



FEDFACTS

Federal Employee Program News

January 2023

Inside this issue you'll find information about [preventive services](#), [where to go for care](#), [care management and wellness programs](#), [managing chronic conditions](#), [treating symptoms](#), [follow-up care](#), and [the flu shot](#).



Health

[Prevention is the best medicine](#)

Some preventive services are covered for FEP members at 100% when treated by a Preferred provider.

[Learn more](#)




Benefits


[Where to go for care](#)

We have resources to help your employees get the care they need when they need it.

[Find out more](#)



**CARE MANAGEMENT
AND WELLNESS PROGRAMS**
 for Federal Employee Program members



Blue Cross and Blue Shield care management programs help members get the right care at the right time in the right place.

These programs are voluntary and confidential, and there are no additional out-of-pocket costs for participating. Health professionals, including registered nurses, pharmacists, physicians, behavioral health specialists and others, work together with members and their healthcare providers. They spend time getting to know members' health concerns and coordinating the care needed to achieve the best health and wellness outcomes.

Below is more information on each of our care management programs. Members can contact the specific program directly using the toll-free numbers listed or call a Blue Cross and Blue Shield Service Benefit Plan Customer Service representative at **1-800-482-3605**. Also, be sure to visit www.blueshield.org for more health and wellness tools and resources, such as the Blue Health Assessment, Personal Health Record and Online Health Coach. You can also access resources such as our 24/7 Nurse Line, telehealth and other care management programs. When members complete certain programs, such as the Routine Annual Physical Incentive Program or Blue Health Assessment, they may be eligible to earn wellness incentives.

Care Management provides customized programs to members who have complex medical or behavioral health conditions.

Blue Cross Coordinated Care Program®
1-800-775-2343 (BLUES)

This voluntary program surrounds the member with a team that connects them to the right care for complex or chronic conditions. The program engages a registered nurse to work directly with the member and the member's family to coordinate the best care to meet their specific needs. The program can help:

- Better understand the member's condition, medications and treatment.
- Identify health risks and steps to improve the member's health.
- Connect the member with support and services in their local community.

The nurse works with doctors, pharmacists, social workers, dietitians and specialists, as needed, to meet the member's specific health needs. The care teams are aligned with different regions, so they develop close relationships with care facilities such as urgent care centers and doctors' offices in the member's area. The nurse will check in regularly to help the member coordinate that care and answer their health care questions.

Blue Cross Blue Shield of Michigan is a nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association.

Behavioral Health Case Management 1-800-342-5891

This program guides members who have behavioral health conditions or substance use disorders to get the right care for their individual needs. Conditions can help with help, but are not limited to, depression, bipolar disorder, schizophrenia, eating disorders, alcohol and substance use disorders.

Before members are discharged from an inpatient admission, we help schedule an appointment with a behavioral health professional, reducing the chance of being rehospitalized.

Rare Disease Management 1-866-648-4222

This program is a voluntary educational program that helps members understand and manage their rare health condition and treatments. The program's nurse managers meet the unique challenges of managing a rare chronic condition such as lupus, Crohn's disease, cystic fibrosis, Parkinson's, hemophilia, multiple sclerosis, sickle cell anemia and others.

Health

Care management and wellness programs

The Blue Cross and Blue Shield Service Benefit Plan offers multiple care management and wellness programs to help members reach their optimum level of health. Click on the flyer to print and give to FEP members.



Monica's message

Managing chronic conditions

The Service Benefit Plan has resources to help members who have chronic conditions.

[Read more](#)



Health

Managing symptoms is sometimes first step in treatment

Bronchitis and low back pain may require symptom management first.

[Learn more](#)



Health and well-being

Importance of follow-up care

Remember to see a healthcare provider after an ER visit or a hospital stay.

[Find out why](#)



Preventive care

It's not too late to get the flu shot

Getting the vaccine and stopping the spread of germs are two of the most important things people can do to avoid the flu.

[Learn more](#)



Jason Helling
Regional sales manager
313-448-7436 (office)
jhelling@bcbsm.com



Jenalyn Hintzke
Client operations manager
313-448-5913 (office)
jhintzke@bcbsm.com



Geneviève S. Johnson
Client operations manager
313-448-4452 (office)
gjohnson3@bcbsm.com

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