



BlueCross BlueShield
of Texas

Travis Service Area



Your guide to pregnancy wellness

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

Travis Service Area Member
Advocate:
1-877-375-9097 (TTY: 711)

www.bcbstx.com/star



TEXAS
Health and Human
Services

TEXAS STAR
Your Health Plan ★ Your Choice

Value-Added Services (VAS) may have restrictions and limitations. For a complete list of VAS see the STAR 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

STARM-6406-0624

766177.0624

Congratulations on your pregnancy! Blue Cross and Blue Shield of Texas wants to support you during your pregnancy and after your baby is born. Our Service Coordinators can give you information about Value-Added Services, programs and resources available to help you get the care you need during this exciting time.

Choose your provider, and make an appointment.

As a newly pregnant member, your first step is to schedule your first prenatal visit within the first 12 weeks of pregnancy or within 42 days of joining the plan.

STAR members can also choose clinics such as Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHC) as a perinatal provider.

Your provider will:

- Let you know your health care needs
- Keep a record of your health and pregnancy history
- Advise you on ways to have a healthy baby
- Refer you to other doctors or specialists.

Need to change your provider?

If you need help finding or changing a provider, call our Customer Advocate Department: **1-888-657-6061** (TTY: **711**).

Find a Doctor or Hospital

Scan to search for doctors and other health care providers near you.



Sign up for Blue Access for MembersSM.

BAMSM is a secure, online member portal where you can:

- Print a temporary ID card or order a new card.
- Find doctors and hospitals under the 'Doctors and Hospitals' tab.
- Review your covered benefits.
- Review a list of your prescription drugs.
- Review your care profile.
- Set up text message alerts.
- Get health and wellness information.

It is easy to get started online.

1. Go to www.bcbstx.com/medicaid.
2. Click Sign Up or Login at the top right side of the page.
3. If you are a new user, click 'Create an Account'.
4. Check the box 'I Accept' then click Next.
5. Enter your first name, last name and date of birth.
6. Enter the ID number from your member ID card.
7. Verify your account with the code sent to you by email or text.
8. If you are legally responsible for a Medicaid member under the age of 18, check the box under 'Are you a legal guardian?'
9. Provide your contact information.
10. Create your secure login by creating a username and password.
11. Verify your email then return to the login page.

If you have questions about your benefits or need help logging into BAM, call **1-888-657-6061** (TTY: **711**).

Register for Special Beginnings® and meet your Service Coordinator.

Special Beginnings is a maternity program that can help you better understand and manage your pregnancy. When you register for Special Beginnings, you will be assigned a Special Beginnings Service Coordinator.

A Special Beginnings Service Coordinator is a trained nurse who will call you regularly to ask about your health and activities. They keep all of your information confidential. They will also help you find resources before and after your delivery. Our trained staff will:

- Assess your health, lifestyle and possible pregnancy risks
- Check in regularly to find out how you and your baby are doing
- Encourage you to make healthy choices
- Talk to you about your OB provider's treatment plans
- Help you recognize diabetes, high blood pressure, postpartum depression and other pregnancy-related conditions while you are pregnant
- Provide education about prenatal, postpartum and newborn care

To sign up for Special Beginnings or to ask questions, call **1-888-421-7781** (TTY/TDD: **711**). The Special Beginnings program does not replace treatment from your OB/GYN. See your OB/GYN to get the full medical care you need.

Fotonovela

Check out our colorful fotonovela by scanning the QR code below to see a family of women help each other learn all that is available. Be sure to tell us how you like the fotonovela on the survey at the end.

<https://www.bcbstx.com/medicaid/pdf/medicaid-special-beginnings-novella-tx.pdf>



Value-Added Services for pregnant members

STAR members get all the health care included with Medicaid, plus these **Value-Added Services (VAS)** at no extra cost. Speak to your Special Beginnings Service Coordinator to learn more.

Free Infant Car Seat or Pack-and-Play Playard:

Once you complete a timely prenatal visit and register for Special Beginnings, you can choose an infant car seat or a Pack-and-Play Playard.

Prenatal Classes with an Incentive Diaper Bag:

Register and complete an online prenatal class offered in 15 languages, at no cost, to get a diaper bag filled with new baby items. Visit www.bcbstx.com/star to learn how to register.

Fresh and Healthy Food Support for Pregnant Members:

Receive \$50 of fresh fruits and vegetables delivered to your home each year.

In-Home Support: If you are diagnosed with a high risk pregnancy, you may be able to get in-home support from a doula. Doulas can offer physical, emotional and educational support during pregnancy and after the baby is born. You must be enrolled in the Special Beginnings program. Call **1-888-421-7781** (TTY: **711**) to learn more.



Join our rewards program to earn rewards

Scan the code to sign up
for Wellness Rewards.



For each healthy action – like scheduling your prenatal and postnatal visits, you will earn a gift card.

Call **1-888-657-6061** (TTY/TDD: **711**) for help signing up.

Gift cards just for you



Prenatal Incentive Gift Card: Complete a prenatal visit within 42 days of joining our plan to be eligible to receive a \$50 gift card.



Postpartum Incentive Gift Card: If you deliver while on our plan and complete the postpartum visit seven to 84 days after delivery, you can receive a \$25 gift card.



Well Child Checkup Incentive Gift Card for Infant: We offer a \$120 gift card to STAR members ages birth through 15 months who complete their Well Child checkup. Speak to your pediatrician to learn about the recommended vaccines for your baby.

Visit these websites to find prescription discounts and local assistance programs.

Blue365®: We offer discounts on pharmacy, over-the-counter (OTC) and health and wellness-related services and items. Members must register on the www.blue365deals.com/BCBSTX. To register, provide your name, email, password, ZIP code and alpha prefix. **The alpha prefix for STAR members is TXS.**

Online Community Resource platform: Search online for local help with rent, utilities, food and more. Members can also apply for assistance and resources on this website. Go to: communityservices.bcbstx.com.

Scan the code for more information about community services



Learn to Live - our digital mental health platform

If you have mild to moderate mental or emotional health concerns, Learn to Live is a no-cost, online, mental health solution for members age 13 and older. This self-paced program helps with depression, stress, social anxiety and substance use. You can also talk with individual therapy coaches 24 hours a day, seven days a week.

Scan the code for more information about Learn to Live.



Dental services and oral health

Dental care is important during pregnancy. Periodontal disease, also known as gum disease, often occurs in pregnant women. It is a chronic bacterial infection that causes inflammation of the gums and affects bone supporting the teeth. The infection can also affect the baby.

Dental services for adults are not covered under STAR. However, you can receive assistance through our Value-Added Services. Adult members 21 and older are eligible to receive up to \$250 per year in preventive, diagnostic and dental care treatment. This includes:

- Dental exams and cleanings
- Dental X-rays
- Cavity fillings
- Tooth extractions.

Call your child's Medicaid dental plan to learn more about the dental services they offer once your baby is born. Dental check ups start at six months of age.

Call DentaQuest, toll-free at **1-800-205-4715**, from 8 a.m. - 6 p.m., Central time, Monday–Friday to find an in-network provider or to get an OK for dental services.

To learn more, view our dental directory online.



Need transportation to appointments?

STAR members can schedule free rides to medical appointments and other related services through the Nonemergency Medical Transportation (NEMT) program. Members should first call NEMT at **1-866-824-1565** (TTY: **711**) to schedule a ride. If NEMT is unable to help you, call the Customer Advocate Department at **1-888-657-6061** (TTY: **711**) between 8 a.m. and 5 p.m. Central time, Monday through Friday.

Use the ModivCare App

With the ModivCare App you can:

- Book a trip
- Change or cancel a ride
- Know where your driver is in real time
- Text or call the driver to make sure your ride is on time
- Submit a trip mileage claim to get reimbursed.

Schedule your medical ride whenever and wherever you like. Search 'ModivCare' on either Google Play® or the Apple App Store® to download the app.

Scan the code to learn more about ModivCare



Value-Added Services (VAS) may have restrictions and limitations. For a complete list of VAS see the STAR Member Handbook.

Other resources for pregnant members

Plan ahead for doctor visits and ask questions

It can be hard to remember everything you want to tell your doctor during your appointment, so plan before you go. Once you have read through our benefits and programs, you can ask your doctor if you need these types of additional care. Here is how you can prepare:

- Before your visit, write down your symptoms, medications and allergies
- During your visit take notes, ask questions and talk about your visits
- After your visit, if you have more questions about your care or symptoms, call the office to leave a message for the nurse or doctor
- You can also call the 24/7 Nurseline at **1-844-971-8906** (TTY: **711**).

If you feel depressed or not like yourself

One in seven women experience depression during and after pregnancy. Signs of depression include:

- Lasting feelings of sadness, anxiousness and helplessness
- Lack of interest or joy in activities
- Trouble sleeping or sleeping too much
- Loss of appetite or overeating
- Problems focusing
- Suicidal thoughts
- Withdrawing from loved ones
- Feeling angry
- Thinking about hurting yourself or your baby
- Doubting your ability to care for your baby.

Depression is different for everyone, and it can happen at any time. If you think you have depression, talk with your doctor as soon as possible.

You don't have to go through it alone. BCBSTX has resources to help.

- Call Special Beginnings at **1-877-214-5630**
- You can contact the National Maternal Mental Health Hotline at **1-833-9-HELP4MOMS (1-833-943-5746)** or online at <https://mchb.hrsa.gov/national-maternal-mental-health-hotline>.

Pregnancy and Infant Loss

Though pregnancy loss is defined differently around the world, generally it is a baby who dies before 28 weeks of pregnancy and is referred to as a miscarriage. Also, babies who die at or after 28 weeks are stillbirths and considered to be a pregnancy loss. After these experiences, many women can develop mental health issues that last for months or years.

It is important to receive the care you need physically and emotionally. We have resources available if you ever need them. Visit us at <https://www.bcbstx.com/medicaid/pdf/medicaid-mih-loss-resources-tx.pdf>

Syphilis and your sexual health in pregnancy

Syphilis is a virus that spreads through vaginal, anal or oral sex. When a mother with syphilis passes the virus to her unborn baby, it is called congenital syphilis. If you are not treated, you could have a miscarriage. Your baby may be stillborn (born dead) or may die soon after birth. Babies who live may have health problems like deafness, cataracts, seizures, developmental delays and more.

It is very important to get tested if you think you have a sexually transmitted infection. If you have symptoms, speak to your doctor right away to get tested.

You can also speak to our Customer Advocate Department if you need help scheduling a test. If your test is positive, you will need medicine right away.

Pregnancy and substance use

Using tobacco, alcohol, illicit drugs or misuse of prescription drugs can cause severe health consequences for unborn babies. Many substances pass through the placenta and reach the fetus. Children born to mothers who drink or smoke in the first and second trimester also have a higher risk for Sudden Infant Death Syndrome (SIDS).

Speak to your Special Beginnings Nurse to learn about our Tobacco Cessation and Substance Use Programs.

Plan ahead for your delivery and aftercare

Is a cesarean section right for you?

A cesarean section (C-section) is when your baby is born through a cut the doctor makes in your belly and uterus. For some women and babies, this surgery is safer than vaginal birth.

Talk to your doctor to learn why a woman may need a C-section. If you have already had a C-section, it is possible to have your next child by vaginal birth. Discuss this with your doctor during your prenatal visits.

Immunizations before and after delivery

Vaccines can help protect both you and your baby from vaccine-preventable diseases. Speak to your doctor about the importance of receiving any of the vaccines listed below based on your and your baby's individual needs.

- RSV vaccine
- Flu shot
- Whooping cough
- Measles, mumps and rubella, and chickenpox

If you need help finding a provider or pharmacy please contact the Customer Advocate Department.

Healthy Texas Women

If you no longer have Medicaid after your baby is born, you may be able to get health care and family services through the Healthy Texas Women program. This program provides family planning exams, health screenings and birth control to women ages 18-44 whose household income is at or below the program's income limits (185% of the federal poverty level).

To learn more about this program and how to apply, visit www.healthytexaswomen.org.

Advanced directives (Living Wills) to prepare for crisis

What is a living will?

A living will is a legal document that tells others how you want to be treated if you cannot talk or make decisions about your health care. It helps your family, friends and providers understand your choices about the care you do or do not want. It is important to create a living will before you go into labor.

How do I get a living will?

Ask your doctor's office or lawyer if they have copies. You can also download the forms from the Texas Health and Human Services Department at <https://www.hhs.texas.gov/forms/advance-directives>.

For more information about a living will, call the Customer Advocate Department, toll-free, at the number on the back of your member ID card.

Population health management programs to keep you well

We offer many interactive programs and services designed for your overall wellbeing. These are offered at no cost to you:

- Disease Management/Case Management
- Immunization/Advocacy Support
- Behavioral Health Complex Case Management
- Early Intervention
- Health Home Services
- Provider Application and Validation for Enrollment (PAVE)

To learn more, visit <https://www.bcbstx.com/star/pdf/star-phm-programs-tx.pdf>.



Neonatal Intensive Care Unit Service Coordination Program

Babies born prematurely with health problems or needing special care can be admitted to the hospital's Neonatal Intensive Care Unit (NICU). Our program gives extra emotional support, education and resources to families of NICU babies through the baby's first year.

If your baby is admitted to NICU, a coordinator from Special Beginnings will call to see if you would like to be in the NICU program.

Family Planning Services for birth control and more

Family Planning Services are covered as part of your health plan benefits. You can schedule visits for birth control, plus education and counseling for marriage and family planning. You may choose any in-network or out-of-network provider without a referral, and it will be covered.

For more about Family Planning Services, scan the code to view our STAR Member Handbook.



Know where to go first when you need care

Choose from these five options

When you need medical advice or have a crisis, make the smart choice.

- 1. 24/7 Nurseline:** For general questions about your health, call **1-844-971-8906** (TTY: **711**).
- 2. Doctor/Counselor Office:** For check-ups, medication refills, sick visits like stomach bug, flu and sore throat. They can also assist with depression, eating disorders or addictions. Your doctor is the best person to treat illnesses and health concerns that are not emergencies or immediately life-threatening.
- 3. Urgent Care:** For immediate medical care during business hours and weekends and when you cannot see your doctor. They treat minor cuts that need stitches, pink eye, back pain and minor fractures. After an urgent care visit, follow up with your doctor.
- 4. Emergency Room:** If you have shortness of breath, trouble breathing, stroke, severe vomiting or diarrhea, severe injuries, uncontrolled bleeding, drug or alcohol overdose, chest pain or thoughts of harming yourself or others.
- 5.** If you have an emergency, call **911**.

If you think you might be in labor call your OB/GYN right away.



Member Advisory Group/Community Advisory Committee (CAC) meeting Gift Card: Participate and get a \$25 gift card. Learn more about benefits and tell us what you think.

Scan to see Member Advisory Group/CAC meeting schedule and more.



Thank you for allowing us to be part of your pregnancy journey. If you have questions or need information in a different language, call **1-888-657-6061** (TTY: **711**). We are open 8 a.m. - 5 p.m. Central time, Monday through Friday. You can also visit our website at **www.bcbstx.com/star**.

Learn more about Value-Added Services and other resources for pregnant members.





To learn more about member programs and services, call the numbers below or visit these websites:

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

24-Hour Nurseline **1-844-971-8906**

Behavioral Health Services **1-888-657-6061** (TTY: **711**)

Blue365 Discount Program **www.blue365deals.com/BCBSTX**

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

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

Member Outreach **1-877-375-9097** or Fax **1-512-349-4867**

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

National Maternal Mental Health Hotline **1-833-9-HELP4MOMS**
(**1-833-943-5746**)

Nonemergency Transportation Services (NEMT) **1-855-933-6993** (TTY: **711**)

Special Beginnings **1-888-421-7781** (TTY: **711**)

Service Coordination **1-877-214-5630**

Travis Service Area Member Advocate **1-877-375-9097** (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. Employees 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.

DentaQuest is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide dental administration for members with coverage through BCBSTX.

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 Blue Cross and Blue Shield of Texas to provide transportation services for members with coverage through 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, sex, gender identity, age, sexual orientation, health status or disability. See our full non-discrimination notice and contacts.

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).