



BlueCross BlueShield  
of Texas



TEXAS  
Health and Human  
Services

Travis Service Area



## Value-Added Services

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

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

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

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

Value-Added Services may have restrictions and limitations

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

Blue Cross and Blue Shield of Texas (BCBSTX) has been bringing health care services to Texans for more than 90 years. BCBSTX serves CHIP members in the Travis Service area.



## BCBSTX Value-Added Services Overview

BCBSTX has many Value-Added Services (VAS) to help members stay healthy. These services are offered at no cost to you:

- **Free rides:** Get free rides to non-emergency doctor visits, therapy, pharmacy, WIC visits, BCBSTX member events and meetings, and approved health classes.
- **24-Hour Nurse Advice Line:** Talk in private with a nurse about your health. Call toll-free 24 hours day, seven days a week.
- **Well-Child Incentive:** Get a \$50 gift card for taking children birth through 15 months and ages 2 through 6 to their yearly Well-Child checkup.
- **Adolescent Checkup Incentive:** Adolescent CHIP members ages 12 to 18 can earn a \$50 Amazon gift card when they get a yearly well checkup.\*
- **Enhanced Eyewear:** Children ages 18 and under can get one upgrade per year to eyewear, such as one pair of stylish frames up to a \$200 value.
- **Sports and Camp Physicals:** Members 18 years of age or younger can get a free sports and camp physical each year.
- **Prenatal Care Incentive:** Pregnant members can choose an infant car seat or a pack-and-play playard when they complete a timely prenatal visit and register for our Special Beginnings® program.
- **Prenatal Class with Incentive Diaper Bag:** Pregnant members can take a prenatal class at no cost, in-person or online, and earn a free diaper bag with baby care items.
- **New Mom Welcome Kit:** Members who deliver a newborn while on our plan can get a New Mom Welcome Home Kit with baby care items.
- **Breastfeeding Support with a Breastfeeding Support Kit:** Members who deliver a newborn while on our plan can get a free breastfeeding support kit and breastfeeding coaching in the home or over the phone.
- **Fresh and Healthy Food Support for Pregnant Members:** Pregnant members are eligible to get up to \$50 of fresh fruits and vegetables per year delivered to their home.
- **In-Home Delivery Meal Service:** Members who qualify can receive up to 14 meals delivered to their home after a hospital discharge for a total of two separate events per year.
- **Dental Services for Adult Members:** CHIP Perinate members age 19 and older can get up to \$250 per year in dental services.

*\*This promotion is not endorsed by, affiliated with or sponsored by Amazon.*





## Details About Our VAS

**Extra help getting a ride:** Get free rides to non-emergency doctor visits, therapy, pharmacy, WIC visits, BCBSTX member events and meetings, and approved health classes. BCBSTX will decide what kind of transportation you will get based on the level of care that is medically necessary for you. Vehicles may include a bus, train, van, taxi, other car services or public transportation as available.

CHIP and CHIP Perinate members can also get reimbursement for mileage through our VAS transportation vendor, LogistiCare. 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 a.m.-8 p.m. Central time, Monday to Friday, and pick the transportation option.

**Limitations:** *All non-emergency medical transportation services through LogistiCare 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 Travis service area for up to 75 miles. Trips approved for a travel distance over 75 miles can include lodging and food allowances. Travel for rides over 75 miles does not apply to CHIP Perinate members.*

*You 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.*

*LogistiCare is an independent company that provides transportation services to Blue Cross and Blue Shield of Texas through a contractual agreement between BCBSTX and LogistiCare. The relationship between BCBSTX and LogistiCare is that of independent contractors.*

**24-Hour Nurse Advice Line:** Talk in private with a nurse about your health. Call toll-free 24 hours day, seven days a week at **1-844-971-8906**, or the TTY line at **7-1-1** for hearing or speech loss. A nurse can give you details about health issues and community health services. Teens may also call the 24-Hour Nurse Advice Line 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 Nurse Advice Line also allows you to listen to audio tapes on hundreds of health topics.

**Well-Child Checkup:** BCBSTX offers gift cards for taking your children to their yearly Well-Child checkups. You can get the \$50 gift card by doing the following:

- Take your baby to the doctor at least six times from birth through 15 months old.
- Take children ages 2 through 6 to get a yearly Well-Child checkup by the end of the calendar year or within 90 days of joining the plan.

**Limitations:** *Parents or guardians of child members must make sure the child gets a Well-Child checkup as listed above. Existing members must have the Well-Child checkup each year. New members must get a checkup within the first 90 days of joining the plan. Members must be active on the plan at the time of checkup to get the gift card and checkups must be completed by an in-network PCP. Gift card awards are based on claims your doctor will send to BCBSTX after the checkup is completed. Once your doctor sends BCBSTX the claim, it could take up to two months for you to get the gift card.*

**Amazon Gift Card for Adolescent Checkups:** Adolescents should see their PCP or OB/GYN once a year to help them stay healthy. CHIP members ages 12 to 18 can earn a \$50 Amazon gift card for getting a Well-Child checkup each year.

**Limitations:** *Parents or guardians must make sure adolescents complete their yearly well-child checks. Members must be active on the plan at the time of checkup to get the gift card and checkups must be completed by an in-network PCP or OB/GYN. Gift card awards are based on claims your doctor will send to BCBSTX after the checkup is completed. Once your doctor sends BCBSTX the claim, it could take up to two months for you to get the gift card.*

**Enhanced Eyewear for Kids:** CHIP members ages 18 and under can get one upgrade to eyewear such as one pair of stylish frames (upgraded from basic frames), an upgrade to lenses, or an extra pair of glasses every year after they complete an eye exam.

Children must complete an eye exam before using this VAS. Call Customer Service for more information.

**Limitations:** *The upgrade may not go above a \$200 value each year. This VAS must be fulfilled by an in-network Davis Vision provider.*

**Sports and Camp Physicals:** We help CHIP members take part in sports and fitness activities by offering a free sports and camp physical to members 18 years of age or younger.

**Limitations:** *Sports and Camp physicals are limited to one physical each year for CHIP members.*







**Prenatal Care Incentive Options:** Pregnant CHIP or CHIP Perinate members who complete a timely 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/chip](http://www.bcbstx.com/chip) or call Customer Service. Take the form to your doctor to sign during your prenatal visit and fax it to Member Outreach at **1-512-349-4867**. The car seat or pack-and-play will be sent to the address you put on the form.

**Limitations:** *You must be active on the plan when you complete your prenatal visit and be registered for the Special Beginnings program to get the infant car seat or pack-and-play. All pregnant BCBSTX CHIP and CHIP Perinate members are eligible.*

**Prenatal Classes with an Incentive Diaper Bag:** Classes are available for pregnant CHIP and CHIP Perinate members, at no cost, in-person or online. Bilingual classes are offered in-person by a BCBSTX nurse. You can take an online class any time in English and 15 other languages. Visit the CHIP member website at [www.bcbstx.com/chip](http://www.bcbstx.com/chip) to find out more about upcoming classes and other resources for pregnant members.

You will get a diaper bag filled with baby items when you finish your BCBSTX class. If you take the prenatal class online, 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 you write on the certificate. Call Member Outreach to schedule your in-person class, to get a ride to an in-person class or to register for an online class.

**Limitations:** *You must be an active BCBSTX CHIP or CHIP Perinate member, be pregnant and complete at least one prenatal class to get the diaper bag reward. Only one diaper bag per member will be awarded. In-person class locations may change, and class sizes may be limited based on availability of space.*

## Prenatal Classes — What You Will Learn:

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

**New Mom Welcome Home Kit:** CHIP and CHIP Perinate members can get a free New Mom Welcome Home Kit with baby care items when they deliver while on our plan. The kit has information about postpartum care for newly delivered moms, well-baby care and immunizations for the newborn baby. You can get a New Mom Welcome Home Kit by calling Member Outreach at **1-877-375-9097 (TTY 7-1-1)**.

**Limitations:** *You must have your baby while on the BCBSTX plan and still be active on the plan when you ask for this VAS. This VAS is for members who are not planning on breastfeeding their babies. You must ask for this VAS within 30 days after you deliver the baby. Members who get a New Mom Welcome Home Kit cannot get a Breastfeeding Support Kit.*



**Breastfeeding Support and a Breastfeeding Support Kit:** We offer breastfeeding coaching and a breastfeeding support kit to CHIP and CHIP Perinate members who have delivered a newborn while on our plan. Breastfeeding coaching is available in the home or over the phone. Call Member Outreach to schedule breastfeeding coaching and get the breastfeeding support kit. The kit includes items that help support breastfeeding for new moms.

**Limitations:** *CHIP and CHIP Perinate members must be on the BCBSTX plan when they deliver and register for Special Beginnings to get breastfeeding coaching and the support kit. You must ask for this VAS within 30 days after you deliver the baby to get this VAS. Members who get a breastfeeding support kit cannot get the New Mom Welcome Home kit.*

**Fresh and Healthy Food Support for Pregnant Members:** Pregnant CHIP members can get up to \$50 of fresh fruits and vegetables delivered to their home each year. Call Member Outreach to ask for help getting this VAS.

**Limitations:** *Members must be active on the BCBSTX plan and be pregnant when they ask for this VAS. The food items are limited to the BCBSTX approved list which may change depending on the vendor's supply.*

**In-Home Meal Delivery Services:** You can get a meal benefit that includes frozen meal delivery after a hospital discharge. Meal choices include breakfast, lunch and dinner. You can get up to 14 meals from the meal services provider for up to two separate events.

**Limitations:** *In-home meal delivery will only be available for two separate events per year for a maximum of 28 meals per year. Call Service Management at **1-877-214-5630** to ask for this VAS.*







**Dental Services for Adult Members:** We offer dental services to our adult CHIP Perinate members age 19 and older. This VAS 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**, 8 a.m. - 6 p.m., Central time, Monday through Friday to get help finding an in-network provider or to get an OK for dental services.

**Limitations:** *You must be 19 or older when you ask for and get dental services. You must go to an in-network DentaQuest provider. You may be able to complete dental services after your CHIP Perinate eligibility expires on a case-by-case basis.*

## Other Programs to Keep You Well:

**Special Beginnings:** The Special Beginnings maternity program can help you better understand and manage your pregnancy. When you register for Special Beginnings, you will get a Special Beginnings Service Manager. Your Service Manager is a specially-trained nurse who will talk to you about how you and your baby are doing and will continue to call you up to six weeks after your baby is born.

A Special Beginnings Service Manager can teach you how to make healthy choices for you and your baby, find pregnancy-related resources if you need them and work with your doctor if you have any special health needs during your pregnancy. If you are pregnant and would like to register for Special Beginnings, please call us toll-free at **1-888-421-7781 (TTY 711)** or email Special Beginnings at [TXSBMedicaid@bcbstx.com](mailto:TXSBMedicaid@bcbstx.com).



## Neonatal Intensive Care Unit (NICU) Service 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 Service 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 Service Manager from our Special Beginnings team will call to see if you would like to be in the NICU Service Management program. If you have questions or want to know more about the NICU Service Management Program or Special Beginnings, call toll-free at **1-888-421-7781**.

**Disease Management:** 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. Call our Service Management line at **1-877-214-5630** to find out more about these programs.

You can opt in and opt out of a Disease Management program at any time.

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

BCBSTX Customer Service	<b>1-888-657-6061 (TTY: 711)</b>
Member Outreach	<b>1-877-375-9097 or Fax 1-512-349-4867</b>
BCBSTX Member Website	<b><a href="http://www.bcbstx.com/chip">www.bcbstx.com/chip</a></b>
Special Beginnings/NICU	<b>1-888-421-7781 (TTY: 711)</b>
Service Management/Disease Management	<b>1-877-214-5630</b>
24-Hour Nurse Advice Line	<b>1-844-971-8906</b>
Magellan Behavioral Health Services	<b>1-800-327-7390</b>

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).