



**READY
TO HELP**



Blue Care Network provides peace of mind for students away from home

Coverage while at school

As a Blue Care Network member, your dependents attending school can receive benefits from a nationwide network of Blue Plan providers while away from home.*

Because some BCN plans pay only urgent and emergency services outside Michigan, check your coverage before they receive care. Refer to your *Certificate of Coverage* and related riders in your member account at bcbsm.com or call Customer Service at the number on the back of your BCN member ID card.




Arrange for care before they go or when they're home

Your dependent has an assigned BCN primary care provider as part of your HMO plan. It's important to schedule any wellness or follow-up visits while they're home. The primary care provider can also help to arrange for coordinated care and required authorizations before your child leaves for school. Log in to your member account at bcbsm.com or our mobile app to check for in-network providers, view or change a PCP.

For behavioral health services — mental health and substance use disorder — call the number on the back of your BCN member ID card 24 hours a day, seven days a week. A care manager will evaluate your needs and help you arrange for services.

*This information is for BCN HMO members who are traveling or temporarily located outside Michigan. Please note, different guidelines apply to Blue Elect PlusSM POS plans and student health plans.

The chart below tells you how to access and arrange for care when your child is at school. You may have to pay your usual out-of-pocket expenses (deductible, copays and coinsurance) for services, but you shouldn't have any other upfront health care expenses if you use a nationwide Blue Plan provider.

If child is a student	And needs	Here's what he or she should do
In Michigan 	EMERGENCY CARE Symptoms are severe enough that someone with average health knowledge believes immediate medical attention is needed	Call 911 or go to the nearest emergency room.
	URGENT CARE Condition requires medical evaluation within 48 hours	Go to the nearest urgent care center. To locate one: Visit bcbsm.com/find-a-doctor and select your BCN plan, use your member account or our mobile app, or call the number on the back of your ID card.
	NONURGENT CARE	Call the primary care provider to coordinate services that don't require immediate attention.
In the United States but outside Michigan 	EMERGENCY CARE	Call 911 or go to the nearest emergency room.
	URGENT CARE	Go to the nearest urgent care center. To locate one: Visit bcbsm.com/find-a-doctor and select your BCN plan, use your member account or our mobile app, or call the number on the back of your ID card.
	ROUTINE CARE* To treat or monitor a chronic condition or illness	Call the number on the back of your ID card for details about health benefits and required authorizations. To locate a nearby Blue Plan providers: Visit bcbsm.com/find-a-doctor and select your BCN plan; use your member account or our mobile app, or call the number on the back of your ID card.
Outside the United States 	OTHER SERVICES* Such as elective surgeries, hospitalizations, mental health and substance use disorder services	Call the number on the back of your BCN member ID card for details about health benefits and to determine which services require authorization.
	EMERGENCY CARE	Go to the nearest emergency room. (Your child may be required to pay for services and then seek BCN reimbursement. <i>Get an itemized bill and medical records to speed reimbursement.</i>)

***If your dependent's address is outside Michigan, ensure it's updated with BCN for the duration the dependent is located at that address (this includes college students).**

Virtual care that's always there

If your plan includes Virtual Care by Teladoc Health®, your dependents can get virtual medical and mental health care from a U.S. board-certified doctor with a smartphone, tablet or computer.*

Medical visits to attend to minor illnesses, such as colds, sore throats, urinary tract infections and pink eye are available 24/7, anywhere in the U.S. and don't require an appointment. Mental health visits do require an appointment but many therapists and psychiatrists have evening and weekend availability. Prescriptions, if needed, can be sent to your preferred pharmacy.

Visit bcbsm.com/virtualcare to download the Teladoc Health app.

Pharmacy coverage

If your plan includes pharmacy coverage, your student's BCN member ID card is accepted at thousands of pharmacies nationwide, including most major chains that participate with Blue plans.

To locate a Blue Plan provider

- Use your member account at bcbsm.com.
- Use our mobile app.
- Visit bcbsm.com/find-a-doctor and select your BCN plan.
- Call Customer Service using the number on the back of your BCN member ID card.

*Virtual Care isn't included with all plans. Log in to your member account to check if your plan has this benefit.

Virtual Care is provided by Teladoc Health, an independent company that provides Virtual Care Solutions for Blue Cross Blue Shield of Michigan and Blue Care Network.

Find us online

bcbsm.com | news.bcbsm.com | MiBlueDaily.com | aHealthierMichigan.org
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**Blue Care
Network**
of Michigan

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