



Blue Cross Coordinated Care CoreSM

Here to help manage complex and chronic conditions

Core is designed to make the health care experience easier for your employees and their family members with complex and chronic conditions. It's the foundation of the Blue Cross Coordinated Care portfolio, and is included with most Blue Cross Blue Shield of Michigan plans.



How Core works

Those identified for the program receive personalized, holistic care management support for their specific needs.

Core offers:

- **Advanced analytics:** Data is used to identify and prioritize those who would benefit the most from care management.
- **Care coordination:** A comprehensive Blue Cross care team helps address medical, pharmacy, behavioral health and social care needs.
- **Member snapshot:** Our cloud-based data and informatics system gives a complete, personalized view of each member, allowing the Blue Cross care team to provide consistent, aligned and impactful guidance and support.
- **Multichannel communication:** Program participants can stay connected based on their preference — by phone or secure messaging with the BCBSM Coordinated CareSM app.

The value of Core

To your business

- Delivers smarter, better care management that puts your employees and their families at the center
- Drives holistic, personalized and comprehensive support for medical, behavioral, pharmacy and social needs
- Engages with those who need the greatest amount of support to have the most impact
- Reviews high-dollar claimants to identify actionable costs, quality or care opportunities for your members

To your employees and their families

- Provides a better understanding of their health conditions
- Helps identify health risks and steps they can take to improve their health
- Connects them with support and services in their local community
- Improves their health and well-being

Visit bcbsm.com/core to learn more.



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