



COVID-19: At Blue Cross and Blue Shield of Texas (BCBSTX), the health, safety and well-being of our members is our top priority. We want to help you stay informed about coronavirus disease 2019 (COVID-19) and get the care you need. For more information about the coronavirus, visit www.bcbstx.com/medicaid/coronavirus.

Yearly Texas Health Steps Checkup Reminder

If your child is new to Blue Cross and Blue Shield of Texas (BCBSTX), we encourage you to schedule a visit with a Primary Care Physician (PCP) as soon as possible, or within 90 days of joining the plan. Current members should get a Texas Health Steps checkup each year.

Children and teens need yearly checkups with their doctor or PCP. The doctor will check their health and talk about what you can do to keep them from getting sick. During these visits, ask the doctor which vaccines or booster shots are needed. These visits are also a good time to ask questions about your child's weight, eating habits and physical activity.

Call the doctor's phone number on your child's member ID card to schedule a Texas Health Steps checkup. You can ask the doctor if they offer telemedicine. When you schedule the checkup, write down the date and time to remind you. If your child has been to other doctors, call them and ask for your child's records to be sent to the new doctor.

Some members may qualify for a gift card for getting a Texas Health Steps checkup, as part of our Value-Added Services.* Check the STAR Kids member website (www.bcbstx.com/starkids) for details or call a Member Advocate in the Central service area at **1-855-497-0857** (TTY: **7-1-1**). For a Member Advocate in the Travis service area, call **1-877-375-9097** (TTY: **7-1-1**).

If you would like to talk to a nurse about checkups, tests and shots, call the 24/7 Nurse Hotline at **1-855-802-4614** (TTY: **7-1-1**).



Get Your Pre-Teen Vaccinated

It is important to protect your pre-teen from harmful viruses and diseases. There are four vaccines recommended for preteens (ages 11-12).

Between 11-12 years old, children should get these vaccines:

- HPV vaccine series (2 or 3 doses)
- Tdap vaccine (1 dose)
- Meningococcal vaccine (1 dose)
- Flu vaccine (1 per year)

For more information, visit www.cdc.gov/vaccines/parents/by-age/years-11-12.html.

Source: Centers for Disease Control and Prevention (CDC)



Caring for Your Child's Mental Health

Mental health is a big part of children's overall health and well-being. For some children, mental health struggles are common. Attention deficit hyperactivity disorder (ADHD), anxiety and depression are especially common. Talk to your child's doctor if you see signs of mental or physical health problems.

There are things you can do to help improve your child's overall health and well-being. Try these healthy habits:

- **Eat healthier food.** Poor eating habits can make it hard to focus and think.
- **Drink water instead of dairy or soda products.** Too little water can make it hard to focus and think.
- **Get enough sleep.** Children ages 6 to 12 years old should get nine to 12 hours of sleep each night. Too little sleep may hurt a child's energy and mood.
- **Routine exercise.** An hour of exercise most days of the week improves energy and mood.
- **Limit screen time.** This includes TV, video games and devices with internet.
- **Stay connected.** Part of how children learn to manage their emotions is by spending time with you and knowing you understand them.
- **Have daily routines.** Routines help children learn how to manage their stress and feelings.

What if my child is taking medication?

If your child is taking medication, be sure and follow the doctor's instructions on how to take the medication. The doctor has chosen specific drugs to help your child stay in good health.

- If your child starts taking ADHD medication, it is important to talk to the doctor about how it is working within the first 30 days.
- If your child takes medication for anxiety or depression, it is important the medicine is taken as directed by the doctor.
- Call AllianceRx Walgreens Prime for home delivery of medicines at **1-800-345-1985** (TTY: **1-800-573-1833**).



If you do not think the drugs are working, or are seeing harmful side effects, talk to your child's doctor. The doctor may be able to:

- Change the dosage of the medicine
- Change the type of medicine
- Change how many times a day the medicine is taken

How do I know if my child has a serious problem?

Symptoms can include:

- Feeling unhappy or worried for long periods of time
- Feeling hopeless
- Trouble sitting still or controlling one's body or attention when needed
- Not being able to participate in school or other activities because of these symptoms

Talk to your child's doctor if you see any of these symptoms.

What to do if your child needs help with mental illness:

- Schedule a visit with your child's PCP, who can help you find specialists. You can ask your doctor if telemedicine or telehealth is available.
- Call your Service Coordinator at **1-877-301-4394** (TTY: **7-1-1**).
- Call Magellan Behavioral Health to talk about your child's mental health issues. Magellan also offers emergency and crisis support at **1-800-424-0324** (TTY: **1-800-635-2883**).
- Call the 24/7 Nurse Hotline at **1-855-802-4614** (TTY: **7-1-1**). Advice is available any time, day or night.
- Call Customer Service at **1-877-688-1811** (TTY: **7-1-1**). You can reach us from 8 a.m. to 8 p.m. Central Time, Monday through Friday for help finding a behavioral health provider.

Call 9-1-1 if children try to hurt themselves, other people or animals.

Sources: Centers for Disease Control and Prevention (CDC); Magellan Healthcare; National Institute of Mental Health (NIMH)

Don't Give Mosquitoes a Biting Chance

In Texas, mosquito bites are more than just a bother. Mosquitoes can spread diseases, such as Zika virus and West Nile virus, that can make you and your family sick. Some mosquito-borne diseases can cause birth defects and others can be deadly. Mosquitoes may become infected when they bite an animal, bird or person who is infected with a virus or parasite. Infected mosquitoes can then spread the illness to people through bites.

Protect yourself from the health risks of diseases spread by mosquitoes. Take steps at home and when you travel to areas known to have mosquito-borne illnesses.

The best way to protect yourself and your family is to prevent mosquito breeding and bites. It is important to be watchful of mosquitoes, because they can bite day and night and live both indoors and outdoors.

Stop Mosquito Breeding

Did you know mosquitoes can breed in as little as a tablespoon of water?

Prevent mosquitoes from breeding on your property by taking these steps:

- At least once a week, empty or remove trash cans, buckets, old tires, pots, plant saucers and other containers that hold water.
- Keep gutters clear of trash and standing water.
- Remove standing water around structures and from flat roofs.
- Change water in pet dishes each day.
- Rinse and scrub vases and other indoor water containers each week.



- Change water in bird baths a few times a week.
- Keep backyard pools and hot tubs chlorinated and free of trash.
- Cover trash cans.
- Water lawns and gardens with care, so water does not stand for many days.
- Treat front and back door areas of homes with lasting insecticides.
- If mosquito problems continue, think about putting pesticides around your home.



Stop Mosquito Bites

Take these steps to protect yourself and your family from being bitten by infected mosquitoes:

- Wear Environmental Protection Agency (EPA)-registered insect repellents. When used as directed, these insect repellents—such as those that have DEET—are proven safe and effective, even for pregnant and breastfeeding women.
- Cover up with long-sleeved shirts and long pants.
- Keep mosquitoes out by keeping doors and windows closed and/or installing window screens.

Talk to your doctor right away if you think you or your child may have Zika or West Nile virus.

Eligible members can get insect repellent at no cost. Insect repellents are available for females ages 10-55, pregnant females of any age, and males age 14 and older. You do not need a prescription. Ask your in-network pharmacist which insect repellents are covered.

Source: Texas Department of State Health Services



Emergency Health Care Guide for You and Your Family

We have all been in the position of deciding if a health problem is a true emergency that needs immediate care. The decision can be hard, but we are here to help. Below are tips and resources to help guide you in the event you find yourself questioning where you should go for care.

Call 9-1-1 for life-or-death emergencies, such as when you or someone you know:

- Cannot breathe
- Has a neck or spine injury with pain or cannot move
- Has passed out
- Has seizures that will not stop
- Has been poisoned
- Is choking

Go to the emergency room (ER) if you or someone you know has:

- A serious injury, especially to the arm, leg, hand, foot or head
- Burns with blisters or worse on the hand, foot, face, chest, genitals or over a joint
- A severe allergic reaction

If you receive emergency services, call your doctor to plan a follow-up visit as soon as possible. Remember to call BCBSTX Service Coordination at **1-877-301-4349** (TTY: **7-1-1**) and let us know of the emergency.

Call the 24/7 Nurse Hotline at **1-855-802-4614** (TTY: **7-1-1**) to get help finding care options when you or a family member have a health problem or concern. Bilingual nurses are available 24 hours a day, seven days a week.

You can also call your PCP 24 hours a day for non-emergency medical problems. If you call your PCP after regular business hours, leave your name and phone number with the answering service. Either your PCP or an on-call doctor will call you back.



Texas Medicaid Waivers

What is a Medicaid waiver?

Medicaid waivers are long-term services and supports for people who need help with daily living. Support from waivers can help people with disabilities stay in their own home instead of living in a place of care. These are called 'waivers' because some of the usual requirements needed to qualify for Medicaid are waived. Waiver programs are handled by different state departments such as the Department of State Health Services (DSHS) and the Health and Human Services Commission (HHSC).

How can waivers help?

Children who get a waiver for long-term services and supports will also still get their full Medicaid health care benefits. Each waiver works differently and has special benefits to help children and young adults with disabilities.

What Medicaid waivers does Texas offer for STAR Kids members?

- **Community Living Assistance and Support Services (CLASS):** CLASS helps with home and community-based supports to someone with a disability other than an intellectual disability (ID) or mental illness. The disability must be permanent and start before age 22. CLASS waiver services and supports can help with therapy, personal-attendant care, nursing care, job training, daily living skills, adaptive aids, home changes and respite care.
- **Deaf Blind with Multiple Disabilities (DBMD):** DBMD helps with community-based services and supports for people who have legal blindness, deafness, or a condition that leads to deaf-blindness, and at least one other disability that limits independent living. This waiver helps people live in their own home, in a parent's or guardian's home, or in a small group home setting. DBMD services include: adaptive aids, medical supplies, audiology, behavior support services, assisted living (licensed up to six beds), respite

care, dietary services, occupational therapy, physical therapy, speech therapy, minor home changes, nursing, prescription drugs, and others.

- **Home and Community-Based Services (HCS):** HCS are for people with an intellectual disability (ID) who live with their family, in their own home, in a foster/companion care setting, or in a home with no more than four people who are also getting services. HCS can help with residential services, day habilitation, respite care, nursing, attendant care, adaptive aids, therapy, minor home changes, and employment support.
- **Medically Dependent Children Program (MDCP):** The MDCP waiver gives services and support to households caring for a medically dependent child in their home who is less than 21 years of age. MDCP offers services to households caring for children and young adults as an alternative to getting services in a nursing home. MDCP services include: respite care, adaptive aids, employment support, flexible family supports (services that support a person's basic daily tasks like bathing, dressing, and making meals), minor home changes, and others. MDCP also offers people the choice to self-direct some services. This means a person in the program will have control over how some of their services are delivered and handled.
- **Texas Home Living (TxHmL):** TxHmL helps with community-based services and supports for people with intellectual and developmental disabilities, or a similar condition. They must be living in their own homes or in their family's home.
- **Youth Empowerment Services (YES):** YES helps prevent out-of-home placement and supports lifelong independence and self-defined success. The YES program is for children ages 3 to 18 years old.

Call BCBSTX Service Coordination at **1-877-301-4394** (TTY: **7-1-1**) to learn more.

Community-Based Organization Spotlight: Casey's Circle

Community-Based Organizations (CBOs) are nonprofit groups that work in their communities to improve the lives of residents.

Casey's Circle is an Austin-based nonprofit focused on helping families of children with special needs find ways for their kids to be kids first — patients later. This is done by supplying tools, education, resources and opportunities to help medically complex children, their families and their providers.

Casey's Circle gives support by offering:

- Tools and resources to help with day-to-day care.
- Social events designed for children with complex medical needs and their families
- Bereavement events designed to celebrate the lives of children who have passed away due to illness.
- Education to providers and families on how to care for medically complex children as a team.

To learn more about Casey's Circle, visit www.caseyscircle.org.

Source: Casey's Circle, caseyscircle.org, 2020



Tell Us What You Think!

Member Advisory Group (MAG)

Every three months, we invite STAR Kids members, parents or legally authorized representatives (LARs) to join our MAG meeting. MAG members are asked to give us feedback on our member education materials, Value-Added Services and 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 for attending. One \$25 gift card per member family will be given for each meeting attended. A member family can get up to four gift cards each year, for a total of \$100 worth of gift cards.

You can visit www.bcbstx.com/starkids to find a schedule of MAG meetings or call a BCBSTX Member Advocate in the Central service area at **1-855-497-0857** (TTY: **7-1-1**). For a Member Advocate in the Travis service area, call **1-877-375-9097** (TTY: **7-1-1**) to get details and register for a meeting. MAG meetings are now offered by phone or as online meetings.

Get STAR Kids Updates Sent Straight to Your Phone!

STAR Kids members can get text messages with plan benefit updates, notices about STAR Kids meetings, events in your area and health care tips.

You can opt in to get text messages sent to your phone by texting **STARKIDS** to **33633**. Once you join the program, you may get up to four text messages per month.**

If you want to cancel your STAR Kids text messages, text **STOP** to **33633**.

To learn more about our texting program, call Member Outreach at **1-855-497-0857** if you are in the Central service area or **1-877-375-9097** if you are in the Travis service area.



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 BCBSTX STAR Kids Customer Service at 1-877-688-1811 (TTY/TDD 7-1-1).

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, other formats)
- Provides 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 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@hesc.net. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, 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, 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 હો, તો ન:શુલક 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: ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັງຄ່າ, ຄວນມີພ້ອມໃຫ້ທ່ານ. ໂທສ 1-855-710-6984 (TTY: 711).



LifeTimes™

Your guide to lifelong health

LifeTimes is published for Blue Cross and Blue Shield of Texas STAR Kids members. It brings you news about your health plan and staying healthy. Each issue has important phone numbers for you to cut out and keep. If you have questions or need help, call Customer Service.

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.

Helpful Phone Numbers	Toll-free Number	TTY Line (hearing/speech loss)
BCBSTX STAR Kids Customer Service	1-877-688-1811	7-1-1
Service Coordination	1-877-301-4394	7-1-1
Behavioral Health Services Hotline	1-800-424-0324	1-800-635-2883
BCBSTX Member Advocate in the Central service area	1-855-497-0857	7-1-1
BCBSTX Member Advocate in the Travis service area	1-877-375-9097	7-1-1
24/7 Nurse Hotline	1-855-802-4614	7-1-1
Medicaid Managed Care Helpline	1-866-566-8989	7-1-1

* Value-Added Services may have restrictions and limitations.

**Message and data rates may apply. Terms and conditions and privacy policy at www.bcbstx.com/mobile/text-messaging.

Texas Health Steps is health care for children offered by Texas Health and Human Services. Texas Health and Human Services is solely responsible for its operations and for those of its contracted providers. BCBSTX makes no endorsement, representations or warranties regarding this service.

Blue Cross and Blue Shield of Texas contracts with Magellan Behavioral Health, Inc. ("Magellan"), an independent company, to administer BCBSTX's managed mental health program.

Prime Therapeutics has an ownership interest in AllianceRx Walgreens Prime, a central specialty and home delivery pharmacy.

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