



LifeTimes[®]

Fall 2024

Your guide to **lifelong health**

Health and wellness and prevention information

Service Coordinators Help You Get Well and Stay Well

CHIP members with special needs can request a service coordinator, formerly known as a care coordinator. A service coordinator is the main person who works with you and your care team. Your care team includes your doctors, nurses, pharmacists, counselors, and other health professionals. They help manage your care and create a plan to identify your health and treatment needs.

How Your Service Coordinator Will Work With You

Your service coordinator will:

- Work with you to talk about your health care goals and meet your needs.
- Listen to your concerns and answer questions about your value-added services, health care plan and covered services such as physical therapy, home health care and more.
- Ask permission before talking about medical information with other providers.
- Schedule regular in-person visits or phone calls with you.



- Create a personal care plan to manage your health.
- Help schedule a ride to and from a medical appointment.
- Coordinate with your medical providers to arrange additional care.
- Help you find a new provider.
- Provide reminders and resources for tests, lab work or other care you may need.
- Help you, your family members and caregivers understand your health condition(s), medications and treatments.

To learn more or to request a service coordinator, call 1-888-657-6061 (TTY:711)

LifeTimes is published for Blue Cross and Blue Shield of Texas CHIP members. Each issue brings you news about your health plan and staying healthy, along with important phone numbers for you to keep. If you have questions or need help, call the Customer Advocate Department. Articles in *LifeTimes* are meant to educate. They are not meant as medical advice. Please check with your doctor for any advice about your health.

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

Where to Go When You Need Care

Your health matters and it is important to know where to go when you need care. Your doctor is the best person to treat illnesses and health concerns that are not emergencies or immediately life-threatening. You have choices when you get non-emergency care.

24/7 Nurseline - Call the 24/7 Nurseline at any hour of the day to speak with a registered nurse about your health issues. Call the number on the back of your member ID card. You can also call the 24/7 Behavioral Health Services Hotline at **1-888-657-6061** (TTY: **711**).

Average wait time: 17 seconds

Your Doctor (primary care provider) -

Your doctor knows you best and should be your first choice for non-emergency care.

- Checkups/physicals
- Ear or sinus pain
- Eating disorders
- Feeling sad or lonely
- Medication refills or changes
- Sore throat
- Stomachache
- Struggling with an addiction

Average wait time: 18 minutes.

When you need to go to an urgent care facility or emergency room (ER), follow up with your doctor after the visit.

Clinic - Often located in a store or pharmacy, retail clinics provide care when you can't see your doctor.

Urgent Care - Visit an urgent care center when you need immediate attention, but are not having a true emergency.

Average wait time: 16-24 minutes



ER - If you have an emergency, go to an ER or call 911.

- Stroke (sudden weakness of one side, slurring of speech, trouble swallowing, blurred vision)
- Shortness of breath or severe trouble breathing
- Severe vomiting, diarrhea
- Drug or alcohol overdose
- Severe injuries, broken bones
- Uncontrolled bleeding
- Chest pain
- Having thoughts of harming self or others

Average wait time: Three hours

For more information call us or review the member handbook.

■ Sources: *Wait Time Trends in Urgent Care and Their Impact on Patient Satisfaction, 2017*; *ER Wait Watcher Texas, 2019*

Learn the Signs of Childhood Depression

Kids can sometimes be moody. School, peer pressure and changing hormones in adolescence can cause a few meltdowns or bouts of sadness. So how do you know if your child is dealing with something more serious? Suicide is a leading cause of death among young people 10 to 24 years old. Here are some ways you can help protect your children.

Watch for warning signs. Stay tuned in to your kids. Are they withdrawing from friends? Making poor grades? Giving their things away? These could be cries for help.

Talk to your child. Find out what's going on in their head. Have an open conversation. Listen to them and don't be afraid to ask, "Are you thinking of harming yourself?"

Tell your kids you love them. It can be a mistake to think your kids know how you feel. Assure them that you are there for them. Let them know how important they are.

Get professional help. Know when to bring in experts. Understand that trying to go it alone can be dangerous. Connect with people who know how to help your child.

Give your child love and support when they are struggling.

Get Your Flu Shot

Flu season is in full swing and it is important to get a flu shot to help lower your risk of getting and spreading the virus. Every year millions of people get sick and thousands die from the flu. It is a contagious illness that infects the nose, throat and lungs. The best way to prevent the flu is by getting vaccinated. You can get a flu shot (vaccine) from your doctor or local drugstore. The flu shot is covered by your health plan.

The Texas Department of Health and Human Services recommends all persons ages six months and older get a flu shot. Those who should not get a flu shot are children younger than six months and people with severe, life-threatening allergies to the flu vaccine or any ingredient in the vaccine.

Ask your doctor which vaccines are right for you and your family and when you should get them. Stay up to date with your shots (vaccinations) and help protect yourself and your family from viruses that can cause harm and possibly cause death.

■ Sources: Centers for Disease Control and Prevention; Texas Department of Health and Human Services

Helpful Toll-Free Phone Numbers

Service Coordination	1-877-214-5630	(TTY: 711)
Mental Health Services Hotline	1-888-657-6061	(TTY: 711)
Member Advocate and Value Added Services	1-877-375-9097	(TTY: 711)
CHIP Program Help Line	1-800-964-2777	(TTY: 711)
ModivCare: Non-Emergency Medical Transportation	1-866-824-1565	(TTY: 711)
Vision Services	1-888-657-6061	(TTY: 711)
Special Beginnings®	1-888-421-7781	(TTY: 711)

CHIP Customer Advocate **1-888-657-6061** (TTY: **711**)

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



Member Advisory Group

Every three months, we invite CHIP members, parents or legally authorized representatives (LARs) to join our online Member Advisory Group (MAG) meeting. MAG members are asked to give us feedback on our member education materials, Value Added Services (VAS) and to get health plan program updates. Members, parents or LARs who join MAG are asked to commit to four quarterly meetings and will get a \$25 gift card per family for attending.

You can visit www.bcbstx.com/chip to find a schedule of MAG meetings and events or call a BCBSTX Member Advocate Central (Central Service area) at **1-855-497-0857** (TTY: **711**).

Family Food Favorites



Quick Chicken Fajitas

Looking to update your classic chicken fajita recipe? These quick and easy chicken fajitas are perfect for a casual, fun get-together. The recipe serves four, but you can easily double it to feed a larger crowd. Set up a make-your-own-fajitas bar with the chicken filling, avocado cream, sour cream and any other toppings you love, like pico de gallo, sliced fresh jalapeños or crisp radish slices so everyone can customize their meals. For a quick, easy side, combine shredded cabbage, toasted pepitas and crumbled queso fresco. Toss with a simple dressing of lime juice and olive oil.

Ingredients:

- 8 (6-in.) corn tortillas
- 1 ½ teaspoons chili powder
- 1 teaspoon ground cumin
- ½ teaspoon salt, divided
- ¼ teaspoon black pepper
- 1 pound skinless, boneless chicken breasts, cut crosswise into ¼-in.-thick slices
- 1 tablespoon olive oil
- 1 ½ cups thinly sliced red and orange bell pepper (about 1 small of each)
- 1 ½ cups thinly sliced red onion
- 1 ½ ripe peeled avocados
- 2 teaspoons fresh lime juice
- ¼ cup light sour cream (optional)
- 3 tablespoons cilantro leaves (optional)
- 4 lime wedges

1. Working with one tortilla at a time, heat tortillas over medium to high heat in a large, dry skillet for about 20 seconds on each side or until lightly charred. Wrap tortillas in foil; keep warm.
2. Combine chili powder, cumin, ¼ teaspoon salt and black pepper in a bowl. Add chicken; toss to coat. Heat pan over medium-high heat. Add oil, swirl. Add chicken and cook for three minutes. Add bell peppers and onion and cook for five minutes or until vegetables are softened and chicken is done, stirring occasionally.
3. Place avocados in a bowl; coarsely mash with a fork. Add remaining ¼ teaspoon salt and lime juice, stirring to combine. Divide chicken mixture among tortillas and top evenly with avocado mixture. Add sour cream and cilantro, if desired. Serve with lime wedges.

■ Sources: *Eatingwell.com*; *Cooking Light*

Activity



Science Fall Activities

Science activities are always fun, and there are so many fascinating fall-themed experiments to try together. Here are a few.

- **Watch a pumpkin decompose:** Take a piece of a pumpkin and put it in a glass jar to watch what happens as it breaks down.
- **Sort leaves by color and type:** This one is great for toddlers and older children alike.
- **Play sink or float with fall objects:** All you need is a bucket of water and a collection of objects, such as pumpkins, leaves, or acorns.
- **Count seeds:** Cut open different seasonal fruits, such as apples or squashes, to see how many seeds are inside.
- **Make electric circuits using a pumpkin battery:** If you have zinc and copper plates, and wires with alligator clips, you can power a light bulb or a small motor.

■ *Source: Parents.com*



We Want to See You!

Outreach staff hosts member meetings and community events that provide important health information and resources for our members.

Go to www.bcbstx.com/chip/pdf/chip-community-calendar-tx.pdf to view a list of upcoming events near you. If you need help completing your CHIP renewal packet, come out and see us. We can help!



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 **855-710-6984 (TTY 711)**.

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:	855-664-7270 (voicemail)
Attn: Office of Civil Rights Coordinator	TTY/TDD:	855-661-6965
300 E. Randolph St., 35th Floor	Fax:	855-661-6960
Chicago, IL 60601	Email:	civilrightscoordinator@bcbsil.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Office of Civil Rights Coordinator is available to help you.

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:	800-368-1019
200 Independence Avenue SW	TTY/TDD:	800-537-7697
Room 509F, HHH Building	Complaint Portal:	ocrportal.hhs.gov/ocr/smartscreen/main.jsf
Washington, DC 20201	Complaint Forms:	hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf

<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 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 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 855-710-6984 (TTY: 711) أو تحدث إلى مقدم الخدمة.
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 855-710-6984 (文本电话: 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 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 855-710-6984 (TTY: 711) an oder sprechen Sie mit Ihrem Provider.
ગુજરાતી Gujurati	ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસિલરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 855-710-6984 (TTY: 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.
हिंदी Hindi	ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए नि:शुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएं भी नि:शुल्क उपलब्ध हैं। 855-710-6984 (TTY: 711) पर कॉल करें या अपने प्रदाता से बात करें।
Italiano 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 l'855-710-6984 (tty: 711) o parla con il tuo fornitore.
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. 855-710-6984 (TTY: 711)번으로 전화하거나 서비스 제공업체에 문의하십시오.
Diné Navajo	SHOOH: Diné bee y1ni[ti'gogo, saad bee an1'awo' bee 1ka'an7da'awo'7t'11 jiiik'eh n1 h0l=. Bee ahi[hane'go bee nida'anish7 t'11 1kodaat'4h7g77 d00 bee 1ka'an7da'wo'7 1ko bee baa hane'7 bee hadadilyaa bich'8' ahoot'i'7g77 47 t'11 jiiik'eh h0l=. Kohj8' 855-710-6984 (TTY: 711) hod7ilnih doodago nika'an1lwo'7 bich'8' hanidziih.
فارسي Farsi	توجه: اگر [وارد کردن زبان] صحبت می کنید، خدمات پشتیبانی زبانی رایگان در دسترس شما قرار دارد. همچنین کمک ها و خدمات پشتیبانی مناسب برای ارائه اطلاعات در قالب های قابل دسترس، به طور رایگان موجود می باشند. با شماره 855-710-6984 (تله تاپ: 711) تماس بگیرید یا با ارائه دهنده خود صحبت کنید.

<p>Polski Polish</p>	<p>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 855-710-6984 (TTY: 711) lub porozmawiaj ze swoim dostawcą.</p>
<p>РУССКИЙ Russian</p>	<p>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 855-710-6984 (TTY: 711) или обратитесь к своему поставщику услуг.</p>
<p>Tagalog Tagalog</p>	<p>PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong 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 855-710-6984 (TTY: 711) o makipag-usap sa iyong provider.</p>
<p>اردو Urdu</p>	<p>توجہ 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۔ 855-710-6984 (TTY: 711) پر کال کریں یا اپنے فراہم کنندہ سے بات کریں۔</p>
<p>Việt Vietnamese</p>	<p>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 855-710-6984 (Người khuyết tật: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.</p>