

## Blue Cross and Blue Shield of Texas STAR Kids Resources

Blue Cross and Blue Shield of Texas (BCBSTX) has many tools to help our BCBSTX STAR Kids parents and Legally Authorized Representatives (LARs) find the health resources they need. You can find these tools on our member website or call our BCBSTX STAR Kids member services line.

BCBSTX STAR Kids members have their own Service Coordinator who can help them coordinate their care. If the member needs immediate help and cannot reach their assigned Service Coordinator, there is always another Service Coordinator that serves as a backup to help the member with care coordination. The direct number for Service Coordination help and the member website address is also listed below.

Members can log in to the secure member portal to get details about their care, contact information for their Service Coordinator, and current versions of the completed Screening and Assessment Instrument (SAI).

BCBSTX has information on the provider website to help providers in the authorization process.

Below is a list of numbers and links for members to get more helpful information.

| Information  | Resource link or Phone Number   |
|--|---|
| Service Coordination Direct Line                         | <a href="tel:1-877-301-4394">1-877-301-4394</a> TTY 7-1-1   |
| Service Coordination Information Brochure                | <a href="https://www.bcbstx.com/starkids/getting-care/service-coordination.html">https://www.bcbstx.com/starkids/getting-care/service-coordination.html</a> |
| STAR Kids Dedicated Customer Service                     | <a href="tel:1-877-688-1811">1-877-688-1811</a> TTY 7-1-1   |
| BCBSTX STAR Kids Website                                 | <a href="https://www.bcbstx.com/starkids/">https://www.bcbstx.com/starkids/</a>   |
| BCBSTX Member Portal Log in Information                  | <a href="https://www.bcbstx.com/starkids/pdf/en/bam-brochure.pdf">https://www.bcbstx.com/starkids/pdf/en/bam-brochure.pdf</a>                               |
| BCBSTX Member Portal Link                                | <a href="https://www.bcbstx.com/starkids/log-in/">https://www.bcbstx.com/starkids/log-in/</a>   |
| BCBSTX STAR Kids Member Handbook                         | <a href="https://www.bcbstx.com/starkids/pdf/en/member-handbook-starkids.pdf">https://www.bcbstx.com/starkids/pdf/en/member-handbook-starkids.pdf</a>       |
| Provider Website for Authorization Forms and Information | <a href="https://www.bcbstx.com/provider/medicaid/star_kids_prior_auth.html">https://www.bcbstx.com/provider/medicaid/star_kids_prior_auth.html</a>         |

### **[bcbstx.com/starkids](https://www.bcbstx.com/starkids)**

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