

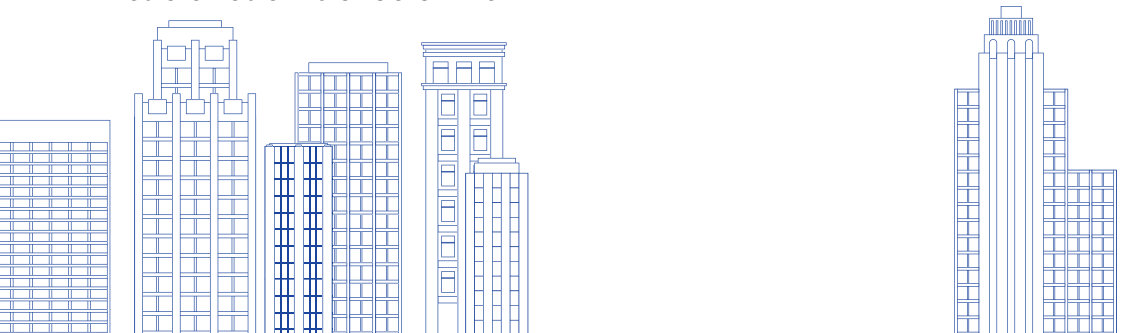
Are you trying to help a member? Do you have questions? Do you know who to call?

As UBRS and Chairs, you are priceless when it comes to helping members get questions answered and issues resolved. We want you have to have all the resources you need, when you need them.

If you have any questions or want help with providing solutions, you have options.

Product	Your personal hotline number	Days and hours
Traditional Care Network	1-800-348-6559	8 a.m. to 8 p.m. Monday through Friday
Enhanced Care PPO	1-866-507-2850	8 a.m. to 8 p.m. Monday through Friday
Medicare Advantage (where applicable)	1-855-232-7648	8 a.m. to 5 p.m. Monday through Friday
Blue Care Network (Michigan only)	1-877-465-5120	8 a.m. to 5:30 p.m. Monday through Friday
Blue Care Network Advantage (Michigan only)	1-877-465-5120	8 a.m. to 5:30 p.m. Monday through Friday

All times are Eastern Standard Time



Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.