

Covered entities and HIPAA enforcement

The U.S. Department of Health and Human Services' Office for Civil Rights, or OCR, enforces the HIPAA Privacy, Security, and Breach Notification Rules. Your Blue Cross health plan is subject to HIPAA as are most health care providers, such as hospitals, doctors, clinics, and dentists. You can find [more information about your rights](#) under HIPAA and who is obligated to comply with HIPAA.

You can [learn more](#) about filing a complaint with OCR related to HIPAA requirements. You may also file a complaint with Blue Cross by contacting the appropriate Customer Service office:

Medicare Plus BlueSM PPO

Phone: 1-877-241-2583: TTY Users: 711

Hours of operation: 8 a.m. to 9 p.m., Eastern time, seven days a week from October 1 through March 31; 8 a.m. to 9 p.m., Eastern time, Monday through Friday from April 1 through September 30.

Blue Cross Blue Shield of Michigan
Grievances and Appeals Department
P.O. Box 2627
Detroit, MI 48231-2627

Medicare Plus BlueSM Group PPO

Phone: 1-866-684-8216 TTY Users: 711

Hours of operation: 8 a.m. to 9 p.m., Eastern time, seven days a week from October 1 through March 31; 8:30 a.m. to 5 p.m., Eastern time, Monday through Friday from April 1 through September 30.

Blue Cross Blue Shield of Michigan
Grievances and Appeals Department
P.O. Box 2627
Detroit, MI 48231-2627

Prescription BlueSM PDP

Phone: 1-800-565-1770 TTY Users: 711

Hours of operation: 8 a.m. to 9 p.m., Eastern time, seven days a week from October 1 through March 31; 8 a.m. to 9 p.m., Eastern time, Monday through Friday from April 1 through September 30.

Blue Cross Blue Shield of Michigan
Pharmacy Help Desk
Mail Code: TC-1308
P.O. Box 807
Southfield, MI 48037

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Prescription BlueSM Group PDP

Phone: 1-866-684-8216 TTY: 711

Hours of operation: 8 a.m. to 9 p.m., Eastern time, seven days a week from October 1 through March 31; 8:30 a.m. to 5 p.m., Eastern time, Monday through Friday from April 1 through September 30.

Blue Cross Blue Shield of Michigan
Grievances and Appeals Department
P.O. Box 2627
Detroit, MI 48231-2627

Blue Care Network Advantage SM HMO

Blue Care Network Advantage SM HMO-POS

Phone: 1-800-450-3680 TTY users: 711

Hours of operation: 8 a.m. to 8 p.m., Monday through Friday from April 1 through Sept. 30 with weekend hours from Oct. 1 through March 31.

BCN Advantage Appeals and Grievance Unit
P.O. BOX 284
Southfield, MI 48037-0284