



BlueCross BlueShield
of Texas

Travis Service Area



Value Added Services

Customer Advocate Department:

1-888-657-6061 (TTY: 711)

Travis Service Area Member Advocate:

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

www.bcbstx.com/star

Effective September 2024



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 Value Added Services 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-6167-0524

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

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

BCBSTX has many Value Added Services (VAS) to help members stay healthy. These services are offered at no cost. Please call the Customer Advocate Department or go to www.bcbstx.com/star for details on VAS limitations.

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



Call us at **1-888-657-6061** (TTY/TDD: **711**) for help signing up. You will receive an email letting you know your account is set up.

Then you're ready to start earning rewards!

Details About our VAS

Extra Help Getting a Ride: Get free rides to medical appointments and other services through ModivCare at **1-866-824-1565**. If ModivCare cannot cover your ride through Non-Emergency Medical Transportation (NEMT), you can ask for extra help getting a ride through the VAS program. This includes rides for health classes, healthy activity programs, special member events and meetings. It also includes transportation when the parent needs to bring more than one child. Out-of-area and out-of-state services need at least 48 hours' notice and an approval before you schedule a ride. You may also be paid back for mileage for scheduled trips, but this must be approved before the trip is taken. Call ModivCare at **1-855-933-6993** (TTY: **711**) 8 a.m. to 5 p.m 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.

Limitations: BCBSTX will decide your transportation based on the care that is medically necessary for you.

24-Hour Nurseline: Talk in private with a nurse 24 hours a day, seven days a week. Call toll-free at **1-844-971-8906** (TTY: **711**). A nurse can give you details about health issues and community health services. Teens may also call the 24-Hour Nurseline and speak to a nurse in private about teen health issues.

Interpreter services are available if you need to speak to someone in your own language. The 24-Hour Nurseline also allows you to listen to audio tapes on hundreds of health topics.



Infant Texas Health Steps Incentive Gift Cards:

BCBSTX offers a \$120 gift card for taking your infant to their Texas Health Steps checkups. Take your baby to the doctor at least six times from birth through 15 months. Members must be active on the plan.



Child and Adolescent Checkup Gift Card Incentive:

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



HPV Vaccine Incentive:

Teen STAR members ages 9-13 can earn a \$25 gift card after they finish all age-required doses of the HPV Vaccine. Limitations: The visit must be completed by December 31 to receive the gift card. Full vaccination must be completed to qualify for gift card.

Enhanced Eyewear: Members ages 18 and under get one upgrade up to \$150 value in eyewear to use towards one pair of stylish frames (upgraded from basic frames), an upgrade to lenses, contact lenses or an extra pair of glasses every year after they complete an eye exam.

Limitations: 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 for members age 18 or younger.

Limitations: One each year

Health and Wellness Activity Reimbursement: Receive up to \$50 for Health and Wellness programs, such as sports activities, sports classes, gym membership or race entry fees.

Limitations: Parents/guardians/Legally Authorized Representatives (LAR) of members may ask for this VAS by calling Member Outreach Representatives at **1-877-375-9097**. Parents/guardians/LAR must provide a receipt and ask to be paid back 30 days before the activity and up to 30 days after. The amount will be paid directly to the LAR on file.

Prenatal Care Incentive Infant Car Seat or Pack-and-Play

Playard: Pregnant STAR 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 prenatal visit must occur in the first trimester or within 42 days of joining our plan. You can find the Prenatal Care Incentive form on our website at www.bcbstx.com/star, or call Special Beginnings. Have your doctor sign it during your visit, 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 Classes with an Incentive Diaper Bag: BCBSTX offers online prenatal class at no cost. You can take an online class any time in English and 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)



In Home Support :Members who have a high-risk pregnancy diagnosis may be able to get in-home support and assistance from a doula. Doulas can offer physical, emotional and educational support during the pregnancy and after the baby is born. Call Special Beginnings® toll-free at **1-888-421-7781** (TTY **711**) to learn more.

Limitations: To qualify for this service, members must have a high-risk pregnancy diagnosis and be enrolled in Special Beginnings. Doula services will be provided by Mae Health.



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

Limitations: Pregnant members must complete their first prenatal visit within the first trimester or within 42 days of enrollment with BCBSTX.



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

Limitations: Members who have delivered on the STAR plan 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@cbstx.com.

Fresh and Healthy Food Support for Pregnant Members:

Pregnant STAR members can get up to \$50 of fresh fruits and vegetables delivered to their home. 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 after a hospital discharge. Meal choices include lunch and dinner. You can order up to 14 meals from the meal services provider one time per year.

In-home meal delivery will only be available once per year for a maximum of 14 meals per year. Call Service Coordination at **1-877-214-5630** (TTY: **711**) from 8 a.m. to 5 p.m. CT, Monday through Friday, to ask for this VAS.

Dental Services for Adult Members: We offer dental services to STAR members age 21 and older. This includes dental exams and cleanings, X-rays, cavity fillings and tooth extractions up to \$250 per year. Call our dental vendor, DentaQuest, toll-free at **1-800-205-4715**, from 8 a.m. - 6 p.m., Central time, Monday–Friday to get help finding an in-network provider or to get an approval for dental services.

Limitations: You must be 21 or older for dental services. You must go to an in-network DentaQuest provider.

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

Limitations: Register at www.blue365deals.com/BCBSTX. The information required includes name, email, password, Zip code and alpha prefix, TXS.

Online Community Resource Platform: BCBSTX offers an online resource of local community assistance for rent, utilities and food. Members can also use the platform to apply for assistance to any community based programs or resources available on the site. Find the site at communityservices.bcbstx.com. Contact Member Outreach if you need additional assistance.

Scan the code for more
information about
Community Services





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

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

Limitations: Members must attend a follow-up visit with a behavioral health provider within seven days following a discharge for mental illness or intentional self-harm diagnoses. Members must be enrolled in the plan to get the gift card.

Learn to Live – Online Behavioral Health Resources:

STAR members can access online behavioral health tools for information to get a better understanding of specific behavioral health concerns, including:

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

These online tools are available to members 24/7 at

www.learntolive.com/welcome/bcbstxmedicaid

(Access Code: **TXMED**).

**Scan the code for more
information about Learn to Live**





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

Customer Advocate
Department

1-888-657-6061 (TTY: **711**)

Member Outreach

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

Member Website

www.bcbstx.com/star

Special Beginnings

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

Service Coordination/
Disease Management

1-877-214-5630

24-Hour Nurseline

1-844-971-8906

Behavioral Health Services

1-888-657-6061 (TTY: **711**)

Extra Help Getting a Ride VAS

1-855-933-6993 (TTY **711**)

Learn to Live: Online
Behavioral Health Resource

**[www.learntolive.com/welcome/
bcbstxmedicaid](http://www.learntolive.com/welcome/bcbstxmedicaid)**
(Access Code: **TXMED**)

Online Community Platform

communityservices.bcbstx.com

Blue365 Deals

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.

Davis Vision is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide vision benefits administration for members with coverage through BCBSTX.

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.

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.

Learn To Live, Inc. is an independent company that has contracted with Blue Cross and Blue Shield of Texas to provide online tools and programs for behavioral health support. Learn to Live is an educational program and should not be considered medical treatment © 2023 Learn to Live, Inc. Learn to Live is available 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.
