



BlueCross BlueShield
of Texas

**Central and Travis
Service Area**



Value Added Services

Customer Advocate Department: **1-877-688-1811** (TTY: **711**)

Central Service Area

Travis Service Area

Member Advocate:

Member Advocate:

1-855-497-0857 (TTY: **711**)

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

www.bcbstx.com/starkids

Effective September 2024



TEXAS
Health and Human
Services

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 STAR Kids 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

SKM-6009-0524

731305.0524

What do you get with Blue Cross and Blue Shield of Texas?

Reliability and experience. Blue Cross and Blue Shield of Texas (BCBSTX) has been bringing health care services to Texans for more than 90 years. BCBSTX serves STAR Kids members in the Travis and Central Service Areas.

BCBSTX has many Value Added Services (VAS) to help members stay healthy. These services are free. Call the Customer Advocate Department or go to www.bcbstx.com/starkids for details on VAS limitations.

STAR Kids members can earn gift card rewards for healthy choices. Look for the gift card icon to find out which incentives allow you to receive a gift card. Register for BCBSTX Wellness RewardsSM 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



You can also call **1-877-688-1811** (TTY/TDD: **711**) for help signing up. Once registered, you will receive an email letting you know that your account is set up.

Then you can start earning rewards!

Details About Our VAS

Extra Help Getting a Ride: BCBSTX offers STAR Kids members free rides to non-emergency visits that are not covered by Texas Medicaid. This includes rides to non-emergency doctor visits, therapy, VAS such as Hippotherapy, approved classes or camps and special events and member meetings. You can also use VAS for services when the parent needs to bring more than one child. Call ModivCare at **1-855-933-6993** (TTY: **711**) 8 a.m. to 5 p.m. Central time, Monday through Friday to schedule your ride. You can also use the app to schedule a ride by searching 'ModivCare' on either Google Play® or the Apple App Store® and downloading the mobile app to your phone. Rides must be scheduled at least three days before the visit or 24 hours before a sick child visit.

Limitations: Before asking for extra help getting a ride, call ModivCare to ask for rides to medical appointments and other related services through the Non-Emergency Medical Transportation (NEMT) program at no cost.

Extra Help for Parents/Respite Care for Parents/Legally Authorized Representatives (LARs): BCBSTX offers a respite care or short-term relief for primary care givers through VAS. These are for members in the Medically Dependent Children Program (MDCP). This VAS provides an extra eight hours per month of respite care along with the covered benefit of respite services. Members can continue to 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.



Infant Texas Health Steps Incentive Checkup Gift

Cards: BCBSTX offers gift cards for taking your children to their yearly Texas Health Steps checkups. You can get a \$120 gift card by taking your baby to the doctor at least six times from birth through 15 months. Talk to your baby's doctor to make sure they get all six Well Child checkups on time, based on the infant checkup schedule. Members must be active on the plan.



Incentive Gift Cards for Child and Adolescent

Checkups: STAR Kids members ages 2 to 18 can earn a \$25 gift card when they visit their primary care provider (PCP) or OB/GYN for a yearly Texas Health Steps checkup. Members must be active on the plan.

Enhanced Eyewear: One upgrade to eyewear, to use towards a pair of stylish frames (upgraded from basic frames), upgraded lenses, contact lenses or an extra pair of glasses every year after an eye exam.

Limitations: The upgrade may not go above \$150 each year. This VAS 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

Limitations: One physical each year.

Reimbursement for Summer Recreational Activity:

Members can be paid back up to \$100 beyond what is covered for summer enrollment fees.

Limitations: Parents/Guardians/Lars may ask to be paid back by calling **1-877-375-9097**. A receipt must be provided. Funds are paid back only for what is not covered through the MDCP camp benefits.



Asthma Prescription Refill Incentive: Active members who fill an asthma prescription four months in a row can get a \$25 gift card.

Register with Special Beginnings® for an Infant Car Seat or Pack-and-Play Playard:

Pregnant STAR Kids members who complete a prenatal visit and register for our Special Beginnings program can choose an infant car seat or a Pack-and-Play Playard. The visit must occur in the first trimester or within 42 days of joining our plan to be eligible. You can find the Prenatal Care Incentive Options Form on our website at bcbstx.com/starkids or call Special Beginnings. Have your doctor sign the form and fax it to Member Outreach at **1-512-349-4867**. The car seat or Pack-and-Play Playard will be sent to the address on the form.

Prenatal Class with Incentive Diaper Bag: BCBSTX offers online prenatal classes to pregnant STAR Kids members, at no cost. You can take an online class at any time in English or 15 other languages. You will get a diaper bag filled with new baby items when you finish your prenatal class. You must fill out the certificate of completion found at the end of the lesson and fax it to **1-512-349-4867**. The diaper bag reward will be shipped to the address on the certificate.

Register for the prenatal class here:

[https://legacy.yomingo.com/
BlueCrossandBlueShieldofTexasBCBSTX/
PrenatalClassRegistrationForm_1923_884](https://legacy.yomingo.com/BlueCrossandBlueShieldofTexasBCBSTX/PrenatalClassRegistrationForm_1923_884)





Prenatal Incentive Gift Card: Active, pregnant STAR Kids members active on the BCBSTX plan are eligible to receive a \$50 gift card after the first prenatal visit.

Limitations: The first prenatal visit must be within the first trimester or within 42 days of enrollment with BCBSTX.



Postpartum Incentive Gift Card: Active STAR Kids members who deliver while on the BCBSTX plan are eligible to receive a \$25 gift card after the postpartum visit.

Limitations: Members must complete the postpartum visit seven to 84 days after delivery.

Breastfeeding Education through our Special Beginnings Program: Pregnant members who register for the Special Beginnings maternity program will have access to breastfeeding education information 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**.

Fresh and Healthy Produce Delivery: Pregnant STAR Kids members can get up to \$50 of fresh fruits and vegetables delivered to their home each year. Call Special Beginnings for help getting this VAS.

Limitations: You must be pregnant when requesting this VAS.

In-Home Meal Delivery Services: You can get frozen meal delivery once per year after an inpatient hospital discharge. Meal choices include lunch and dinner. You can order up to 14 meals from the meal services provider.

Limitations: Call your assigned service coordinator at **1-877-301-4394** (TTY: **711**) from 8 a.m. to 5 p.m. CT, Monday through Friday, to ask for this VAS within 30 days of discharge.

Stacy's Sensory Solutions: Members who have a diagnosis of Dyslexia, ADHD, Dyscalculia, Dysgraphia or Processing Deficits may be eligible to get a Homework and Remote Learning Focus Sensory Pack. The pack has items that help keep children focused and engaged while they learn.

Limitations: Call Service Coordination at **1-877-301-4394** to ask for this VAS. Members must have one of the diagnoses listed above. Only one Focus Sensory Pack will be awarded each calendar year.

Blue365® Discount Program: Our Blue365 program offers discounts on various pharmacy over-the-counter (OTC) and health and wellness services and items. The program is for all STAR Kids members. You can get access to health and wellness items at a lower cost, as well as some free/no cost services. This VAS excludes benefits covered by STAR Kids.

Limitations: Members must register at **Blue365deals.com/BCBSTX** for Texas. The information required includes name, email, password, ZIP code and alpha prefix, TXS.

Online Community Resource Platform: Members can find local community assistance with rent, utilities and food. Members can also use the platform to apply for assistance from any community-based programs or resources available on the site at communityservices.bcbstx.com.

Scan the code for more information about Community Services



Incentive Gift Card for Getting Follow-Up Care after a Behavioral Health Inpatient Discharge:

Members can get a \$50 gift card when they complete a follow-up visit with a behavioral health provider seven days after a behavioral health hospitalization.

Limitations: Members must attend a follow-up visit with a behavioral health provider within seven days after a discharge for mental illness or intentional self-harm diagnoses.

Learn to Live Online Behavioral Health Resources:

STAR Kids members have online Behavioral Health tools for information to better understand their specific concerns, including:

- Depression
- Stress, anxiety and worry, including social anxiety
- Insomnia
- Substance use
- Panic attack

These tools are extra services available to members 24/7 at www.learntolive.com/welcome/bcbstxmedicaid (Access Code **TXMED**).

Limitations: Members must have login information provided by Service Coordination to use this service.

Scan the code for more
information about Learn to Live





To learn more about programs and services for members of BCBSTX, contact the numbers and/or websites below.

Customer Advocate Department **1-877-688-1811 (TTY 711)**

Member Advocate and Outreach
(Central Service Area) **1-855-497-0857**

Member Advocate and Outreach
(Travis Service Area) **1-877-375-9097**

Member Website **www.bcbstx.com/starkids**

24-Hour Nurseline **1-855-802-4614 (TTY 711)**

Service Coordination **1-877-301-4394 (TTY 711)**

Extra Help Getting a Ride VAS **1-855-933-6993 (TTY 711)**

Learn to Live: Online Behavioral
Health (BH) Resource **[www.learntolive.com/
welcome/bcbstxmedicaid](http://www.learntolive.com/welcome/bcbstxmedicaid)**
(Access Code: **TXMED**)

Online Community
Resource Platform **communityservices.bcbstx.com**

Blue365 Discount Program **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.

Blue Cross and Blue Shield of Texas contracts with Davis Vision, an independent company, to administer Blue Cross and Blue Shield of Texas' vision care benefits.

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.

Modivcare is an independent company that has contracted with BCBSTX to provide transportation 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.