

2025 Annual Member Notification

Information and updates for Texas Children's Health Plan Members



Member Services Phone Numbers

STAR: 1-866-959-2555 | **CHIP:** 1-866-959-6555 | **STAR Kids:** 1-800-659-5764

- Information about STAR, CHIP, or STAR Kids
- Eligibility/benefits questions

Texas Children's Health Plan Nurse Help Line

Phone: 1-800-686-3831

Behavioral Health Hotline and Referral Phone Line

STAR: 1-800-731-8529 | **CHIP:** 1-800-731-8528 | **STAR Kids:** 844-818-0125

Find out your Rights and Responsibilities

It's important that you know and understand your rights and responsibilities. You can see the full text of them in your Member Handbook, which was mailed to you when you joined. You can also get a copy using the links in the *Get A Copy of Your Member Handbook* section below. To find it in the handbook, check the table of contents and look for the section titled "What are my rights and responsibilities?"

How your plan works

Do you have questions about how your plan works? Your member handbook has the answers. In your member handbook, you can find information on:

- Benefits and services.
- Drug management procedures.
- Copayments and other charges.
- How to get interpreter and translation services help.
- How to get information about doctors who are in our network.
- How to get primary care services.
- How to get specialty care, behavioral health care, and hospital services.
- How to get care after normal office hours.
- How to get emergency care.
- How to schedule a well-child checkup.
- How to get care and coverage when out of Texas Children's Health Plan's service areas.
- How to appeal a decision that affects coverage and benefits.
- How to get a second opinion for your care from a doctor inside or outside our network
- What extra benefits do Texas Children's Health Plan members get as part of our Healthy Rewards program?
- How Texas Children's Health Plan evaluates new technology.
- How to get prenatal care.
- How to get postpartum care.

Get a copy of your Member Handbook

CHIP and CHIP Perinate Newborn Members

- [Click to access CHIP Handbook](#)

STAR Members

- [Click to access STAR Handbook](#)

STAR Kids Members

- [Click to access STAR Kids Handbook](#)

You can also call Member Services at: **STAR members:** 1-866-959-2555 | **CHIP members:** 1-866-959-6555 | **STAR Kids members:** 1-800-659-5764 to request a printed copy free of charge.

MyChart

As a Texas Children's Health Plan member, you have access to Texas Children's® MyChart, a secure portal that allows you to be connected to your health coverage information, 24/7!

- Update your primary care physician.
- Access and print a temporary ID card and request a replacement.
- Review your eligibility and coverage information.
- See referral information.
- Keep track of all your claims.
- Access our Healthy Rewards Program to track and redeem your rewards.

To activate your Texas Children's Health Plan portal in MyChart, follow these 3 simple steps:

1. Submit a [Request Access Form](#) or call our Member Services team:
CHIP: 1-866-959-6555
STAR: 1-866-959-2555
STAR Kids: 1-800-659-5764
2. Receive your activation link via email or text.
3. Download the MyChart app.

For more information about MyChart, visit www.texaschildrenshealthplan.org/mychart

We care about your privacy

Your privacy is important to us. You can view Texas Children Health Plan's privacy statement on how your medical information may be used by visiting our website at:

texaschildrenshealthplan.org/notice-of-privacy-practices/

Utilization Management Affirmative Statement

People sometimes do not know what Utilization Management (UM) programs do. Our UM team reviews the care of our members. We make sure that decisions are made because they are what our policies say we will do. There are no financial incentives for us or providers to deny coverage. We do not reward people for denying coverage, and the payments we give do not encourage decisions that result in denial of care.

UM makes decisions based on if the care and service is appropriate. It is also based on if the member has coverage. If Texas Children's Health Plan denies your request or services, you can request an appeal and if necessary, an independent external review with a state fair hearing.

Our Quality Improvement Plan

Texas Children's Health Plan develops an annual quality improvement plan to help make sure you get the best care possible. You can find out more by calling our Member Service Department at **STAR members: 1-866-959-2555 | CHIP members: 1-866-959-6555 | STAR Kids members: 1-800-659-5764 (TTY 7-1-1)**

Moral or Religious Objections

Texas Children's Health Plan does not exclude access to any services because of moral or religious objections.

Healthy Rewards Program

At Texas Children's Health Plan, we go beyond our members' medical needs. We offer extra benefits for you and your family to enjoy, in addition to free rewards for keeping track of your health! Rewards include gift cards for completing wellness visits and health screenings, birth and baby care classes, reimbursement for gym and extracurricular activities, plus more! Find out more at the link: <https://www.texaschildrenshealthplan.org/benefits/healthy-rewards>

Are you a Migrant Farm Worker Family? We can help.

A migrant farm worker is a person who works on farms as a field worker or as a food packer during certain times of the year. Migrant farm workers move from place to place to follow the crops.

We have extra services for migrant farm workers and their children. Call Member Services at 866-959-2555 if you are a migrant farm worker family. We will:

- Help you choose a primary care provider.
- Help you set up your appointments.
- Help you get transportation to the doctor.
- Let your primary care provider know your children need to be seen before they leave Texas for your next farm job.

Health Risk Assessment

One of our goals at Texas Children's Health Plan is to help you stay as healthy as possible. One of the ways we do this is through a survey called the Health Risk Assessment (HRA).

These questions help us to develop a personalized care plan for both you and your family by understanding your health and lifestyle goals. Your answers are confidential and taking this survey is optional. You may be rewarded \$10 if you complete your assessment within 90 days of enrollment. Restrictions and limitations may apply.

To learn more, visit www.texaschildrenshealthplan.org/your-health/health-risk-assessment

How Texas Children's Health Plan Evaluates New Technology

Texas Children's Health Plan is always looking at new technology to better care for you. You have benefits as a member. One of them is that we look at new medical advances. Some of them are new equipment, tests, and surgery. Each situation is looked at on a case-by-case basis. Sometimes we use a special review to make sure that it is right for you. Questions? Call Member Services at the number located on the back of your ID card.

Need help communicating with us?

Texas Children's Health Plan 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, etc.).

We also provide free language services to people whose primary language is not English to help members communicate with us, such as:

- Qualified interpreters.
- Information written in other languages.

If you need these services, contact Texas Children's Health Plan Member Services Department at:

STAR Members: 1-866-959-2555

CHIP Members: 1-866-959-6555

STAR Kids Members: 1-800-659-5764 (TTY 7-1-1)

Prescription Medication Benefits

What is a Drug Formulary?

The formulary is a list of medicines picked by the Texas Vendor Drug Program (VDP) at the Texas Health and Human Services (HHSC). A group of doctors and pharmacists pick the list of covered brand and generic medicines. The list is based on quality and value.

What are my Prescription Benefits?

CHIP, STAR and STAR KIDS members can only get coverage for drugs on the formulary. Some drugs may need extra information from your provider (or a prior authorization). Others are on the formulary, but not on the "preferred" drug list (PDL). Members must have tried and failed a preferred drug before obtaining non-preferred drugs.

The prior authorization rules and PDL are decided by VDP. Texas Children's Health Plan works with the pharmacy benefits manager (PBM) Navitus to give you these benefits.

Where can I go to find out what drugs are covered?

The list of covered drugs and the preferred drug list is at <https://www.txvendordrug.com/formulary>. You can find out which drugs:

- Need prior authorization.
- Have quantity limits.
- Are preferred or non-preferred.
- Have other limits.

You can also call contact Texas Children's Health Plan Member Services if you need help.

How often do my Pharmacy Benefits change?

The VDP updates the PDL approximately every January and July. Other changes can happen during the year. Texas Children's Health Plan makes best efforts to notify your provider and you directly (when possible) of changes that may impact your ability to obtain medications.

How do I ask for Exceptions?

You can call Member Services if you:

- Are out of state.
- Need a drug that is not on the formulary.
- If your doctor has problems getting your drugs.

Navitus does sometimes deny a prior authorization. You or your provider can appeal that denial.

How do I file a complaint?

If you have a complaint or concern about your pharmacy benefit, claim or other service, please call us toll-free at:

STAR: 1-866-959-2555

CHIP: 1-866-959-6555

STAR Kids: 1-800-659-5764

If we are not able to resolve your concern, a Texas Children's Health Plan Member Services Advocate can help you file a complaint. Most of the time, we can help you right away or at the most within a few days.

You can get more information on the complaint process in your Member Handbook or in the Important Information about Authorization and Appeals section of this notice.

How much will my Medications Cost?

STAR or STAR KIDS members pay \$0 in out-of-pocket cost (or copay). CHIP members' copays are based on their income. Log into your online member portal or contact us if you need help understanding your copay.

Which Drug Stores can I use?

You can find all the drug stores in our network by visiting www.TexasChildrensHealthPlan.org.

Go into the For Members section and click on Find a Pharmacy. This includes available retail, mail, or specialty drug stores. You can also find drug stores based on your address or zip code. You must contact the drug store directly to complete refills. You can also use the drug store's automatic refill programs if you like.

Healthy Texas Women Program

The Healthy Texas Women Program offers a wide range of health services to women ages 18 to 44. And with the Healthy Texas Women Program, you will get even more services after giving birth. The Healthy Texas Women Program offers:

- Birth control.
- Pap smear.
- Mammograms.

- Family planning counseling.
- Health-related screenings and treatment for:
 - Diabetes.
 - High blood pressure.
 - High cholesterol.
 - Postpartum depression.
- Testing and treatment for some sexually-transmitted infections.

Healthy Texas Women Plus

Healthy Texas Women Plus gives you an enhanced postpartum care services package that includes:

- Postpartum depression and other mental health conditions.
- Imaging studies; blood pressure monitoring and medications.
- Substance use disorders, including drug, alcohol and tobacco use.

You can get these benefits if you are:

- A woman 18 to 44 years old. (Women can apply the month they turn 18.)
- U.S. citizen or legal immigrant.

- Live in Texas.
- Don't get full Medicaid benefits, CHIP, or Medicare Part A or B.
- Are not pregnant. (Pregnant women usually lose coverage 12 months after delivery.)
- Make less than the program's monthly family income limits. (185 percent of the federal poverty level.)
- Women age 15-17 need parent consent to apply.

Visit www.healthytexaswomen.org to get more information.

Care Coordination

Care Coordination is a group of nurses and social workers called "Service Coordinators." Service Coordinators work with Texas Children's Health Plan members who have certain medical conditions and health care needs. They help with disease education, setting up medical visits and transportation, and referrals to other community, state, and federal programs.

The goal is to come up with an individualized plan to:

- Stabilize the member's condition.
- Improve the member's health.
- Improve the member's quality of life.

Members who get Care Coordination often have one or more conditions such as:

- Multiple/Complex Health Problems.
- Asthma.
- Diabetes.
- Sickle Cell Disease.
- Obesity.
- Special needs (physical or developmental disability).
- Attention Deficit Disorder (ADD and ADHD)
- Depression.
- Pregnancy with risk factors.
- Mental illness.
- Alcohol or drug dependence.

Care Coordination

If you think you could benefit from Care Coordination, talk to your Primary Care Physician (PCP) and ask for a referral to the program. Or, you can call Member Services at STAR: 1-866-959-2555 | CHIP: 1-866-959-6555 | STAR Kids: 1-800-659-5764

You can get help Monday through Friday from 8 a.m. to 6 p.m. An after-hours nursing service will take calls at night and on weekends. You can also fax a request for services. You can contact Care Coordinators from 8:00 a.m. to 4:30 p.m. at the phone numbers listed.

Care Coordination Department

Phone: 832-828-1430

Fax: 832-825-8745

Nurse Family Partnership

Phone: 832-828-1274

Member Advisory Group

Join our Member Advisory Group! We want your honest feedback on how Texas Children's Health Plan can improve the way we care for our members. Our Member Advisory Group meetings are a great opportunity to ask questions and share ideas on how we can improve. Members and their guardians can attend at no cost and earn a \$10 gift card for attending. Member Advisory Group meetings are held online and participants include Health Plan members, staff and community partners. Register now to make sure you get the invites to our upcoming meetings! [Register Here.](#)