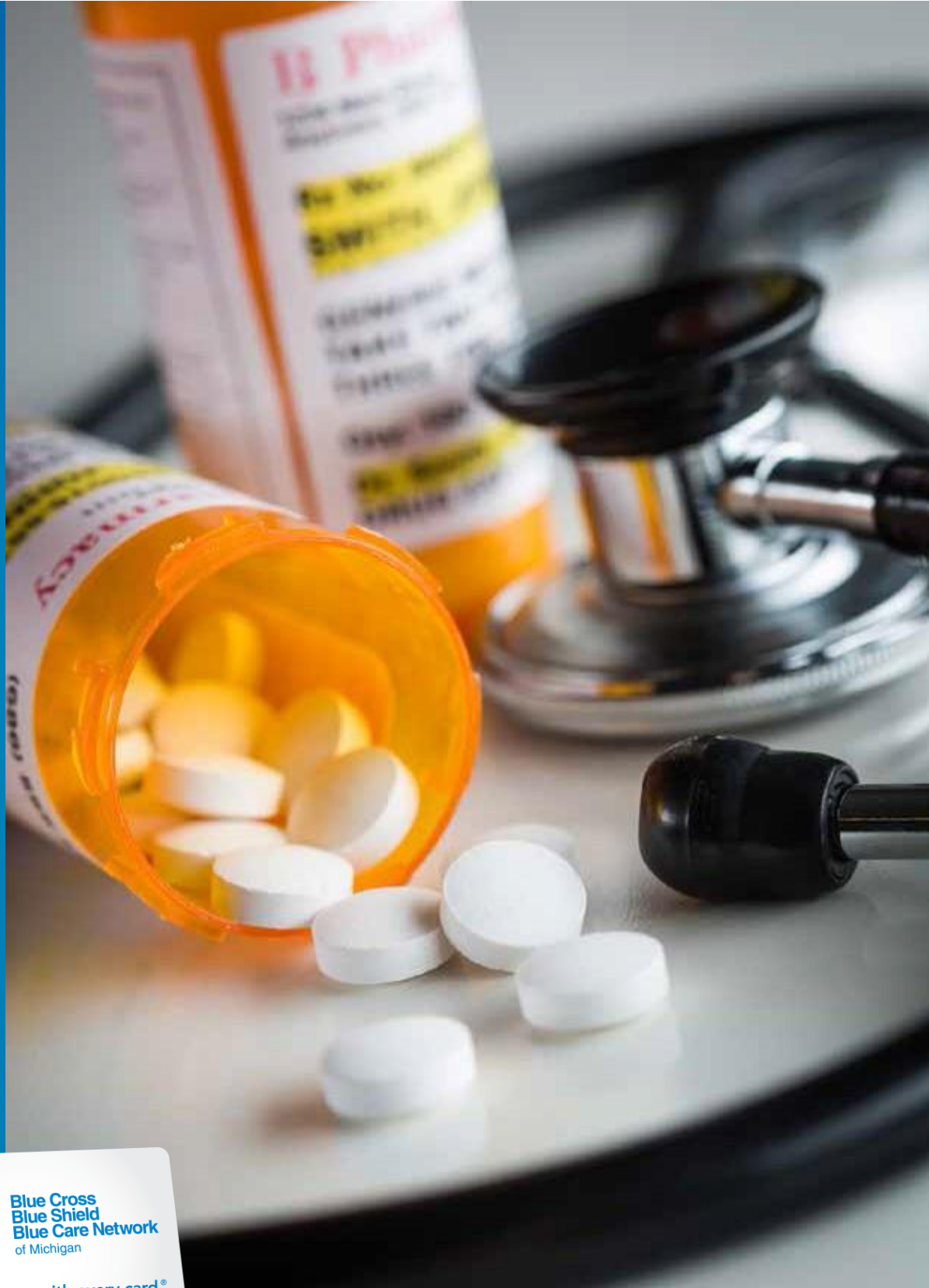




Specialty Drug Program

Pharmacy Benefit Member Guide

Specialty drugs are used to treat complex conditions

Specialty drugs are prescription medications that require special handling, administration, or monitoring. These drugs treat complex and chronic conditions, including:

- Cancer
- Chronic kidney failure
- Multiple sclerosis
- Organ transplants
- Rheumatoid arthritis

There are two ways to fill specialty drug prescriptions

You can fill prescriptions for specialty drugs at a retail pharmacy, but not all pharmacies will dispense specialty drugs. Call your pharmacy in advance to verify that it can fill your prescription.

Blue Cross Blue Shield of Michigan and Blue Care Network also offers home delivery and support programs through Walgreens Specialty Pharmacy, an independent company that provides specialty pharmacy services for Blue Cross and BCN members.

If you have questions about Blue Cross' and BCN's specialty drug programs, please call Walgreens Specialty Pharmacy at 1-866-515-1355 or visit the website at **WalgreensSpecialtyRx.com***.

Ordering specialty drugs is easy

You can order your specialty drugs through Walgreens Specialty Pharmacy, and your medication will arrive right at your home. Just have your doctor fax your specialty medication prescription to Walgreens Specialty Pharmacy at 1-866-515-1356.

Some members must use our exclusive pharmacy network for specialty drugs administered by Walgreens Specialty Pharmacy. To find out if your plan requires you to use Walgreens Specialty Pharmacy:

- Go to bcbsm.com
- Log in to your member account. If you don't have an account, just click on *Login* then *Register Now* to start one.
- Click on *My coverage*
- Click on *Prescription*

If you order your specialty medication through Walgreens Specialty Pharmacy home delivery, you can get the following support services anywhere in the United States.

- Personal attention from a patient-care coordinator will do all of the following:
 - Discuss the best way for you to take your medicine
 - Explain possible side effects
 - Call to remind you when you need a refill
- Ancillary supplies, if they're appropriate, to administer your medication. They are free with each new order and then as needed if you request them. These include syringes, alcohol swabs and sharps containers.
- A dedicated customer service staff, which is available Monday through Saturday at 1-866-515-1355. Automated ordering and emergency clinical support are available 24 hours a day, seven days a week.

If you have any questions, call the Customer Service phone number on the back of your Blue Cross or BCN member ID card.

Limited distribution specialty drugs

Some manufacturers limit the distribution of specialty drugs. These drugs are only available through designated pharmacies. Blue Cross and BCN have been able to secure access to these drugs through the following:

- Acaria Health: 1-800-511-5144
- Accredo Specialty Pharmacy: 1-800-803-2523
- AnovoRx: 1-844-288-5007
- Biologics: 1-800-850-4306
- Biomatrix: 1-855-359-9679
- Caremark: 1-800-237-2767
- Curant Health: 1-866-460-8040
- Eversana: 1-636-519-2400
- LeMed Specialty Pharmacy: 844-795-3633
- Onco360° Oncology Pharmacy: 1-877-662-6633
- Optime Care: 1-888-287-2017
- Optum Frontier Therapies: 1-855-768-9727
- Optum Specialty Pharmacy: 1-855-427-4682
- Orsini Healthcare: 1-800-410-8575
- PANTHERx Specialty Pharmacy: 1-855-726-8479

Specialty drug guide

Members can fill their specialty drug prescription at Walgreens Specialty Pharmacy home delivery or at a local retail specialty pharmacy. For the most up-to-date list, please see the *Specialty Drug Program Rx Benefit Member Guide* on **bcbsm.com** or call the Customer Service number on the back of your Blue Cross or BCN member ID card.

Self-administered drugs**

Our specialty pharmacy home delivery vendor is Walgreens Specialty Pharmacy, 1-866-515-1355. Coverage for these drugs will vary based on your pharmacy benefits. See your plan's drug list for specific coverage details.

Antineoplastics (cancer drugs)

Abirtega™
Actimmune®
Afinitor® (pa) (g)
Afinitor Disperz® (pa) (g)
Alecensa® (pa)
Augtyro™ (pa)
Bosulif® (pa)
Braftovi™ (pa)
Bynfezia™ (pa)
Cabometyx™ (pa)
Cotellic™ (pa)
Daurismo™ (pa)
Erivedge™ (pa)
Erleada™ (pa)
Farydak® (pa)
Gavreto™ (pa)
Gleevec® (g)
Hycamtin®
Ibrance® (pa)
Idhifa® (pa)
Intron® A (pa)
Inlyta® (pa)
Itovebi™ (pa)
Jakafi™ (pa)
Jaypirca™ (pa)
Kisqali® (pa)
Kisqali Femara
Co-Pack® (pa)
Lenvima™ (pa)
Lorbrena® (pa)
Lonsurf® (pa)
Lupron Depot® (g)
Matulane®
Mekinist™ (pa)
Mektovi® (pa)
Nexavar® (pa)(g)
Ninlaro® (pa)
Nubeqa™ (pa)
Odomzo® (pa)
Onureg® (pa)
Piqray® (pa)
Pomalyst® (pa)
Purixan® (pa)

Antineoplastics (cancer drugs)

continued
Retevmo™ (pa)
Revlimid® (g)
Rozlytrek™ (pa)
Rydapt® (pa)
Sandostatin® (pa) (g)
Sprycel® (pa) (g)
Stivarga® (pa)
Sutent® (pa) (g)
Sylatron®
Tabrecta™ (pa)
Tafinlar® (pa)
Talzenna® (pa)
Tarceva® (pa)(g)
Targretin® (pa)(g)
Tasigna® (pa)
Temodar® (g)
Thalomid®
Tykerb® (pa)(g)
Verzenio™ (pa)
Vizimpro® (pa)
Votrient™ (pa)(g)
Xalkori® (pa)
Xeloda® (g)
Xtandi® (pa)
Yonsa™ (pa)
Zelboraf™ (pa)
Zolanza® (pa)
Zykadia™ (pa)

Antineoplastics support medication (chemotherapy)

Aranesp® (pa)
Epogen® (pa)
Fulphila™
Fylintra®
Granix™
Jylamvo®

Antineoplastics support medication (chemotherapy)

continued
Leukine®
Neulasta®
Neumega®
Neupogen®
Nivestym®
Nyvepria™
Procrit® (pa)
Releuko®
Rolvedon™
Stimufend® (pa)
Udenyca®
Xatmep™
Zarxio®
Ziextenzo®

Antivirus/hepatitis

Baraclude® (g)
Copegus® (g)
Daklinza™ (pa)
Epclusa® (pa)(g)
Harvoni® (pa)(g)
Hepsera® (g)
Intron® A (pa)
Moderiba™
Mavyret™ (pa)
Pegasys® (pa)
PegIntron® (pa)
Rebetol® (g)
Ribasphere® (g)
Ribasphere Ribapak®
Ribatab®
Sovaldi™ (pa)
Tyzeka®
Vemlidy®
Viekira Pak™ (pa)
Viekira XR™ (pa)
Vosevi® (pa)
Yeztugo® (pa)
Zepatier™ (pa)

Chronic kidney failure/dialysis

Aranesp® (pa)
Epogen® (pa)
Procrit® (pa)
Retacrit™ (pa)
Sensipar® (g)
Vafseo®

Cystic fibrosis

Alyftrek™ (pa)
Bethkis® (pa) (g)
Bronchitol® (pa)
Cayston® (pa)
Kalydeco™ (pa)
Kitabis Pak® (g)
Orkambi™ (pa)
Pulmozyme® (pa)
Symdeko® (pa)
Tobi® (g)
Tobi® Podhaler (pa)
Trikafta™ (pa)

Enzyme Replacement Therapy

Cerdelga™ (pa)

Growth disorders

Bynfezia™ (pa)
Genotropin® (pa)
Humatrope® (pa)
Increlex® (pa)
Ngenla™ (pa)
Norditropin®
(all forms) (pa)
Nutropin®
(all forms) (pa)
Omnitrope® (pa)
Saizen® (pa)
Sandostatin® (pa) (g)
Serostim® (pa)
Skytrofa™ (pa)
Sogroya® (pa)
Somavert® (pa)
Zomacton® (pa)
Zorbitive® (pa)

Hematological (Blood disorder)

Inqovi® (pa)
Inrebic® (pa)
Jynarque™ (pa)
Mircera® (pa)
Mulpleta® (pa)
Promacta® (pa)
Samsca™ (g)

Hereditary angioedema

Andembry® (pa)
Firazyr® (pa)(g)
Haegarda® (pa)

Idiopathic pulmonary fibrosis

Esbriet® (pa)(g)
Ofev® (pa)

Immune globulin

Cuvitru™ (pa)
Gammagard®
Liquid (pa)
Gammaked™ (pa)
Gamunex®-C (pa)
Hizentra™ (pa)
Hyqvia™ (pa)

Inflammatory diseases

Actemra® (pa)
Cibinqo™ (pa)
Cimzia® (pa)
Enbrel® (pa)
Humira® (pa)
Kevzara® (pa)
Olumiant® (pa)
Orencia® (pa)
Otezla® (pa)
Otrexup™ (pa)

Inflammatory diseases

continued

Rasuvo™ (pa)
RediTrex® (pa)
Rinvoq™ (pa)
Simlandi® (pa)
Simponi™ (pa)
Stelara® (pa)
Tezspire® (pa)
Tyenne® (pa)
Wezlana™ (pa)
Yesintek™ (pa)
Xatmep™
Xeljanz™ (pa)
Xeljanz™ XR (pa)

Infertility

Bravelle® (pa)
Cetrotide® (pa)(g)
Chorionic Gonadotropin
(pa)
Follistim AQ® (pa)
Ganirelix Acetate® (pa)(g)
Gonal-F® (pa)
Menopur® (pa)
Novarel® (pa)
Ovidrel® (pa)
Pregnyl® (pa)
Repronex® (pa)

Iron overload

Exjade® (pa) (g)
Jadenu® (pa) (g)
Jadenu Sprinkles® (pa) (g)

Miscellaneous

Actimmune®
Adbry™ (pa)
Arcalyst® (pa)
Austedo® (pa)
Austedo XR® (pa)
Benlysta® (pa)
Camzyos™ (pa)
Clovique™ (pa)

Miscellaneous

continued

Cystaran™ (pa)
Dupixent® (pa)
Egrifta™ (pa)
Enspryng™ (pa)
Eohilia™ (pa)
Eulexin™ (pa)(g)
Fasenra Pen® (pa)
Galafold™ (pa)
Glassia® (pa)
Hetlioz™ (g)(pa)
Hyftor™ (pa)
Ingrezza® (pa)
Iqirvo™ (pa)
Litfulo™ (pa)
Lupeneta Pack™
Natpara® (pa)
Nitisinone® (pa)
Northera™ (pa)(g)
Nucala® (pa)
Palforzia™ (pa)
Ravicti® (pa)
Rezdiffra™ (pa)
Syprine® (pa)(g)
Vyndamax™ (pa)
Vyndaqel® (pa)
Vyvgart Hytrulo® (pa)
Xenazine® (pa)(g)
Xolair® (pa)
Zelsuvmi™ (pa)

Multiple sclerosis

Avonex®
Ampyra™ (g)
Aubagio® (g)
Bafiertam™
Betaseron®
Copaxone® (g)
Extavia®
Gilenya® (g)
Glatopa™ (g)
Kesimpta®
Mavenclad®
Mayzent®
Plegridy™

Multiple sclerosis

continued

Ponvory™
Rebif®
Tecfidera™ (g)
Vumerity™
Zeposia®

Organ transplant/ anti-rejection

Astagraf XL™ (pa)
Cellcept® (g)
Cyclosporine (oral)
Envarsus® XR
Gengraf® (g)
Hecoria™
Myfortic® (g)
Neoral® (g)
Prograf® (g)
Rapamune® (g)
Sandimmune® (g)
Zortress®

Osteoporosis

Forteo™ (pa)(g)
Tymlos™ (pa)

Psoriasis

Enbrel® (pa)
Humira® (pa)
Stelara® (pa)
Skyrizi™ (pa)
Sotyktu™ (pa)
Taltz® (pa)
Tremfya® (pa)
Wezlana™ (pa)
Yesintek™ (pa)

Pulmonary arterial hypertension

Adcirca™ (pa)(g)
Letairis™ (pa)(g)
Tadliq® (pa)
Tracleer® (pa)(g)

Seizure disorders

Acthar H.P.® (pa)(g)
Epidiolex® (pa)
Sabril® (g)

Limited distribution**

Must be ordered through Acaria Health at 1-800-511-5144.

Iclusig™ (pa) (LD)
Mycapssa® (pa) (LD)

Limited distribution**

Must be ordered through Accredo Specialty Pharmacy at 1-800-803-2523.

Adempas® (pa) (LD)	Myalept™(pa) (LD)	Tegsedi™ (pa) (LD)
Apokyn® (pa) (LD) (g)	Nityr™(pa) (LD)	Tyvaso® (pa) (LD)
Carbaglu® (pa) (LD) (g)	Opsumit® (pa) (LD)	Upravi® (pa) (LD)
Cometriq® (pa) (LD)	Orenitram ER™ (pa) (LD)	Valchlor™ (pa) (LD)
Dojolvi™(pa) (LD)	Oxervate™(pa) (LD)	Ventavis® (pa) (LD)
Doptelet® (pa) (LD)	Palynziq™ (pa) (LD)	Vimizim™(pa) (LD)
Duopa™(pa) (LD)	Procysbi™ (pa) (LD)	Vitrakvi® (pa) (LD)
Emflaza® (pa) (LD)(g)	Radicava ORS® (pa) (LD)	Wakix® (pa) (LD)
Evrysdi™(pa) (LD)	Remodulin® (g) (LD)	Winrevair™ (pa) (LD)
Gattex® (pa) (LD)	Spevigo® (pa) (LD)	Xembify® (pa) (LD)
Gilotrif™ (pa)	Tagrisso™ (pa) (LD)	Xyrem® (pa) (LD) (g)
Iressa® (pa) (LD) (g)	Takhzyro™ (pa) (LD)	Xywav™(pa) (LD)
Juxtapid® (pa) (LD)	Tascenso ODT™ (pa) (LD)	Zavesca® (pa) (LD) (g)
Lynparza® (pa) (LD)		

Limited distribution**

Must be ordered through AnovoRX at 1-844-288-5007.

Agamree® (pa)(LD)	Cystadrops® (pa) (LD)	Isturisa® (pa)(LD)
Carglumic Acid® (pa)(LD)	Daybue™ (pa) (LD)	Signifor® (pa)(LD)
Cystadane® (pa) (LD) (g)	Firdapse® (pa) (LD)	Tiglutik™ (pa) (LD)

Limited distribution**

Must be ordered through Biologics at 1-800-850-4306.

Alunbrig™(pa) (LD)	Lupkynis™(pa) (LD)	Tavalisse™ (pa) (LD)
Avmapki Fakzynja™(pa) (LD)	Lynparza® (pa) (LD)	Tepmetko® (pa) (LD)
Ayvakit™(pa) (LD)	Nerlynx® (pa) (LD)	Tibsovo® (pa) (LD)
Besremi® (pa) (LD)	Ojemda™(pa) (LD)	Truqap™ (pa) (LD)
Brukinsa™(pa) (LD)	Ojjaara™(pa) (LD)	Truseltiq™ (pa) (LD)
Cablivi® (pa) (LD)	Orgovyx™ (pa) (LD)	Tukysa™(pa) (LD)
Calquence® (pa) (LD)	Orserdu™ (pa) (LD)	Turalio™ (pa) (LD)
Caprelsa® (pa) (LD)	Ogsiveo™(pa) (LD)	Vanflyta® (pa) (LD)
Exkivity™(pa) (LD)	Pemazyre® (pa) (LD)	Vanrafia® (pa) (LD)
Fabhalta® (pa) (LD)	Pyrukynd®(pa) (LD)	Venclexta™(pa) (LD)
Fotivda® (pa) (LD)	Qinlock™(pa) (LD)	Vijoice® (pa) (LD)
Fruzaqla™(pa) (LD)	Revuforj®(pa) (LD)	Vonjo™(pa) (LD)
Gomekli™(pa) (LD)	Rezlidhia™(pa) (LD)	Voranigo®(pa)(LD)
Ibtrozi™(pa) (LD)	Rezurock™(pa) (LD)	Welireg™(pa) (LD)
Imbruvica® (pa) (LD)	Romvimza™ (pa) (LD)	Xermelo™ (pa) (LD)
Iressa® (pa) (LD) (g)	Rubraca®(pa) (LD)	Xospata®(pa)(LD)
Kineret® (pa) (LD)	Scemblix® (pa) (LD)	Xpovio™(pa) (LD)
Krazati® (pa) (LD)	Skyclarys®(pa) (LD)	Zejula™ (pa) (LD)
Livtencity™(pa) (LD)	Tagrisso™ (pa) (LD)	Zydelig™(pa) (LD)

Limited distribution**

Must be ordered through Biomatrix at 1-888-662-6779.

Furoscix® (pa) (LD)	Vistogard®(LD)	Xuriden®(pa) (LD)
Iwilfin™(pa) (LD)		

Limited distribution**

Must be ordered through Caremark at 1-800-237-2767.

Adempas® (pa) (LD)	Nerlynx® (pa) (LD)	Takhzyro™ (pa) (LD)
Apokyn®(LD)	Ohtuvayre™(pa) (LD)	Treprostinil®(LD)
Balversa™(pa)(LD)	Onapgo™(pa) (LD)	Tyvaso® (pa) (LD)
Besremi® (pa) (LD)	Opsumit® (pa) (LD)	Tyvaso DPI™ (pa) (LD)
Copiktra™(pa) (LD)	Opsynvi® (pa) (LD)	Uptravi® (pa) (LD)
Cystagon® (LD)	Orenitram ER™(pa) (LD)	Ventavis® (pa) (LD)
Diacomit® (pa) (LD)	Remodulin® (g) (LD)	Vitrakvi® (pa) (LD)
Gattex® (pa) (LD)	Rivfloza™(pa) (LD)	Voxzogo™(pa) (LD)
Iressa® (pa) (LD) (g)	Rubraca®(pa) (LD)	Zejula™ (pa) (LD)
Kuvan® (pa) (LD) (g)	Sohonos™(pa) (LD)	Zokinvy™ (pa) (LD)
Lumakras™(pa) (LD)	Sunlenca®(LD)	

Limited distribution**

Must be ordered through Curant Health at 1-866-460-8040.

Aqneursa™(pa) (LD)

Limited distribution**

Must be ordered through Eversana at 1-636-519-2400.

Chenodal™ (pa) (LD)
Cholbam® (pa) (LD)

Ferriprox® (pa) (LD) (g)
Livmarli™ (pa) (LD)

Orfadin® (pa) (LD) (g)
Revcovi® (pa) (LD)

Limited distribution**

Must be ordered through LeMed Specialty Pharmacy: 844-795-3633.

Ormalvi™ (pa) (LD)

Limited distribution**

Must be ordered through Optime Care at 1-888-287-2017.

Daraprim® (pa) (LD) (g)

Korlym® (pa) (LD) (g)

Orladeyo™ (pa) (LD)

Limited distribution**

Must be ordered through Optum Frontier Therapies at 1-855-768-9727.

Filspari™ (pa) (LD)

Lumryz™ (pa) (LD)

Sucraid® (LD)

Limited distribution**

Must be ordered through Optum Specialty Pharmacy at 1-855-427-4682.

Apokyn® (LD)
Bylvay™ (pa) (LD)
Brukinsa™ (pa) (LD)
Calquence® (pa) (LD)
Cometriq® (pa) (LD)
Copiktra™ (pa) (LD)
Cutaquig® (pa) (LD)
Imbruvica® (pa) (LD)
Iressa® (pa) (LD) (g)
Javygtor™ (pa) (LD)

Lumryz™ (pa) (LD)
Lynparza® (pa) (LD)
Nerlynx® (pa) (LD)
Nityr™ (pa) (LD)
Palynziq™ (pa) (LD)
Pheburane® (pa) (LD)
Rubraca® (pa) (LD)
Ryplazim® (pa) (LD)
Synribo™ (pa) (LD)
Tagrisso™ (pa) (LD)

Takhzyro™ (pa) (LD)
Tavalisse™ (pa) (LD)
Tibsovo® (pa) (LD)
Valchlor™ (pa) (LD)
Venclexta™ (pa) (LD)
Vyalev® (pa) (LD)
Xembify® (pa) (LD)
Xermelo™ (pa) (LD)
Zejula™ (pa) (LD)
Zydelig™ (pa) (LD)

Limited distribution**

Must be ordered through Onco360° Oncology Pharmacy at 1-877-662-6633.

Akeega™ (pa) (LD)
Alunbrig™ (pa) (LD)
Brukinsa™ (pa) (LD)
Calquence® (pa) (LD)
Copiktra™ (pa) (LD)
Fotivda® (pa) (LD)
Imbruvica® (pa) (LD)

Koselugo™ (pa) (LD)
Lazcluze™ (pa) (LD)
Lytgobi® (pa) (LD)
Lumakras™ (pa) (LD)
Nerlynx® (pa) (LD)
Tazverik™ (pa) (LD)

Tukysa™ (pa) (LD)
Ukoniq™ (pa) (LD)
Venclexta™ (pa) (LD)
Voydeya™ (pa) (LD)
Xospata® (pa) (LD)
Xpovio™ (pa) (LD)
Zydelig™ (pa) (LD)

Limited distribution**

Must be ordered through Orsini Healthcare at 1-800-410-8575.

Arikayce® (pa) (LD)	Opfolda™ (pa) (LD)	Vowst™ (pa) (LD)
Emflaza® (pa) (LD)(g)	Ruconest® (pa) (LD)	Wainua™ (pa) (LD)
Dojolvi™ (pa) (LD)	Takhzyro™ (pa) (LD)	Yorvipath® (pa) (LD)
Livdelzi® (pa) (LD)	Vimizim™ (pa) (LD)	Ztalmy® (pa) (LD)
Olpruva™ (pa) (LD)		

Limited distribution**

Must be ordered through PANTHERx Specialty Pharmacy at 1-855-726-8479.

Arikayce® (pa) (LD)	Imcivree™ (pa) (LD)	Tavneos® (pa) (LD)
Ayvakit™ (pa) (LD)	Joenja® (pa) (LD)	Tryngolza™ (pa) (LD)
Crenessity™ (pa) (LD)	Keveyis™ (pa) (LD) (g)	Vigadrone™ (pa) (LD)
Dojolvi™ (pa) (LD)	Lupkynis™ (pa) (LD)	Vimizim™ (pa) (LD)
Doptelet® (pa) (LD)	Qinlock™ (pa) (LD)	Vykat XR™ (pa) (LD)
Duvyzat™ (pa) (LD)	Recorlev® (pa) (LD)	Wakix® (pa) (LD)
Empaveli™ (pa) (LD)	Ruzurgi™ (pa) (LD)	Xolremdi™ (pa) (LD)
Exservan™ (pa) (LD)	Strensiq® (pa) (LD)	Zilbrysq® (pa) (LD)
Filsuvez® (pa) (LD)	Tarpeyo® (pa) (LD)	

(g) Generic available, brand-name version may not be covered under certain plans

(pa) May require prior authorization

(LD) Limited distribution drug

We Speak Your Language

ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 877-469-2583 TTY: 711 or speak to your provider.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También se ofrecen, sin costo alguno, ayuda y servicios auxiliares adecuados para proporcionar información en formatos accesibles. Llame al 877-469-2583 TTY: 711 o hable con su proveedor.

تنبيه: إذا كنت تتحدث الإنجليزية، فإن خدمات المساعدة اللغوية المجانية متوفرة لك. تتوفر أيضًا المساعدات والخدمات المساعدة المناسبة لتوفير المعلومات بتنسيقات يسهل الوصول إليها مجاًلاً. اتصل برقم 877-469-2583 TTY: 711 أو تحدث إلى مزود الخدمة الخاص بك.

注意: 如果您说[中文], 我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务, 以无障碍格式提供信息。请致电 877-469-2583 (TTY: 711) 或咨询您的服务提供商。

ማሳሰቢያ: ከእርስዎ ቋንቋ ጋር የተገናኙ የጥያቄዎች ለማሟላት ለሚያስፈልጉት ማርኬቶች ለማግኘት ይህንን ቁጥር 877-469-2583 TTY: 711 ይጋኙ።

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ và dịch vụ phù hợp để cung cấp thông tin bằng các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi số 877-469-2583 TTY: 711 hoặc trao đổi với người cung cấp dịch vụ của bạn.

VËMENDJE: Nëse flisni shqip, shërbime falas të ndihmës së gjuhës janë në dispozicion për ju. Ndiha të përshtatshme dhe shërbime shtesë për të siguruar informacion në formate të përdorshme janë gjithashtu në dispozicion falas. Telefononi 877-469-2583 TTY: 711 ose bisedoni me ofruesin tuaj të shërbimit.

알림: 한국어를 사용하는 경우 언어 지원 서비스를 무료로 이용할 수 있습니다. 정보를 접근 가능한 형식으로 제공받을 수 있는 적절한 보조 기구와 서비스도 무료로 이용할 수 있습니다.

877-469-2583 TTY: 711 번으로 전화하거나 담당 기관에 문의하십시오.

মনোযোগ দিন: যদি আপনি বাংলা বলেন তাহলে আপনার জন্য বিনামূল্যে ভাষা সহায়তা পরিষেবাদি উপলব্ধ রয়েছে। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পরিষেবাদিও বিনামূল্যে উপলব্ধ রয়েছে। 877-469-2583 TTY: 711 নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।

UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer 877-469-2583 TTY: 711 lub porozmawiaj ze swoim usługodawcą.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 877-469-2583 TTY: 711 an oder sprechen Sie mit Ihrem Provider.

ATTENZIONE: se parli Italiano, sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi ausiliari adeguati per fornire informazioni in formati accessibili. Chiama l'877-469-2583 TTY: 711 o parla con il tuo fornitore.

注: 日本語を話される場合、無料の言語支援サービスをご利用いただけます。情報をアクセスしやすい形式で提供するための適切な補助器具やサービスも無料でご利用いただけます。877-469-2583 TTY: 711 までお電話いただくか、ご利用の事業者にご相談ください。

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 877-469-2583 TTY: 711 или обратитесь к своему поставщику услуг.

PAŽNJA: Ako govorite srpsko-hrvatski, dostupne su vam besplatne usluge jezične pomoći. Odgovarajuća pomoćna pomagala i usluge za pružanje informacija u pristupačnim formatima također su dostupni besplatno. Nazovite 877-469-2583 TTY: 711 ili razgovarajte sa svojim pružateljem usluga.

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na karagdagang tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 877-469-2583 TTY: 711 o makipag-usap sa iyong provider.

Discrimination is against the law

Blue Cross Blue Shield of Michigan and Blue Care Network comply with Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex (including sex characteristics, intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes). Blue Cross Blue Shield of Michigan and Blue Care Network does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex. Blue Cross Blue Shield of Michigan and Blue Care Network:

- Provide people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as: qualified sign language interpreters, written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provide free language services to people whose primary language is not English, which may include qualified interpreters and information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, call the Customer Service number on the back of your card. If you aren't already a member, call 877-469-2583 or, if you're 65 or older, call 888-563-3307, TTY: 711. Here's how you can file a civil right complaint if you believe that Blue Cross Blue Shield of Michigan or Blue Care Network has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, by mail, fax, or email with:

Office of Civil Rights Coordinator
600 E. Lafayette Blvd., MC 1302
Detroit, MI 48226
Phone: 888-605-6461, TTY: 711
Fax: 866-559-0578

Email: CivilRights@bcbsm.com

If you need help filing a grievance, the Office of Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health & Human Services Office for Civil Rights electronically through the [Office for Civil Rights Complaint Portal website](https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf) <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or by mail, phone, or email at:

U.S. Department of Health & Human Services
200 Independence Ave, SW
Room 509, HHH Building
Washington, D.C. 20201
Phone: 800-368-1019, TTD: 800-537-7697

Email: OCRComplaint@hhs.gov

Complaint forms are available on the U.S. Department of Health & Human Services [Office for Civil Rights website](https://www.hhs.gov/ocr/complaints/index.html) <https://www.hhs.gov/ocr/complaints/index.html>.

[This notice is available at Blue Cross Blue Shield of Michigan and Blue Care Network's website: https://www.bcbasm.com/important-information/policies-practices/nondiscrimination-notice/](https://www.bcbasm.com/important-information/policies-practices/nondiscrimination-notice/)



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