



# Population Health Management

## Programs to keep you well.

Blue Cross and Blue Shield of Texas offers many interactive programs and services designed to keep you well. The programs and services below are offered at no cost to you:

- Disease management services for members at high risk for chronic conditions, including asthma, diabetes, hypertension and heart disease
- Service coordination services for members with physical and mental health conditions ranging from simple to complex health needs
- Help with transition of care after a hospital discharge and between health care settings to make sure members get consistent delivery of care
- Pharmacy programs to help with medication management and education
- Yearly flu shot reminders



Use this guide to know when to set up visits with your doctor for you and your children. Ask your doctor which exams, tests and vaccines are right for your child, when they should get them and how often. How you get certain diseases is not talked about in this guide.

Please see your BCBSTX plan member handbook to check on your plan benefits.

To learn more about your health plan, go to [www.bcbstx.com/medicaid](http://www.bcbstx.com/medicaid).

To learn more about vaccines, go to the Centers for Disease Control and Prevention at [www.cdc.gov/vaccines](http://www.cdc.gov/vaccines).

## How can you access the programs available to you?

Review the table below for a list of programs that may be available to STAR Kids members. You can opt in or opt out of any of these programs by calling the Service Coordination/Disease Management line toll-free at **1-877-214-5630**, 8 a.m. to 5 p.m., Central time, Monday through Friday. If you have hearing or speech loss, you can call the TTY line at **711**.

KEY: + This program requires you to opt in      x This program requires you to opt out		
Wellness and Preventive Programs	Who Is This Program For?	How Does This Program Work?
xImmunization Advocacy (support)	Birth to age two	Members who are part of this program can receive phone call reminders to complete their preventive checkups and needed immunizations
Physical Health Disease and Case Management Programs	Who Is This Program For?	How Does This Program Work?
+xCondition Management: <ul style="list-style-type: none"> <li>Asthma</li> <li>Diabetes</li> </ul>	Members with an asthma diagnosis or diabetes	Members who participate can receive: <ul style="list-style-type: none"> <li>Incentive gift card for filling your asthma medication four consecutive months.</li> <li>Support in managing your health conditions</li> <li>Help with coordination of care</li> <li>Educational materials</li> </ul>
xMembers with multiple emergency room (ER) visits or multiple diagnoses (physical or mental)	Members with: <ul style="list-style-type: none"> <li>Multiple ER visits</li> <li>Multiple physical or mental diagnoses</li> </ul>	Members who participate can receive: <ul style="list-style-type: none"> <li>Monthly outreach from a service coordinator</li> <li>Help finding a care team</li> <li>Community resources as needed</li> </ul>
xComplex Case Management (Behavioral Health)	Weight management for members diagnosed with obesity and one other condition.	Members who participate can receive: <ul style="list-style-type: none"> <li>Face-to-face visits to review health needs</li> <li>Help connecting with community resources and member benefits</li> <li>Help setting up care with primary care providers and specialists</li> <li>Education and resources to help you understand your health conditions, medications and treatments</li> </ul>

\*This guide is for people enrolled in the BCBSTX plan. Some people might be at higher risk for health issues due to their family history, race, ethnicity or other reasons. Talk to your doctor if you have concerns about your health.

KEY: + This program requires you to opt in			x This program requires you to opt out		
Patient Safety		Who Is This Program For?	How Does This Program Work?		
+Health Homes Services		Members who need comprehensive care to treat multiple chronic conditions or a serious and persistent mental or health condition	BCBSTX partners with in-network providers to offer participating members: <ul style="list-style-type: none"> <li>• Patient self-management education</li> <li>• Comprehensive care management and care coordination</li> <li>• Patient and family support</li> <li>• Referrals to community and social support services</li> </ul>		
+Pharmacists Adding Value and Expertise® (PAVE®)		All STAR, CHIP and STAR Kids members can participate	PAVE is a partnership between BCBSTX and certain pharmacies and pharmacists to improve care for our members. Members who participate can receive: <ul style="list-style-type: none"> <li>• Education from independent community pharmacists about their medications</li> <li>• Access to online resources and tracking tools to help maintain or improve health</li> </ul>		
Continuum of Care Programs		Who Is This Program For?	How Does This Program Work?		
xTransition of Care		Members who are being discharged from the hospital	Members who participate can receive: <ul style="list-style-type: none"> <li>• Assistance scheduling a follow-up visit with their doctor or a specialist</li> <li>• Education, coordination and resources for a safe transition</li> </ul>		
Behavioral Health Programs		Who Is This Program For?	How Does This Program Work?		
+xComplex Case Management (Behavioral Health)		Members with multiple chronic conditions including but not limited to: <ul style="list-style-type: none"> <li>• Major depression</li> <li>• Bipolar disorder</li> <li>• Schizophrenia</li> <li>• Substance use</li> </ul>	Members who participate receive: <ul style="list-style-type: none"> <li>• A health risk screening</li> <li>• Coaching calls based on the plan of care and member goals</li> <li>• Collaboration with providers for urgent cases that need immediate action</li> <li>• Discharge planning from the hospital</li> </ul>		

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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 Kids Customer Advocate department at **1-877-688-1811** (TTY: **711**).

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. Blue Cross and Blue Shield of Texas does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Blue Cross and Blue Shield of Texas provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats and more)
- Free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact the Civil Rights Coordinator.

If you believe that Blue Cross and Blue Shield of Texas has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: Civil Rights Coordinator, Office of Civil Rights Coordinator, 300 E. Randolph St., 35th floor, Chicago, Illinois 60601, **1-855-664-7270**, TTY/TDD: **1-855-661-6965**, Fax: **1-855-661-6960**, **Civilrightscoordinator@hcsc.net**. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, a Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

**1-800-368-1019, 1-800-537-7697** (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you.  
Call 1-855-710-6984 (TTY: 711).

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).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-710-6984 (TTY: 711)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.  
1-855-710-6984 (TTY: 711) 번으로 전화해 주십시오.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-710-6984 (رقم هاتف الصم والبكم: 711).

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-855-710-6984 (TTY: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-710-6984 (TTY: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.  
Appelez le 1-855-710-6984 (ATS: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।  
1-855-710-6984 (TTY: 711) पर कॉल करें।

اب. دشاب یم مهارف امش یارب ناگیار تروص هب ینابز تلایهست، دینک یم وگتفگ یسراف نابز هب رگا: هجوت  
1-855-710-6984 (TTY: 711) دیریگب سامت.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-710-6984 (TTY: 711).

સુચના: જો તમે ગુજરાતી બોલતા છો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો  
1-855-710-6984 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.  
Звоните 1-855-710-6984 (телетайп: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-710-6984 (TTY: 711) まで、お電話にてご連絡ください。

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ຄຸ້ມມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-855-710-6984 (TTY: 711).