

We are deeply sorry to hear about your loss. While you may not be ready for quite some time, we want to make sure you have a list of support groups and resources for when you are. We hope you find this list useful throughout this difficult journey and remember to take the time you need to heal physically and emotionally.

Support Groups

Chasing the Rainbows

Resources include peer mentor, individual trauma therapy, daily virtual support and Cry It Out Loud! Podcast.

Website: <https://chasingtherainbows.org>

PUSH Pregnancy Loss

Loss resources compiled by bereaved parents and families of stillborn babies from the team at PUSH.

Website: www.pushpregnancy.org/pregnancy-infant-loss

RTZ HOPE

RTZ HOPE provides compassionate and holistic support for people who have experienced unimaginable loss during their journey to parenthood.

Website: <https://rtzhope.org>

Aubrey's Advocate

Through Julie's own personal experience with loss, she helps advocate for others in similar situations.

Website: <https://aubreysadvocate.com>

Mom's Enduring Neonatal Death (M.E.N.D.)

Non-profit organization that reaches out to families who have suffered the loss of a baby through miscarriage, stillbirth, or early infant death.

Website: <https://www.mend.org/nationwide-online-support-group>

Stillborn and Infant Loss Support (SAILS)

Dedicated to helping those who have lost their child by letting them know that they are not alone.

Website: <https://www.bornintosilence.org/resources>

bcbstx.com/medicaid

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

First Candle

First Candle's grief counseling program is a safe and supportive place for individuals and their families to share information and experiences surrounding pregnancy and infant loss.

Website: <https://firstcandle.org/online-support-groups/>

Little Angel Network

Resource page at Little Angel Network, where compassion meets action to support families navigating the profound pain of loss, and healthcare professionals dedicated to providing empathetic care.

Website: <https://www.littleangelnetwork.org/familyservices>

Mental Health Resources

Austin Child Guidance Center

Ph: 512-451-2242

Website: <https://www.austinchildguidance.org/>

Services: Individual, family, & group therapy available in English and Spanish

The Austin Center for Grief and Loss

Ph: 512-472-7878

Website: www.austingrief.org

Services: Individual, family, & group therapy available in English and Spanish

Capital Area Counseling

Ph: 512-302-1000

Website: www.cacuastin.org

Services: Individual, group, and family counseling available in English and Spanish

Catholic Charities of Central Texas

Ph: 512-651-6150

Website: <https://ccctx.org/counseling-services/>

Services: Individual, group, and family counseling available in English and Spanish

Community Care

Ph: 512-978-9015

Website: <https://communitycaretexas.org/>

Services: Outpatient mental health services available in English and Spanish

Gramercy Specialty Clinic

Ph: 512-777-2686

Website: www.gramercyclinic.com

Services: Bilingual counseling services (In-office appointments, in-school appointments, telehealth)

Integral Care – Local Mental Health Authority

Ph: 512-472-4357

Website: www.Integralcare.org

Services: Counseling and outpatient services; drug and alcohol treatment

Lone Star Circle of Care

Ph: 1-877-800-5722

Website: <https://lonestarcare.org/>

Services: Outpatient mental health services available in person or virtually; primary care services

People's Community Clinic

Ph: 512-478-4939

Website: www.austinpcc.org

Services: Outpatient mental health services available in English and Spanish; primary care services

Medical Access Program (MAP)

Ph: 512-978-8130

Website: <https://www.centralhealth.net/map/>

Services: Health coverage program for uninsured Travis County residents with low income

Suicide & Crisis Lifeline

Ph: 988

Website: Chat options available at <https://988lifeline.org/>

Lifeline is free and confidential support is available 24/7 if someone is struggling or is in crisis.

United Way for Greater Austin

Ph: 833-512-2289

Website: <https://connectatx.unitedwayaustin.org/>

Services: Local mental health/substance use resources available by zip code

As a BCBSTX member you have additional resources available.

BCBSTX Online Community Resource Platform: Visit our Community Resource Platform to find additional resources near you <https://communityservices.bcbstx.com/>

Learn to Live: A no cost online health program. It is offered to members and caregivers. If you have mild to moderate mental or emotional health concerns, Learn to Live gives self-paced mental health solutions. To start, register here at [Learn to Live](#) (**Access Code: TXMED**)

Steps toward healing:

1. **Take it day by day:** You will have some good days and some bad days. Be kind to yourself on days that you are not feeling well.
2. **Take care of yourself:** Make sure you get plenty sleep and eat a healthy diet. Exercise may also help.
3. **Talk to your loved ones:** Because people deal with grief in different ways, it may help you to open up to your spouse or partner, a close friend or family member, or someone that you trust.
4. **Talk with your doctor:** If you feel that your sadness is lasting for a long time or you are having trouble doing everyday things, call your doctor.
5. **Join a support group:** It may help you to share your feelings with others that are also going through what you are going through.

Don't forget to call your doctor to receive the follow-up care you need. If you need help contacting your doctor or scheduling an appointment, contact our Customer Advocate Department toll-free at 1-888-657-6061 (TTY:711) . We are open 8 a.m. to 5 p.m. Central Time, Monday through Friday. You may leave a voicemail outside of our normal business hours or on weekends and holidays.

Please remember to be gentle with yourself.

With Deepest Sympathy,

Blue Cross and Blue Shield of Texas

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 Blue Cross and Blue Shield of Texas Customer Advocate Department on the back of your Member ID card.

Health care coverage is important for everyone.

We provide free communication aids and services for anyone with a disability or who needs language assistance. We do not discriminate on the basis of race, color, national origin, sex, gender identity, age, sexual orientation, health status or disability.

To receive language or communication assistance free of charge, please call us at 1-855-710-6984.

If you believe we have failed to provide a service, or think we have discriminated in another way, contact us to file a grievance.

Office of Civil Rights Coordinator
300 E. Randolph St., 35th Floor
Chicago, Illinois 60601

Phone: 1-855-664-7270 (voicemail)
TTY/TDD: 1-855-661-6965
Fax: 1-855-661-6960

You may file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, at:

U.S. Dept. of Health & Human Services
200 Independence Avenue SW
Room 509F, HHH Building 1019
Washington, DC 20201

Phone: 1-800-368-1019
TTY/TDD: 1-800-537-7697
Complaint Portal: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
Complaint Forms: <https://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf>

Para solicitar ayuda y servicios auxiliares o servicios de interpretación oral o escrita para entender la información que se le brinda, incluidos los documentos en formatos alternativos como los impresos en letra grande, Braille u otros idiomas, llame al departamento de especialistas en Servicio al Cliente de Blue Cross and Blue Shield of Texas al número en su tarjeta de asegurado.

Tener cobertura médica es importante para todos.

Ofrecemos comunicación y servicios gratuitos para cualquier persona con impedimentos o que requiera asistencia lingüística. No discriminamos por motivos de raza, color, país de origen, sexo, identidad de género, edad, orientación sexual, estado de salud o discapacidad.

Para recibir asistencia lingüística o comunicativa de manera gratuita, llámenos al 1-855-710-6984.

Si cree que no hemos proporcionado un servicio, o si cree que ha sido discriminado de cualquier otra manera, comuníquese con nosotros para presentar una inconformidad.

Office of Civil Rights Coordinator
300 E. Randolph St., 35th Floor
Chicago, Illinois 60601

Teléfono: 1-855-664-7270 (correo de voz)
TTY/TDD: 1-855-661-6965
Fax: 81-55-661-6960

Tiene el derecho de presentar una queja por derechos civiles en la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de EE. UU. (U.S. Department of Health and Human Services, Office for Civil Rights) por estos medios:

U.S. Dept. of Health & Human Services
200 Independence Avenue SW
Room 509F, HHH Building 1019
Washington, DC 20201

Teléfono: 1-800-368-1019
TTY/TDD: 1-800-537-7697
Portal de quejas: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
Formulario de quejas: <https://www.hhs.gov/sites/default/files/ocr/civilrights/resources/factsheets/spanish/cmpltfrmspanish.pdf>

If you, or someone you are helping, have questions, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 855-710-6984.

Español Spanish	Si usted o alguien a quien usted está ayudando tiene preguntas, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 855-710-6984.
العربية Arabic	إن كان لديك أو لدى شخص تساعد أسئلة، ف لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم فوري، اتصل على الرقم 855-710-6984.
繁體中文 Chinese	如果您，或您正在協助的對象，對此有疑問，您有權利免費以您的母語獲得幫助和訊息。洽詢一位翻譯員，請撥電話號碼 855-710-6984。
Français French	Si vous, ou quelqu'un que vous êtes en train d'aider, avez des questions, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 855-710-6984.
Deutsch German	Falls Sie oder jemand, dem Sie helfen, Fragen haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 855-710-6984 an.
ગુજરાતી Gujarati	જો તમને અથવા તમે મદદ કરી રહ્યા હોય એવા કોઈ બીજા વ્યક્તિને એસ.બી.એમ. કાયકમ બાબતે પ્રશ્નો હોય, તો તમને વિના ખર્ચે, તમારી ભાષામાં મદદ અને માહિતી મેળવવાનો હક્ક છે. દુભાષિયા સાથે વાત કરવા માટે આ નંબર 855-710-6984 પર કોલ કરો.
हिंदी Hindi	यदि आपके, या आप जिसकी सहायता कर रहे हैं उसके, प्रश्न हैं, तो आपको अपनी भाषा में नि:शुल्क सहायता और जानकारी प्राप्त करने का अधिकार है। किसी अनुवादक से बात करने के लिए 855-710-6984 पर कॉल करें।
Italiano Italian	Se tu o qualcuno che stai aiutando avete domande, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, puoi chiamare il numero 855-710-6984.
한국어 Korean	만약 귀하 또는 귀하가 돕는 사람이 질문이 있다면 귀하는 무료로 그러한 도움과 정보를 귀하의 언어로 받을 수 있는 권리가 있습니다. 통역사가 필요하시면 855-710-6984 로 전화하십시오.
Diné Navajo	T'áá ni, éí doodago ła'da bíká anánílwo'ígíí, na'ídíłkidgo, ts'ídá bee ná ahóótí'i' t'áá níłk'e níká a'doolwoł dóó bína'ídíłkidígíí bee níł h odoonih. Ata'dahalne'ígíí bich'í' hodíłłnih kwe'e 855-710-6984.
فارسی Persian	اگر شما، یا کسی که شما به او کمک می کنید، سوالی داشته باشید، حق این را دارید که به زبان خود، به طور رایگان کمک و اطلاعات دریافت نمایید. جهت گفتگو با یک مترجم شفاهی، با شماره 855-710-6984 تماس حاصل نمایید.
Polski Polish	Jeśli Ty lub osoba, której pomagasz, macie jakiegokolwiek pytania, macie prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer 855-710-6984.
Русский Russian	Если у вас или человека, которому вы помогаете, возникли вопросы, у вас есть право на бесплатную помощь и информацию, предоставленную на вашем языке. Чтобы связаться с переводчиком, позвоните по телефону 855-710-6984.
Tagalog Tagalog	Kung ikaw, o ang isang taong iyong tinutulungan ay may mga tanong, may karapatan kang makakuha ng tulong at impormasyon sa iyong wika nang walang bayad. Upang makipag-usap sa isang tagasalin-wika, tumawag sa 855-710-6984.
اردو Urdu	اگر آپ کو، یا کسی ایسے فرد کو جس کی آپ مدد کر رہے ہیں، کوئی سوال درپیش ہے تو، آپ کو اپنی زبان میں مفت مدد اور معلومات حاصل کرنے کا حق ہے۔ مترجم سے بات کرنے کے لیے، 855-710-6984 پر کال کریں۔
Tiếng Việt Vietnamese	Nêu quý vị, hoặc người mà quý vị giúp đỡ, có câu hỏi, thì quý vị có quyền được giúp đỡ và nhận thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, gọi 855-710-6984.