

## ANNUAL NOTICES FOR BLUE CROSS AND BLUE SHIELD OF TEXAS CHIP MEMBERS

Thank you for choosing Blue Cross and Blue Shield of Texas (BCBSTX). We want to make sure you have the latest updates about the services and benefits we offer to CHIP members. Please review the important information in this notice. It is our goal to provide care to all members in a culturally competent manner regardless of gender, sexual orientation, or gender identity.

Important CHIP Phone Numbers	Toll-free Number	TTY Line for Hearing or Speech Loss
BCBSTX Customer Service	<b>1-888-657-6061</b>	<b>711</b>
Member Outreach/Member Advocate	<b>1-877-375-9097</b>	<b>711</b>
24-Nurse Hotline	<b>1-844-971-8906</b>	<b>711</b>
Value Added Services Information/Questions	<b>1-877-375-9097</b>	<b>711</b>
Special Beginnings®	<b>1-888-421-7781</b>	<b>711</b>
Vision Services	<b>1-888-657-6061</b>	<b>711</b>
Behavioral Health Services Hotline	<b>1-800-327-7390</b>	<b>1-800-735-2988</b>
Dental Services for Adult CHIP Perinate Members (DentaQuest)	<b>1-800-205-4715</b>	<b>711</b>
CHIP Service Coordination	<b>1-877-214-5630</b>	<b>711</b>

Customer Advocate Department hours of operation are Monday–Friday, 8 a.m. to 5 p.m. Central time, excluding state-approved holidays. During after-hours and weekends, leave a non-urgent message and your call will be returned the next business day. For TTY after hours and weekends, call Texas Relay at **711**. Help is offered in English and Spanish. Interpreter services are available. In an emergency, call **911**.

Customer Advocates can answer questions about your benefits, help you log onto Blue Access for Members<sup>SM</sup> (BAM<sup>SM</sup>) and help you find or change your primary care physician. BAM is a secure member portal from BCBSTX where you can get immediate online access to health and wellness information. CHIP members can print a temporary ID card or order a new ID card, and find doctors, providers, and hospitals under the ‘Doctors and Hospitals’ tab.

Go to [www.bcbstx.com/chip](http://www.bcbstx.com/chip) and click 'Sign Up or Login' at the top right side of the page. If you have questions about how to register for or use BAM, please call the Customer Advocate department at **1-888-657-6061 (TTY: 711)**.

### **FIND HELP NEAR YOU!**

Go to [communityservices.bcbstx.com](http://communityservices.bcbstx.com) to find health and community resources in your local area.

### **RENEWING YOUR BENEFITS**

The COVID-19 public health emergency ended on March 31, 2023. It is important for you to respond to any renewals or information requests from HHSC to ensure you keep your coverage if you are still eligible. Even if adults in a family are not eligible for Medicaid, children could still be eligible for CHIP.

Renewal notices will be mailed in yellow envelopes or sent electronically if you have a Your Texas Benefits account. Log in to your account at [YourTexasBenefits.com](http://YourTexasBenefits.com) and click 'Select Details' for your case. If it's time for you to renew your benefits, it will say 'Yes' in the 'Time to Renew' column. Respond by the due date to keep your family's coverage if you're still eligible. Contact HHSC to report any changes to your contact information as soon as possible. If you need help completing your renewal application, call Member Outreach at **1-877-375-9097 (TTY: 711)** for assistance.

If you no longer qualify for a Medicaid or CHIP plan, go to [www.needcoveragenowtx.com](http://www.needcoveragenowtx.com) to find a health plan that meets your family's healthcare needs. This site allows you to compare BCBSTX health plans for individuals and families.

### **CHIP MEMBER CO-PAYS**

Co-pays for CHIP members are required again as of May 12, 2023. For most types of doctor visits, CHIP members must pay a co-pay. You won't have to co-pay for the following types of doctor visits:

- Check-ups.
- Mental health and substance use disorder treatment services.
- COVID-19-related office visits for COVID-19 vaccines, testing, and treatment.

**The amount you'll need to co-pay is listed on your CHIP member ID card.**

Your co-pay amount was determined based on your income when you enrolled in CHIP. You don't have to co-pay for CHIP services if you are:

- Native American.
- An Alaska Native.
- A CHIP Perinatal member.

If you have any questions, call the Customer Advocate Department.

### **PREVENTIVE HEALTH GUIDELINES**

Preventive Health Guidelines let you know when to set up doctor visits for you and your children. Following these guidelines can help you and your doctor find out what health measures are normal for you so they can be compared to future visits. BCBSTX might not pay for all the tests listed in the Preventive Health Guidelines.

Ask your doctor which exams, tests, and vaccines are right for you, when you should get them, and how often. Some of these tests and routine wellness exams can find disease early to help you and your family stay well.

To learn more about what BCBSTX pays for, call the Customer Advocate department toll-free at **1-888-657-6061** (TTY: **711**) or read your CHIP Member Handbook to learn more about your plan benefits. You can also check the 'Health and Wellness page' at [www.bcbstx.com/chip](http://www.bcbstx.com/chip) for more information.

## **PROGRAMS TO KEEP YOU WELL**

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.
- Service Coordination 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.

To learn about your eligibility for any of these programs, how you can opt in or out, and how to use these program and services, please call Service Coordination toll-free at **1-877-214-5630** (TTY: **711**), 8 a.m. to 5 p.m., Central time, Monday through Friday. You can also find out more about these programs by visiting the Member Resources page of the member website at [www.bcbstx.com/chip](http://www.bcbstx.com/chip).

## **KIDS NEED WELL-CHECKS AND DENTAL CARE EVERY YEAR**

Regular visits to the doctor or primary care provider (PCP) can help keep your child in the best possible health. These visits are free. Call your child's doctor today and ask for a Well-child checkup. Ask the doctor what vaccines (shots) your child needs. If you would like to talk to a nurse about checkups and vaccines, please call the 24-Hour Nurse Hotline at **1-855-802-4614** (TTY: **7-1-1**).

Dental visits are also important to your child's health. Your child's CHIP dental plan provides dental services including services that help prevent tooth decay and services that fix dental problems. Call your child's CHIP dental plan to learn more about the dental services they offer. If you do not know your child's CHIP dental plan, call the CHIP enrollment broker at **1-800-964-2777**.

## **CHIP MEMBER RIGHTS AND RESPONSIBILITIES**

At BCBSTX, we want to make sure you and your family get the health care you need. We also want to make sure your rights as a member are respected. You can find a complete listing of your Member Rights and Responsibilities in your member handbook and on the CHIP member website. Click on 'Member Resources' and then 'Member Rights and Responsibilities.' You may also call Member Outreach at **1-877-375-9097** (TTY: **711**) to have a copy mailed to you.

If you think you have been treated unfairly or discriminated against, call the U.S. Department of Health and Human Services (HHS) toll-free at **1-800-368-1019**. You also can view information concerning the HHS Office of Civil Rights online at [www.hhs.gov](http://www.hhs.gov).

## NEED HELP FINDING A PROVIDER?

You can search our Provider Finder<sup>®</sup> tool to find a doctor, hospital or provider to give you the care you need. You can access the Provider Finder through your plan member website at [www.bcbstx.com/chip](http://www.bcbstx.com/chip). We also have a hard copy of the provider and pharmacy directories in the member Forms and Documents section of the CHIP member website. You can download the directory to your computer, or you can call the Customer Advocate department to ask for a copy to be mailed to you at no cost. We will mail you a copy within five business days.

## HOW BCBSTX MAKES DECISIONS ABOUT YOUR CARE

BCBSTX has strict rules about how decisions are made about your care. These rules are in place to make sure that doctors and staff make decisions about your coverage based on your benefits and what your medical needs are. This includes seeing a specialist, having surgery, or getting supplies and equipment to help you get better. BCBSTX does not ask doctors to give less care than you need, and our doctors are not paid to deny care.

If you want to know more about how decisions are made about your care, call your Service Coordination at **1-877-214-5630 (TTY: 711)**, 8 a.m. to 5 p.m. Central time, Monday through Friday. If you reach us after 5 p.m., please leave a message and we will return your call the next business day. Health Services staff will always identify themselves as BCBSTX employees. They will also give you their names and titles.

## HOW TO FILE A COMPLAINT OR APPEAL WITH BLUE CROSS AND BLUE SHIELD OF TEXAS

We want you to be satisfied with your care. If you have a complaint about any service or care you received from BCBSTX or a provider, we want you to tell us if you are not satisfied.

You also have the right to file an appeal if you are not happy with a decision that was made about your care. Your appeal can be filed by your health care provider, friend, relative, lawyer or anyone else you choose. When you file an appeal, we will take another look at your case and see if there is something more we can do to help. You must request an appeal by 60 days from the date your notice for denial of services was mailed. We will give you a decision on your appeal within 30 days.

If you are a CHIP member and you have a complaint or want to file an appeal, we can help. Call the BCBSTX Customer Advocate department toll-free at **1-888-657-6061 (TTY: 711)** to get help.

## TO REPORT WASTE, ABUSE OR FRAUD, CHOOSE ONE OF THE FOLLOWING:

- Call the Office of the Inspector General (OIG) Hotline at **1-800-436-6184**.
- Visit [oig.hhs.texas.gov](http://oig.hhs.texas.gov) and click 'Report fraud,' to complete the online form.
- You can report directly to BCBSTX: Blue Cross and Blue Shield of Texas, P. O. Box 660044 Dallas, Texas 75266-9506; Telephone: **1-888-657-6061**

## QUALITY PERFORMANCE RESULTS

BCBSTX Quality Management/Quality Improvement program wants to help members get the best quality of care possible. This means that members get the right amount of care, delivered at the right time and in the right setting.

Every year, the BCBSTX Quality Improvement uses the results of an annual survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS) to measure the care and services our members

receive. This survey tells us if we need to make changes to our programs to help you stay healthy and give you the best care possible. You can find the results of the CAHPS survey under the 'Member Resources' tab on the CHIP member website. Then click on 'Health, Wellness and Community Resources.'

If you would like more information about the CAHPS survey, copies of our Annual Quality Program Plan or Work Plan please contact: Member Outreach at **1-877-375-9097**. If you are speech or hearing-impaired, call **711** for TTY service.

## **GO DIGITAL WITH BCBSTX**

Learn more about all the online resources we offer to CHIP members at [www.bcbstx.com/chip](http://www.bcbstx.com/chip).

### **Text and Email Updates**

CHIP members can get text messages with plan benefit updates, notices about CHIP meetings, events in your area and health care tips. You can opt in to get text or email updates from HHSC and BCBSTX by updating your preferred method of contact at [YourTexasBenefits.com](http://YourTexasBenefits.com).

### **BAM Mobile**

Register for BAM to stay informed about your health care. BAM is your secure online portal where you can view your health plan details quickly.

Through BAM, you can:

- Access your digital member ID Card. No more having to carry it around.
- Access your ID card anytime with BAM.
- Update your communication preferences.
- Find doctors, health care providers, pharmacies, and hospitals.
- View your claims and prior authorization information.
- See health care benefit information.

New BAM Features:

- Learn how to schedule no cost rides to your medical appointments.
- Access our new emotional well-being support platform from Learn to Live<sup>SM</sup>.

### **ModivCare Transportation Mobile App**

The ModivCare app gives you the flexibility to schedule your medical ride whenever and wherever you like. All you need to do is search "ModivCare" on either Google Play® or the Apple App Store® to download. Make sure to have an email address handy to create your account. Then requesting a ride is only a few clicks away!

With the ModivCare App you can:

- Book a trip.
- Change or cancel a ride.
- Know where your driver is at in real time.
- Text or call the driver to make sure your ride is on time.
- Submit a trip mileage claim to get reimbursed.
- Contact support within the app to talk to a live agent.

Learn more about the ModivCare app and Extra Help Getting a Ride for on the CHIP member website.

## Learn to Live: Behavioral Health Online Resources

Learn to Live is a no cost online health program. It is offered to members 13 and older and caregivers. If you have mild to moderate mental or emotional health concerns, Learn to Live gives self-paced mental health solutions. Plus, you get access to 24/7 therapy coaches for members. It can help with common challenges like stress, anxiety, depression, insomnia, and substance abuse.

To start, register at [www.learntolive.com/welcome/BCBSTXMedicaid](http://www.learntolive.com/welcome/BCBSTXMedicaid) (Access Code: TXMED).

## VALUE ADDED SERVICES (VAS)

BCBSTX has many VAS to help members stay healthy. These services are offered at no cost to you. Not all VAS apply to CHIP or CHIP Perinate members. Read your member handbook to see what applies to your plan. VAS include:

- Free rides to non-emergency doctor visits, therapy, dental, pharmacy, WIC visits and classes
- 24-Hour Nurseline
- Infant Well Child Checkup Incentive Gift Card
- Child and Adolescent Well Child Checkup Gift Card
- HPV (Human Papillomavirus) Vaccine Incentive
- Enhanced Eyewear for Kids
- Sports and Camp Physicals
- Health and Wellness Activity Reimbursement
- Prenatal Care Incentive Options
- Prenatal Class with Incentive Diaper Bag
- Prenatal Care Gift Card
- Breastfeeding Education through our Special Beginnings<sup>®</sup> Program
- Postpartum Care Gift Card
- Fresh and Healthy Produce for Pregnant Members
- In-Home Meal Delivery Services after a Qualifying Hospitalization
- Dental Services for Adult Members
- Asthma Prescription Refill Gift Card
- Online Behavioral Health (BH) Resources
- Incentive Gift Card for Getting Follow-up Care after a BH Inpatient Discharge
- Online Community Resource Platform
- Blue365<sup>®</sup> Discount Pharmacy Program

To learn more about the VAS available to CHIP members, visit the chip member website or call Member Outreach toll-free at **1-877-375-9097** (TTY: **711**). These VAS were effective Sept. 1, 2023, through Aug. 31, 2024. For a complete list of VAS, refer to the member handbook. Value Added Services may have restrictions and limitations.

## COMMUNITY ADVISORY COMMITTEE (CAC)

Every three months we invite CHIP members to attend an online CAC meeting to give us feedback on our member education materials, Value Added Services (VAS) and to get health plan program updates. You can earn \$25 per family for attending the CAC meeting.

Visit [www.bcbstx.com/chip](http://www.bcbstx.com/chip) to find a schedule of CAC meetings and other community events or call a Member Advocate at **1-877-375-9097** (TTY: **711**) to get details.

## MEMBER AND COMMUNITY EVENTS

You can find other CHIP member and community events on the CHIP member website at [www.bcbstx.com/chip](http://www.bcbstx.com/chip). You can also call the CHIP Member Advocate toll-free at **1-877-375-9097** (TTY: **711**).

## LANGUAGE ASSISTANCE

Did you know that BCBSTX provides free language services to members who speak English as a second language?

### We have interpreters who can:

- Help you explain your question or issue to the BCBSTX Customer Advocate Representative
- Interpret for you when you speak to your case manager or service coordinator over the phone.
- Interpret for you in person if you need an interpreter for a medical appointment.

### We also provide:

- Free communication aids and services to people with disabilities
- Information in large print, audio, and electronic formats
- Member documents and forms translated into other languages.

Call the Customer Advocate department toll-free at **1-888-657-6061** (TTY: **711**), 8 a.m. to 5 p.m. Central time, Monday through Friday, to ask for assistance. Requests for materials in English and Spanish will be fulfilled at no cost within five business days. Fulfillment of materials in other languages may need additional time for translation.

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.

ModivCare is an independent company that provides transportation services to Blue Cross and Blue Shield of Texas through a contractual agreement between BCBSTX and ModivCare. The relationship between BCBSTX and ModivCare is that of independent contractors.

Findhelp, formerly Aunt Bertha, is an independent company that provides community resource listings and discount programs for BCBSTX members.

Learn To Live, Inc. is an independent company that has contracted with Blue Cross and Blue Shield of Texas (BCBSTX) to provide cognitive behavioral therapy services 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.



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.

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. Blue Cross and Blue Shield of Texas does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Texas:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Civil Rights Coordinator.

If you believe that Blue Cross and Blue Shield of Texas has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35th floor, Chicago, Illinois 60601, 1-855-664-7270, TTY/TDD: 1-855-661-6965, Fax: 1-855-661-6960. You can file a grievance by phone, mail or fax. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-855-710-6984 (TTY: 711).

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).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-710-6984 (TTY: 711)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-710-6984 (TTY: 711) 번으로 전화해 주십시오.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-710-6984 (رقم هاتف الصم والبكم: 711).

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-855-710-6984 (TTY: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-710-6984 (TTY: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-710-6984 (ATS: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-855-710-6984 (TTY: 711) पर कॉल करें।

اب. دشاب یم مهارف امش یارب ناگیار تروص هب ینابز تلایهست، دینک یم وگتفگ یسراف نابز هب رگا: هجوت 1-855-710-6984 (TTY: 711) دیریگب سامت.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-710-6984 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા છો, તો નિઃશુલક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-855-710-6984 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-710-6984 (телетайп: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-710-6984 (TTY: 711) まで、お電話にてご連絡ください。

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-855-710-6984 (TTY: 711).