

# We're here to help your employees

At Blue Cross Blue Shield of Michigan and Blue Care Network, our exceptional customer service is available in a variety of ways to help answer questions for you and your employees.

## Service centers

We have 11 service centers to provide unparalleled face-to-face customer service in communities across Michigan.

Our knowledgeable representatives are available to talk about:

- Product and health care coverage options
- Current plan benefits
- Claims questions
- Coordination of benefits

To speak with a customer service representative, members can call the number on the back of their Blues ID card.

## On the Web

Blues members can access the following online health services by registering for Member Secured Services at [bcbsm.com](http://bcbsm.com).

- View their *Explanation of Benefit Payments* statements
- View their benefits information
- Access their pharmacy information
- Take an interactive health assessment
- Participate in online health-coaching programs
- Access up-to-date information on health issues
- Find and compare doctors and hospitals, based on factors important to them

# Customer Service



Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association



grow  
a healthy work force.

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