

# Blue Cross Coordinated Care<sup>SM</sup>

## Together, we can simplify the health care experience

Blue Cross Blue Shield of Michigan is committed to making it easier for your employees and their families to understand their coverage and access the care they need. Our Blue Cross Coordinated Care portfolio offers:

### + Blue Cross Coordinated Care Core<sup>SM</sup>

Here to support members who need help managing complex and chronic conditions

### + Blue Cross Coordinated Care Navigator<sup>SM</sup>

Here to provide personal clinical guidance for all members

### + Blue Cross Coordinated Care Advocate<sup>SM</sup>

Here to support members who need simplified and personalized health and benefits support

### + Blue Cross Coordinated Care Suite<sup>SM</sup>

Here to provide more resources for members who have specific health conditions

The Core, Navigator and Advocate solutions include access to the BCBSM Coordinated Care<sup>SM</sup> app, allowing members to conveniently connect to clinical support or personalized assistance.



## Take the complexity out of health care

Our Blue Cross Coordinated Care portfolio can support the unique needs of your employees and their families, and make their health care experiences less stressful. You can choose a personalized solution for care management, well-being and customer service. And our ingenuity, expertise and technology will help your members get the health care they need. For more information:

- Contact your Blue Cross Blue Shield of Michigan account manager or agent.
- Visit [bcbsm.com/care-management](https://bcbsm.com/care-management) to learn more, watch videos and get more information.

*Here* for every need



# Core

Core is the foundation of the Blue Cross Coordinated Care portfolio and available with all Blue Cross plans. Members who have complex and chronic health conditions are identified for the program and supported on a personal level.

**Core** offers:

- **Advanced analytics** that identify and prioritize members who would benefit most from the program, including high utilizers and members with multiple conditions or rising risk factors
- **Comprehensive support** from a Blue Cross care team to deliver help with medical, behavioral health, pharmacy and social needs
- **Coordinated assistance** with local providers and community resources to address care needs and social determinants of health
- **Multichannel communication** to help members stay connected based on their preference — by phone or secure messaging with the BCBSM Coordinated Care app
- **High-dollar claimant reviews** by a dedicated team to identify addressable cost, quality or care opportunities



# Navigator

Navigator provides broader access to clinical support, leading to a greater engagement of your members managing their overall health.

**Navigator** includes all Core features, plus:

- **Clinical navigators**, who offer clinical guidance, such as gaps-in-care support, and help understanding diagnoses, treatment plans, test results and more
- **Education and care coordination** to provide additional support for members with complex and chronic conditions
- **Increased clinical engagement** with a greater percentage of members managed in our care management program
- **Group-specific reporting**, including quarterly and annual program update reports



Advocate offers an integrated, digitally enabled clinical and servicing solution, replacing traditional customer service with member advocates.

**Advocate** includes all Navigator features, plus:

- **Personalized support** from member advocates who help members resolve claims and billing issues, save time by scheduling health care appointments, coordinate care with doctors, develop a clear understanding of their benefits, and more
- **Proactive recommendations and outreach** to help close gaps in care and encourage members to take an active role in their care
- **Integration of member advocacy, clinical navigation and care management functions** — all available through our interactive digital tools
- **Increased connections** to drive more referrals to the right providers and solutions
- **Group-specific reporting**, including monthly, quarterly and annual program update reports



Suite offers a collection of digital health resources. It's designed to be paired with Navigator or Advocate to provide extra resources for members with specific health care needs.

**Suite** offers:



### Diabetes and hypertension solutions

Most adults with diabetes, prediabetes or hypertension have at least one comorbid condition. That's why we offer three Livongo data-driven, digital solutions that focus on the whole person, not just individual conditions. Available options include:

- Diabetes management
- Prediabetes management
- Hypertension management

These programs provide comprehensive, integrated support for comorbid conditions, such as obesity, hypertension, high cholesterol and mental health.



### Expert medical opinions

This solution gives members facing a difficult diagnosis access to board-certified, leading doctors across the nation for an expert second opinion by phone or video within three to five days.

# Advocate

# Suite



## Powered by technology

**The member snapshot** provides the Blue Cross care team with a complete, personalized view of each member using a cloud-based data and informatics infrastructure.

**The BCBSM Coordinated Care app** offers personalized recommendations and curated health and benefit content.

**Advanced analytics** generate proactive recommendations based on care gaps, employer-offered programs, and other advocacy and member health care journeys.

**Our integrated suite of digital tools**, through a Blue Cross member account at [bcbsm.com](https://www.bcbsm.com) and the Blue Cross app, allow users to search for health care providers, review their benefits, estimate costs and research sites of care.