

STAR Kids Screening and Assessment Instrument (SAI)



**BlueCross BlueShield
of Texas**



TEXAS
Health and Human
Services

TEXAS
STAR Kids
Your Health Plan ★ Your Choice



Let us help you get the right care

In order to give the right care for STAR Kids members, Blue Cross and Blue Shield of Texas (BCBSTX) Service Coordinators reach out to parents or Legally Authorized Representatives (LARs) to schedule the SAI. During the SAI, the BCBSTX Service Coordinator will talk about medicine information, services available to the child and diagnoses. You will also talk about any questions you may have. A service coordinator will call you to schedule a time to come out and complete the SAI.

Follow these tips to be ready for the SAI:

- Plan ahead and write down all your questions for the service coordinator.
- Write down a list of all medicine that your child takes.
- Write down a list of doctors your child is seeing and any service coordinators or case managers you are working with.
- Tell the BCBSTX service coordinator if your child is covered by another health insurance plan or if he or she is on a waiver.
- Tell the BCBSTX service coordinator if your child is using any Durable Medical Equipment (DME) or if your child is receiving any kind of other services.

You can also have any of the providers or other service coordinators that work with your child present during the SAI interview if you would like. You may also provide your BCBSTX service coordinator with a list of authorized representatives who can speak to the BCBSTX service coordinator on your behalf.

While the SAI can take up to four hours, it will allow us to better understand your child's needs so that he or she will get the right care.

Please call your or your child's BCBSTX STAR Kids Service Coordinator if you have questions at:
1-877-301-4394 or TTY **7-1-1**

If you are not able to reach a service coordinator or have other questions, please call our member advocate at
1-855-497-0857.

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).

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