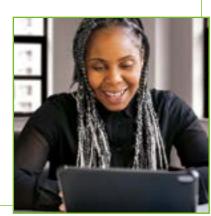


Core

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 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:

Livongo[®]

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.

2nd.MD

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



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 and the Blue Cross app, allow users to search for health care providers, review their benefits, estimate costs and research sites of care.

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association. Livongo is an independent company supporting Blue Cross Blue Shield of Michigan by providing diabetes and hypertension management services.

2nd.MD is an independent company supporting Blue Cross Blue Shield of Michigan by second opinion services.

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