



LifeTimes®

Fall 2024

Your guide to **lifelong health**

Health and wellness and prevention information

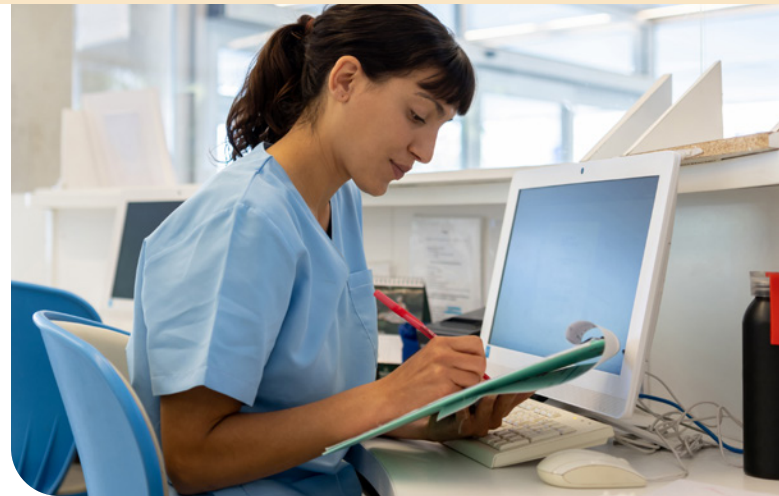
Service Coordinators Help You Get Well and Stay Well

STAR 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 health care plan and extra benefits — such as meal delivery, physical therapy, home health care and more.
- Ask permission before talking about medical information with other providers.
- Schedule regular 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 1-877-214-5630 (TTY: 711).

LifeTimes is published for Blue Cross and Blue Shield of Texas STAR 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.

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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 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)
Medicaid Managed Care Helpline	1-866-566-8989	(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)

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

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



Member Advisory Group

Every three months, we invite STAR members, parents or legally authorized representatives (LARs) to join our 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/star to find a schedule of MAG meetings and events or call a BCBSTX Member Advocate at **1-877-375-9097** (TTY: **711**) to get details.

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 <https://www.bcbstx.com/star/pdf/star-community-calendar-tx.pdf> to view a list of upcoming events near you. If you need help completing your STAR 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 Blue Cross and Blue Shield of Texas STAR Customer Advocate Department at 1-888-657-6061 (TTY: 711).

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 o en otros idiomas, llame al departamento de especialistas en Servicio al Cliente de STAR de Blue Cross and Blue Shield of Texas al 1-888-657-6061 (TTY: 711).

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: 1-855-661-6960

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 تساعدته 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 bıká anánłwo'ígíí, na'ídíłkidgo, ts'ídá bee ná ahóótí'i' t'áá níłk'e níká a'doolwoł dóó bína'ídíłkídígíí 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.