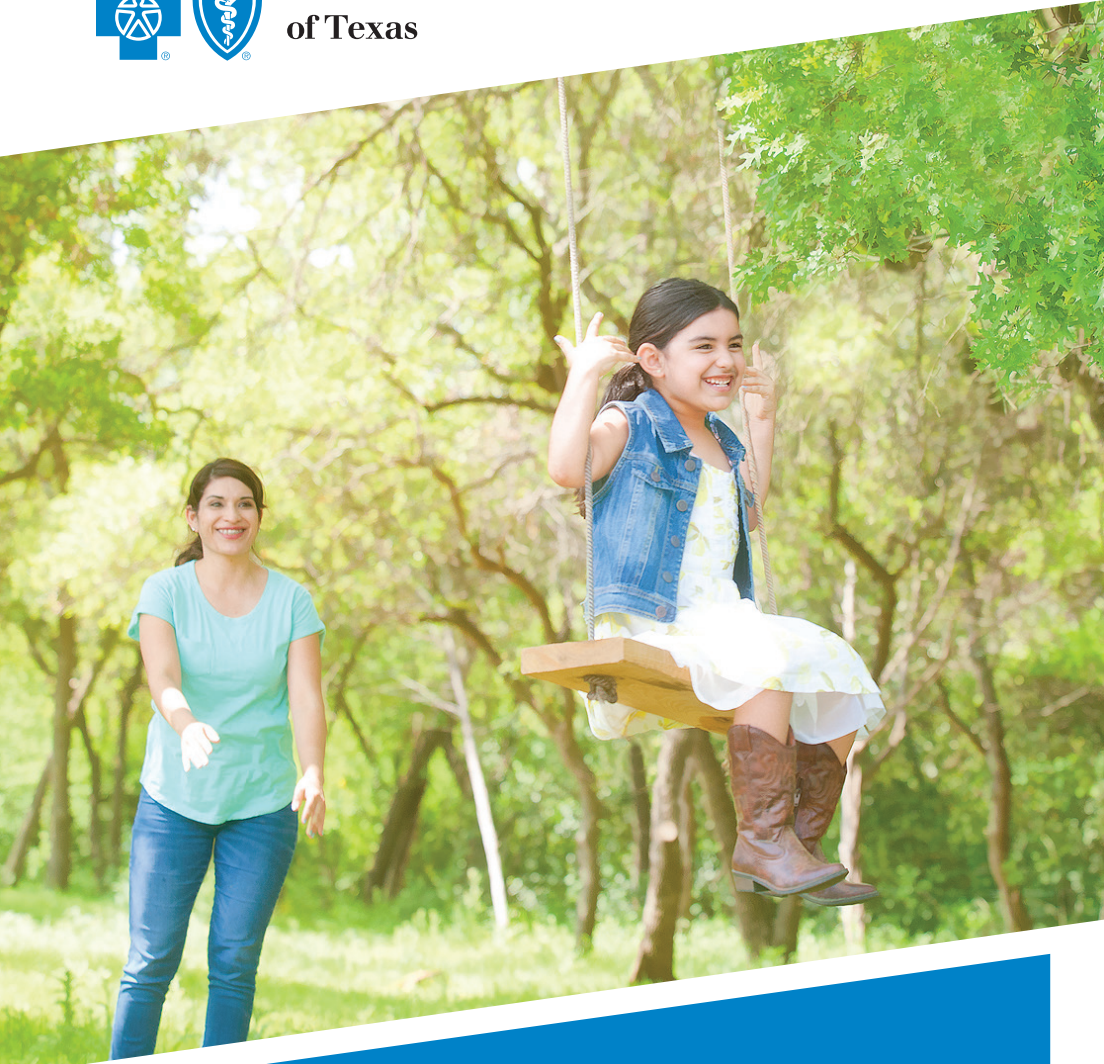




BlueCross BlueShield  
of Texas



Blue Cross and Blue Shield of Texas  
**STAR and CHIP**

**Value-Added Services**

Customer Service  
1-888-657-6061  
TTY 7-1-1

[bcbstx.com/star](http://bcbstx.com/star)  
[bcbstx.com/chip](http://bcbstx.com/chip)



TEXAS  
Health and Human  
Services

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation,  
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Value-Added Services may have restrictions and limitations

SCM-6140-17 729448.0817

# What do you get with BCBSTX?

Blue Cross and Blue Shield of Texas (BCBSTX) has been bringing health care services to Texans for more than 80 years. BCBSTX serves STAR and CHIP members in Bastrop, Burnet, Caldwell, Fayette, Hays, Lee, Travis, and Williamson counties.

With BCBSTX STAR or CHIP, not only do you get all the health care you know today plus we offer all of these Value-Added Services:

- **Free Rides:** Free rides to non-emergency doctor visits, health classes, therapy and BCBSTX member meetings.
- **24 Hour Nurse Advice Line:** Talk to our nurses at any time, 24 hours a day to get help with non-emergency medical questions.
- **Sports and Camp Physicals:** Free sports and camp physicals for children 18 and under.
- **Child Safety Helmets:** Free safety helmets for kids ages 3 to 18 for biking, skateboarding or other activities.
- **Children's Safety Booster Seats:** Free car booster seats for kids ages 2 to 12 and who weigh between 30 to 100 pounds.
- **Well-Child Incentive Gift Cards:** BCBSTX offers gift cards for taking your child to Texas Health Steps or Well-Child checkups.
- **Upgraded Eyeglass Frames:** Children 18 and under can get up to \$175 each year to buy stylish eyeglass frames.



- **Prenatal Classes with Incentive Diaper Bag:** Get help knowing what to expect during pregnancy, getting ready for labor and delivery, and taking care of your newborn baby. When you attend an approved prenatal class, you get a free diaper bag that includes useful baby items.
- **Prenatal and Postpartum Gift Cards:** BCBSTX offers STAR members who are pregnant, or those who have just delivered their baby, gift cards for timely prenatal and postpartum visits.
- **Prenatal Care Incentive Options for Pregnant Members:** Pregnant members can get a free baby car seat or pack and play playard by joining the Special Beginnings® program and by getting frequent prenatal care before the baby is born.
- **Breastfeeding Support:** Get free breastfeeding coaching over the phone or in the member's home and a free breastfeeding support kit. CHIP and CHIP Perinate moms can also get a breast pump.
- **Vouchers for the Sustainable Food Center (SFC) Farmers' Market Locations:** Vouchers to get free fresh fruits and vegetables two times during pregnancy.

You can also find a listing of our Value-Added Services in your member handbook and on the member website at [www.bcbstx.com/star](http://www.bcbstx.com/star) or [www.bcbstx.com/chip](http://www.bcbstx.com/chip).

## FOR ALL MEMBERS

**Free Rides Using BCBSTX Transportation:** STAR, CHIP and CHIP Perinate members can schedule free rides to **non-emergency** doctor visits, therapy, approved health classes and special BCBSTX events and member meetings. We can also send a wheelchair van if you need one. All members will need to call to schedule rides at least three days before their scheduled visits, and 24 hours before a sick child visit. Call BCBSTX Customer Service toll-free at **1-888-657-6061**, 8:00 a.m. - 5:00 p.m., Central Time, Monday to Friday, and pick the transportation option.

If you have hearing or speech loss you can call the TTY line at **7-1-1**.

**STAR Members:** STAR members should call the Medical Transportation Program (MTP) for rides to and from non-emergency medical visits. Call the HHSC MTP line at **1-877-633-8747 (1-877-Med-TRIP)** between 8 a.m. and 5 p.m. Central Time, Monday to Friday, to schedule a ride.

If MTP can't help you with getting a ride, you can call BCBSTX Customer Service at **1-888-657-6061** to schedule a ride with our transportation vendor, MTM.

**Limitations:** STAR members can call BCBSTX to ask for transportation services through MTM if MTP is not able to give them a ride to covered medical services, health education classes and WIC appointments. Rides must be scheduled at least three days before the ride is needed. This transportation benefit is for non-emergency rides and does not include rides in an emergency situation.

**CHIP and CHIP Perinate Members:** CHIP and CHIP Perinate members can call BCBSTX to schedule free rides through MTM to covered medical services, health education classes, BCBSTX member meetings and events, and WIC visits. Call BCBSTX Customer Service at 1-888-657-6061 (TTY 7-1-1) then choose the transportation option to schedule your free ride.

Payments for lodging and food will only be made for approved medical visits at a distance of more than 75 miles from the CHIP member's home. Nonemergency rides, overnight lodging and food for appointments with less than three days' notice may be approved on a case by case basis.

**Limitations:** All non-emergency medical transportation services through MTM must be approved first. These rides are limited to the CHIP or CHIP Perinate members and one parent, guardian, or authorized caregiver only within the BCBSTX service area for a distance of up to 75 miles. Trips approved for a travel distance over 75 miles can include lodging and food allowances. Travel for rides over a distance of 75 miles does not apply to CHIP Perinate members. Members must call BCBSTX to schedule and get approval for rides, lodging and meals at least three days before the scheduled visit. Some rides can be approved with less notice on a case by case basis.



**24 Hour Nurse Advice Line:** Talk to our nurses at any time, 24 hours a day/seven days a week to get help with non-emergency medical questions. Our nurses can help if you have questions or concerns about any health topic. They can help you pick the right place for care if you are not sure what to do. We have Spanish-speaking nurses and translators for other languages. There is also an Audio-Health Library with recorded messages on hundreds of health topics.

You can talk to our nurses on the 24 Hour Nurse Advice Line toll-free at **1-844-971-8906** or (TTY 7-1-1).

There are no limitations. Members can use the 24 Hour Nurse Advice Line at any time.



## JUST FOR KIDS

**Free Children's Safety Booster Seat:** STAR and CHIP children between the ages of 2 to 12 who have outgrown their baby car seat, and weigh 30 to 100 pounds, can get a safety booster seat. Get the booster seat by doing these things:

- Take your child to the doctor for a Well-Child checkup or Texas Health Steps checkup within 90 days of signing up with BCBSTX, or
- Take your child to the doctor for a yearly Well-Child checkup or Texas Health Steps checkup

You can get a booster seat form from our website at [www.bcbstx.com/medicaid](http://www.bcbstx.com/medicaid) or call Member Outreach toll-free at **1-877-375-9097**. Fill out the form with your doctor and have the doctor sign it and add the office stamp. Fax the form to **1-512-349-4867**. The booster seat will be sent to the address you put on the form.

**Limitations:** The booster seat is for kids from 2 to 12 years old who have outgrown their infant car seat and are at the right height and weight requirements for the booster seat. The booster seat is for kids who weigh between 30 to 100 pounds and are not taller than 57 inches. Parents or guardians are responsible for ensuring their child meets the height and weight limits to safely use the booster seat.

**Child Safety Helmet:** Help your children stay safe while riding bikes, skateboarding or doing other outdoor activities. Kids ages 3 to 18 can get a free safety helmet every two years. Get the safety helmet by doing these things:

- Take your child to the doctor for a Well-Child checkup or Texas Health Steps checkup within 90 days of signing up with BCBSTX, or
- Take your child to the doctor for a Well-Child checkup or Texas Health Steps checkup once a year.

Go to our website at [www.bcbstx.com/medicaid](http://www.bcbstx.com/medicaid) to get the safety helmet form or call Member Outreach toll-free at **1-877-375-9097**. Fill out the form with your doctor and have the doctor sign it and add the office stamp. Fax the form to **1-512-349-4867**. The helmet will be sent to your address on the form.

**Limitations:** Members can get a new safety helmet every other year. The Child Safety Helmet form must be filled out and returned to Member Outreach after the child member has had their Texas Health Steps or Well-Child checkup.



**Well-Child Incentive Gift Cards:** BCBSTX offers gift cards for taking your children to their Texas Health Steps or Well-Child checkups. This is how you get the \$50 gift card:

- Take your baby to the doctor at least six times from birth to 15 months old.
- Take children ages 3 to 6 to Texas Health Steps or yearly Well-Child checkup by the end of the calendar year.
- Teens, tweens and young adults ages 12 to 19 should also see their PCP or OB/GYN once a year.

**Limitations:** Parents or guardians of child members must make sure their child member gets their Well-Child or Texas Health Steps checkups. Members or a parent or guardian of underage members must fill out the Well-Child incentive form, get the doctor's signature and fax the form back to Member Outreach at **1-512-349-4867** to get the the gift card.

**Sports and Camp Physicals:** We help STAR and CHIP kids take part in sports and fitness activities by giving free physicals to kids 18 and under who are going to camp or playing sports. Physicals can be done once a year.

Just schedule a visit with your child's primary care provider (PCP) to get the physical. You do not need an approval from BCBSTX to see the PCP for the physical.

**Limitations:** STAR and CHIP members must see an in-network STAR or CHIP provider. Sports and Camp Physicals will be approved for only one sports physical a year for STAR and CHIP kids ages 18 and under.

**Upgraded Eyeglass Frames:** STAR and CHIP children ages 18 and under can get up to \$175 each year to buy stylish frames.

Child members must get an eye checkup from a Davis Vision eye doctor. You do not need an approval from your child's PCP. To learn more, call Customer Service at **1-888-657-6061** or TTY **7-1-1**.

**Limitations:** STAR and CHIP members ages 18 and under will be limited to one pair of stylish (upgraded from basic) frames once a year after they get an eye exam. The total value of the frame cannot be over \$175. This benefit only applies to upgrades from routine eyewear. This benefit cannot be converted to cash. Members must see an in-network Davis Vision provider.

CHIP Perinate members are not able to get this Value-Added Service benefit.

## FOR PREGNANT MEMBERS

**Pregnancy Incentive Gift Cards for STAR members:** BCBSTX offers gift cards to STAR members for going to their prenatal and postpartum visits. These gift cards are for members who are pregnant or who have just delivered their baby. You can get a copy of the forms online at [www.bcbstx.com/star](http://www.bcbstx.com/star) or call Member Outreach toll-free at 1-877-375-9097. We will send your gift card to the address you give us on the form.

**\$50 Prenatal Visit Reward for STAR members:** If you are pregnant and you are on our STAR plan, you can get a \$50 gift card for going to your first prenatal visit within the first three months of your pregnancy or within 42 days of joining our plan. To get your \$50 reward, you will need to have your doctor fill out a BCBSTX Prenatal Visit Form and sign it.

**\$50 Post-Partum Visit Reward for STAR members:** If you see your doctor for your post-partum visit between 21 and 56 days after you deliver your baby, you will get a \$50 gift card reward. Have your doctor fill out the BCBSTX Post-Partum Visit Form and sign it.

**Limitations:** The gift card will be mailed to the address you write on your form.



**Prenatal Care Incentive Options for Pregnant Members:** Pregnant members can get their choice of a free infant car seat or a pack and play playard by joining Special Beginnings® and by going to their scheduled prenatal visits to earn a total of four (4) points:

- You will earn your first (1) point when you join our free Special Beginnings program.
- Visit your doctor in the first three months you are pregnant, or in the first month after signing up with BCBSTX to earn two (2) points.
- Go to the number of doctor visits you need based on how far along you are in your pregnancy at the time you join BCBSTX. You can earn one (1) point for four (4) visits, two (2) points for six (6) visits, or three (3) points for eight (8) visits.

Find the Prenatal Care Incentive Options for Pregnant Members Form on our website at [www.bcbstx.com/medicaid](http://www.bcbstx.com/medicaid) or call Customer Service toll-free at **1-888-657-6061**. Take the form to your doctor to start earning points. Once the form is filled out it can be faxed 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.

**Limitations:** Members must be pregnant, join the Special Beginnings program and earn at least four (4) points to get their choice of a free infant car safety seat or pack and play playard.





**Prenatal classes with an incentive diaper bag:** Members who are pregnant or just delivered a baby, and sign up for and go to approved prenatal education classes, can get a free diaper bag that has useful baby items. Members will get up-to-date facts about pregnancy and caring for a newborn baby during these free classes.

### Free Classes for Pregnant Members

Pregnancy	Labor and Birth	Baby Care and Breastfeeding
How your body changes	Your birth plan	New baby care and safety
How baby grows and changes	Birthing choices	Umbilical cord and circumcision care
Taking care of yourself	Breathing and pushing skills	Choosing your baby's doctor
Aches and pains of pregnancy	C-section birth	How to know if your baby is sick
Your checkups and tests	Pain relief choices	Vaccines your baby needs
Knowing signs of early labor	Recovery and postpartum care	Breastfeeding <ul style="list-style-type: none"> <li>• Feeding positions</li> <li>• Expressing and storing milk</li> <li>• Going back to work</li> </ul>

Members can take classes in English online and bilingual classes are taught in person by BCBSTX Special Beginnings nurses. Bilingual classes are taught once per month. In-person class sizes may be limited based on the size of the classroom.

After you take your in-person prenatal class, you will get your diaper bag filled with baby care items. If you take the online class, you will need to fax your certificate of completion to 1-512-349-4867 before your diaper bag will be shipped. Your diaper bag will be shipped to the address you give to the nurse or to the Member Outreach team member. Call Member Outreach toll-free at **1-877-375-9097** if you have questions.

**Limitations:** Members must be pregnant and on the plan to take the prenatal class. Members must complete the prenatal class in person or online to receive the diaper bag gift.

**Breastfeeding Coaching and Support:** Breastfeeding is the best start you can give your baby. Breastfeeding members can get breastfeeding coaching over the phone or at home from a Breastfeeding Coaching Nurse after the baby is born.

Our Member Outreach team can order a free breastfeeding support kit to be delivered directly to your home. The kit includes breast milk disposable bags, soothing breast pads, breast soothing cream and a hands-free pumping bra. The hands-free pumping bra can help you better manage your life while you are pumping by allowing you to pump your milk while you leave your hands free to do other things at the same time.

The Breastfeeding Coaching Nurse can answer any questions you have about breastfeeding, and teach you how to use your breast pump and the hands-free pumping bra.

If you are a CHIP or CHIP Perinate member, you can also get a free breast pump as a part of your Value-Added Service. Call Member Outreach toll-free at **1-877-375-9097** to schedule your breastfeeding support call or visit and to request a breast pump to be delivered to your home. STAR members can get a breast pump as a part of their Medicaid benefit through an in-network DME provider. STAR members can get a list of DME providers in your area by calling BCBSTX Customer Service toll-free at **1-888-657-6061 (TTY 7-1-1)**.

**Limitations:** All pregnant or newly delivered members can get breastfeeding coaching and a support kit when they are interested in breastfeeding their newly delivered infant. The member must have delivered while on the plan and join in Special Beginnings to get breastfeeding coaching over the phone or in-person, and the breastfeeding support kit.

CHIP and CHIP Perinate members must ask for delivery of their free breast pump by calling BCBSTX Member Outreach. STAR members must get their breast pump from an in-network DME provider. Members have up to 30 days after they deliver their baby to ask for delivery of their breastfeeding support kit.



**Sustainable Food Center (SFC) Farmers' Markets:** Pregnant STAR, CHIP and CHIP Perinate members can get 10 vouchers worth \$2 each to use for fresh fruits and vegetables at any of the SFC Farmers' Markets found in and around the Austin area. You can get the vouchers two times while you are pregnant. They can only be used for fresh fruits and vegetables.

Call Member Outreach toll-free at **1-877-375-9097** to get your SFC Farmers' Market vouchers, then visit one of the markets below to shop for your fruits and vegetables.

- SFC East Market, 51st Street & 183 (YMCA),
- SFC Downtown 4th and Guadalupe,
- SFC Triangle 46th and Lamar
- SFC Sunset Valley 3200 Jones Rd/Tony Burger Center

**Limitations:** Cash will not be given if the member does not use the full value of the voucher. Members must have their own transportation to the market. Vouchers are for pregnant members. Pregnant members can get 10 vouchers, up to two times each pregnancy. The vouchers will be mailed to the member within five business days.

## OTHER PROGRAMS FROM BCBSTX

BCBSTX has other programs and services to help STAR, CHIP and CHIP Perinate members live healthier:

- **Special Beginnings®:** Our maternity care program can help you make good choices while you are pregnant for a safe delivery and a healthy child. When you join Special Beginnings, you will receive calls from an experienced nurse to talk about your personal pregnancy questions and concerns all the way through your pregnancy, until six weeks after your baby is born.

The Special Beginnings nurse will send you a book about pregnancy and infant care and work with your doctor to take care of any special health needs you have during your pregnancy.

If you are pregnant and would like to sign up for Special Beginnings, please call toll-free at **1-888-421-7781** or (TTY 7-1-1).

- **Neonatal Intensive Care Unit (NICU) Case Management Program:** Babies born prematurely, with health problems or those who need special care at birth can be admitted to the hospital's NICU. BCBSTX offers the NICU Case Management Program to give extra emotional support, education and resources to families of NICU babies through the baby's first year. If your baby is admitted to NICU, an experienced case manager from our Special Beginnings team will call you to see if you would like to be in the NICU Case Management program. If you have questions, or want to know more about the NICU Case Management Program or Special Beginnings, call toll-free at **1-888-421-7781**.
- **Condition Care:** Our health care programs can help you take better care of yourself if you have diabetes, asthma, chronic obstructive pulmonary disease (COPD) or heart disease.

To learn more about programs and services for BCBSTX members, call the numbers below or visit these websites

BCBSTX Customer Service	1-888-657-6061 or TTY 7-1-1
Member Outreach	1-877-375-9097 or Fax 1-512-349-4867
BCBSTX Member Website	<a href="http://www.bcbstx.com/medicaid">www.bcbstx.com/medicaid</a>
SFC Farmers' Markets Website	<a href="http://www.sfcfarmersmarket.org">www.sfcfarmersmarket.org</a>
Special Beginnings®/NICU	1-888-421-7781 or TTY 7-1-1
Case Management/Disease Management	1-855-390-6573 (Option 2)

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).