



Blue Cross
Blue Shield
Blue Care Network
of Michigan

Save time. Worry less.
HealthAdvocate™



HealthAdvocate™
Always at your side

Introducing HealthAdvocate™

Health care can be complicated.

That's why Blue Cross Blue Shield of Michigan and Blue Care Network are offering you Health Advocate. The independent personal advocacy service will help you navigate the whole health care system.

Health Advocate is available at no cost to you.

Blues customer service and care management teams are still available to give the same great service for routine questions.

But when you're facing a complicated problem, hand it off to Health Advocate.



Call toll free
1-855-425-8585 or 711 (TTY)



We're here for you... to protect you, guide you and help you stay healthy. That's how the Michigan Blues offer the best value in health care for you and those you love.



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1-855-425-8585 or 711 (TTY)**

Hand off your complex health care coverage problems

Administrative tasks

- Sorting through information from doctors, dentists, specialists and other providers
- Scheduling appointments and second opinions, arranging for special treatments and tests
- Understanding test results, treatments and medications
- Researching newest treatments
- Transferring medical records, X-rays and lab results

Medical bills

- Negotiating payment plans
- Advising you of your appeal rights for bills from doctors, hospitals and other health professionals

Elder care

- Finding in-home care, adult day care, assisted living, long-term care
- Clarifying Medicare, Medicaid and Medicare Supplemental plans
- Coordinating care among multiple providers
- Researching transportation to appointments

Real stories. Real people. Real results.

Complex medical issues

Jenna's son was diagnosed with a rare cancer and needed comprehensive medical care. Health Advocate worked with Jenna to coordinate her son's care and helped schedule appointments with key specialists and a treatment center.

Where to turn?

Christopher, 20, was hospitalized with a severe, traumatic brain injury. His parents felt they were receiving little information and support from the hospital staff. Their personal health advocate suggested they request a meeting with the trauma unit team to discuss their concerns. Once it was arranged, their personal health advocate worked with them on a list of questions and suggested they request a future treatment plan.

Elder care challenges

Alan needed services for his mother who lived out of state and had a number of medical and mental health problems. Health Advocate found home health care and subsequently a nursing home with an Alzheimer's unit for his mother's long-term care.

Your whole family can use Health Advocate for free

You, your spouse, dependent children, parents and parents-in-law can call as often as needed, at no cost to you. Health Advocate will help even if they're not covered by your medical plan.



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or 711 (TTY)



Your privacy is protected

Health Advocate follows careful business practices and all government privacy laws.

Health Advocate is just a phone call away

Health Advocate gives personal support Monday through Friday 8 a.m. to 9 p.m. Eastern time. After hours and on weekends, an operator will take your message.

Hand off your complex health care problems to Health Advocate.

You're welcome to call Health Advocate to check your eligibility.

Health Advocate is a 2014 pilot program available at no additional cost to members who have an individual Blue Care Network plan, a fully insured employer group Blue Care Network plan or a participating self-funded employer group Blues plan. Members in government programs — such as Blue Cross Complete of Michigan and BCN Advantage — are not eligible. Health Advocate is an independent company that contracts with BCBSM and BCN to provide health advocacy services to BCBSM and BCN members.