

## PROGRAMS TO KEEP YOU WELL

BCBSTX 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
  - Case Management services for members with physical and mental health conditions ranging from simple to complex health needs
  - The Special Beginnings program to help pregnant mothers and their babies by providing health education and personalized support before and after pregnancy
  - Help with transition of care after a hospital discharge and between health care settings to make sure that members get consistent delivery of care
  - Pharmacy programs to help with medication management and education
  - Yearly flu shot reminders
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## HOW CAN YOU ACCESS THE PROGRAMS AVAILABLE TO YOU?

See the table below for a list of programs that may be available to STAR members. You can opt in or opt out of any of these programs by calling the Case Management/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 **7-1-1**.

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	Birth to age two	Members who are part of this program can receive reminder phone calls encouraging you to complete your preventative checkups and necessary immunizations
Physical Health Disease and Case Management Programs	Who Is This Program for?	How Does This Program Work?
+xCondition Management: • Asthma • Diabetes	Members with an asthma diagnosis or diabetes	Members who participate can receive: <ul style="list-style-type: none"> <li>• Disease management classes in your local grocery store, including a question and answer session with the pharmacist</li> <li>• Personal support in managing your health conditions</li> <li>• Help with coordination of care</li> <li>• Educational materials and a free water bottle</li> </ul>
xMembers with multiple ER visits or multiple diagnosis (physical or mental)	Members with: <ul style="list-style-type: none"> <li>• Multiple ER visits</li> <li>• Multiple physical or mental diagnosis</li> </ul>	Members who participate can receive: <ul style="list-style-type: none"> <li>• Monthly outreach from a care manager</li> <li>• Help finding a care team</li> <li>• Community support, as needed</li> </ul>
Mother/Baby Programs	Who Is This Program for?	How Does This Program Work?
+Special Beginnings Program (Prenatal/ Postpartum Care)	Pregnant members	Pregnant moms who join will receive: <ul style="list-style-type: none"> <li>• Personal and private phone calls from an experienced nurse all the way from pregnancy to six weeks after the child is born</li> <li>• Educational materials about pregnancy and infant care topics</li> <li>• Help managing high-risk conditions such as gestational diabetes and preeclampsia</li> <li>• \$50 incentive gift cards for completing prenatal and postpartum visits</li> <li>• Special Beginnings staff who talk to your doctor about your needs.</li> </ul>

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 that 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 BCBSTX STAR members	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?
xCare Coordination Early Intervention	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 your PCP 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 abuse</li> </ul>	Members who participate receive: <ul style="list-style-type: none"> <li>• A health risk screening</li> <li>• Coaching calls are offered based on the plan of care and member goals</li> <li>• Collaboration is offered with providers for urgent issue cases requiring immediate action</li> <li>• Discharge planning from the hospital</li> </ul>