



BlueCross BlueShield
of Texas



TEXAS
STAR Kids
Your Health Plan ★ Your Choice



Blue Cross and Blue Shield of Texas **STAR Kids** Members

Service Coordination:
1-877-301-4394 (TTY: **7-1-1**)

www.bcbstx.com/starkids

Service Coordination

Blue Cross and Blue Shield of Texas (BCBSTX) has been bringing health care services to Texans for more than 90 years. BCBSTX serves STAR Kids members in 39 counties within the Travis and Central Service Areas.

What is Service Coordination?

Service coordination helps you choose services so you or your child can live in the most independent setting possible. A service coordinator is a member of our team dedicated to helping you, your child and family find the right doctors and community support or services, based on your medical, behavioral and cultural needs. Your BCBSTX Service Coordinator will work with you, your family, doctors and specialists to coordinate your care.

Benefits of Service Coordination

- Skilled disease managers who help you better understand and manage your child's health condition, medication and treatment
- Service coordinators who can answer questions, share ideas and talk about care options
- A care plan to help you set and reach health goals for your child
- Maternity nurses who provide pregnancy support
- Behavioral health specialists who help coordinate mental health rehabilitation and behavioral health services through Magellan Behavioral Health

If you have questions:

call BCBSTX Customer Service at **1-877-688-1811** (TTY: **7-1-1**) or the 24-Hour Nurse Hotline at **1-855-802-4614** (TTY: **7-1-1**).

- Help getting needed community support and services such as:
 - Transportation
 - Home health nursing
 - Private duty nursing
 - Pediatric extended care services
 - Physical therapy
 - Occupational therapy
 - Speech therapy
 - Medical supplies
 - Durable Medical Equipment (DME)
 - Personal Care Services

If you or your child is eligible for these services, and the service is medically necessary, a service coordinator will help you get these services. To reach a service coordinator, call **1-877-301-4394** between 8 a.m. and 5 p.m. Central time, Monday through Friday. BCBSTX Customer Service can also help you reach a service coordinator. Call Customer Service at **1-877-688-1811** (TTY: **7-1-1**).

Magellan Behavioral Health Can Help You:

- Help you remember to take behavioral health medications on time, as the doctor has prescribed them. This is the best way to reduce symptoms so that you or your child can become more independent.
- Learn how to talk to family, friends and teachers about how you can work as a team to manage mental health symptoms.
- Deal with a mental or emotional crisis.

If you have behavioral health problems, call Magellan toll-free at **1-800-424-0324**. Members with hearing or speech loss may call the Magellan TTY line at **1-800-635-2883**.

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Behavioral health care does not need approval or a referral from your primary care provider (PCP), but you do have to see a Magellan provider. You should also talk to your PCP about the problem.

Case by Case Services

BCBSTX offers case by case services based on availability and your needs. Additional services above the standard Medicaid benefit related to pregnancy or for members dealing with a family crisis may be provided for those in need. Work with your child's BCBSTX Service Coordinator for more information on case-by-case services. Call the main Service Coordination number at **1-877-301-4394** if you need to reach your service coordinator. Restrictions and limitations may apply.

How to Get Other Services

To learn more about BCBSTX STAR Kids covered programs and services, or for help finding a specialist, substance abuse services, or an OB/GYN provider, call Customer Service at **1-877-688-1811** (TTY: **7-1-1**) from 8 a.m. to 8 p.m. Central time, Monday through Friday. You may also leave a voicemail outside of our normal business hours or on weekends and holidays.

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Blue Access for MembersSM (BAMSM)

Blue Access for Members (BAM) is the secure online member portal from BCBSTX. BAM allows you to view your covered benefits, prescriptions and service coordination information. You can login and register for BAM from the member homepage at www.bcbstx.com/medicaid.



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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.

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).

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