

## **ERRATA (Correction) Sheet To The March 2024 FirstCare STAR Member Handbook**

### **New and Updated Value-Added Services (VAS) Offers**

All eligible FirstCare members can receive the following Value-Added Services:

- Up to \$500 a year for Extra Dental Services for Pregnant Women and Post-Partum Women– Pregnant women and Post-Partum women, 21 and older can get up to \$500 a year for dental checkups, which includes cleaning every 6 months, x-rays once a year, simple extractions, limited fillings, and fluoride treatments through Liberty Dental.
- FirstCare Baby Safety Education Program for Post-Partum Members – These events are hosted at set locations and times. FirstCare will provide notice to post-partum members of the event details. The baby safety programs include education on keeping a baby safe and healthy.

### **Updated FirstCare contact information for Reporting Waste, Abuse, or Fraud:**

- Call the OIG Hotline at 1-800-436-6184;
- Visit <https://oig.hhs.texas.gov/> and click on “Report Fraud” to complete the online form; or
- You can report directly to your health plan:  
FirstCare Health Plans  
Special Investigations Unit  
1206 West Campus Drive  
Temple, TX 76502  
Telephone: 1-800-718-5205  
Email: [HPCOMPLIANCE@BSWHealth.org](mailto:HPCOMPLIANCE@BSWHealth.org)

### **Updated FirstCare contact information for Your Protected Health Information (PHI) Rights and How to File a Complaint or Report a Problem:**

Customer Advocacy, FirstCare  
1206 West Campus Drive  
Temple, TX, 76502