered on the BCBSTX plan must complete the postpartum visit seven to 84 days after delivery.

Special Beginnings® Education: Pregnant members who register for the Special Beginnings maternity program will have access to breastfeeding, prenatal and maternal mental health education from early pregnancy until six weeks after delivery education provided by Special Beginnings nurses.

If you are pregnant and would like to register for Special Beginnings, call us toll-free at **1-888-421-7781** (TTY **711**) or email Special Beginnings at **TXSBMedicaid@bcbstx.com**.

In-Home Meal Delivery: You can get frozen meal delivery after a qualifying medical health hospital discharge. Meal choices include lunch and dinner. You can order up to 14 meals from the meal services provider one time per year.

Call Service Coordination STAR and CHIP **1-877-214-5630**, STAR Kids **1-877-301-4394** (TTY: **711**) from 8 a.m. to 5 p.m. Central time Monday-Friday to see if you qualify for this VAS.

Dental Services for Adult STAR and CHIP Perinate Members: Adult STAR members ages 21 through 64 and CHIP Perinate members ages 19 through 64 can receive dental services valued up to \$250 per year towards exams or cleanings. Call our dental vendor, DentaQuest, toll-free at **1-800-205-4715**, from 8 a.m.-6 p.m., Central time, Monday-Friday to find an in-network provider or to get an OK for dental services.

Limitations: You must go to an in-network DentaQuest provider.



Blue365® Health and Wellness Discounts: Members ages 0 through 64 get a free membership to Blue365 to receive discounts for health and wellness products and services.

Limitations: Register at www.blue365deals.com/BCBSTX. You will need to provide your name, email, password, ZIP code and alpha prefix, TXS. If you have questions about how to access information on Blue365, call Member Outreach at **1-877-375-9097**.



STAR Kids Additional Respite Care: BCBSTX offers additional respite care or short-term relief for primary care givers through VAS. This VAS is offered to members in the Medically Dependent Children Program (MDCP). It provides an extra eight hours per month of respite care above the covered benefit of respite services. Members can use their existing respite care provider for this VAS. This allows members to work with a provider who already understands their health care needs.

Limitations: This service is for STAR Kids MDCP members only

Learn to Live – Online Behavioral Health Resources:

BCBSTX members ages 13 to 64 can get access to online behavioral health support through our vendor Learn to Live where they can log in to get access to information for their specific behavioral health concerns.

These extra online tools are available to members 24/7 at

www.learntolive.com/welcome/bcbstxmedicaid

(Access Code: **TXMED**).

Limitations: Speak to your Service Coordinator to learn how to register.

**Scan for more information
about Learn to Live**



Members can speak with a Customer Advocate to request material or VAS information in other languages, printed or alternative formats. Members with limited access to the internet can call for assistance. Language and TTY interpreters are available. These services are available and free of cost upon request.



To learn more about programs and services for BCBSTX members, call the numbers below or visit these websites:

Customer Advocate
Department and Behavioral
Health Services

STAR and CHIP **1-888-657-6061**,
STAR Kids **1-877-688-1811** (TTY: **711**)

Member Outreach

1-877-375-9097 (TTY: **711**)

Member Website

www.bcbstx.com/medicaid

Special Beginnings

1-888-421-7781 (TTY: **711**)

Service Coordination/
Disease Management

STAR and CHIP **1-877-214-5630**,
STAR Kids **1-877-301-4394** (TTY: **711**)

24/7 Nurse Advice Line

STAR and CHIP **1-844-971-8906**

24/7 Nurseline

STAR Kids **1-844-971-8906** (TTY: **711**)

Extra Help Getting a Ride VAS

STAR and CHIP **1-888-657-6061**,
STAR Kids **1-877-688-1811**

Learn to Live: Online
Behavioral Health Resource

**[www.learntolive.com/welcome/
bcbstxmedicaid](http://www.learntolive.com/welcome/bcbstxmedicaid)**
(Access Code: **TXMED**)

Blue365 Deals

www.blue365deals.com/BCBSTX

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: 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).

Blue365 is a discount program only for BCBSTX members. This is NOT insurance. Some of the services offered through this program may be covered under your health plan. Members should check their benefit booklet or call the Customer Service number on the back of their ID card for specific benefit facts. Use of Blue365 does not change monthly payments, nor do costs of the services or products count toward any maximums and/or plan deductibles. Discounts are only given through vendors that take part in this program. BCBSTX does not guarantee or make any claims or recommendations about the program's services or products. Members should consult their doctor before using these services and products. BCBSTX reserves the right to stop or change this program at any time without notice. The relationship between the Blue365 vendors and BCBSTX is that of independent contractors.

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.

MTM Health 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.

Learn to Live provides educational behavioral health programs. Members considering further medical treatment should consult with a physician. Learn to Live, Inc. is an independent company that provides online behavioral health programs and tools for members with coverage through Blue Cross and Blue Shield of Texas.

Mae Health is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provides maternity resource platforms for members with coverage through BCBSTX.

YoMingo by Baby 360 Customized Communications, Inc., dba Baby360 is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide member health platform and tools 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.