



Frequently asked questions on Total Care

What is a Patient-Centered Medical Home Total Care provider?

Blue Cross Blue Shield of Michigan recognizes health care providers who have earned the **Patient-Centered Medical Home** designation for meeting stringent measures on quality of care and cost efficiency. PCMH providers in Michigan are also recognized as **Total Care** providers nationally. These providers practice the patient-centered approach to care, which means care is focused on you and your health care needs. A PCMH Total Care doctor leads a team of health care professionals committed to improving your overall health. Teams may include nurses, specialty providers, a nutritionist and a therapist. Your team will coordinate care between different providers and health care settings.

Are there advantages for me to see a PCMH Total Care provider?

Absolutely. PCMH Total Care providers look at your whole health. They spend time understanding your health care needs at each visit. Providers aim to prevent problems from occurring by prioritizing prevention and wellness and leveraging the latest technology and equipment. It's also easier to get care when you need it because you have 24-hour access to your PCMH Total Care home. If you have a problem in the middle of the night, your care team is available and may be able to help you avoid a trip to the emergency room. If you need a specialist for a specific condition, your care team can help you find the right one.

And, because all your tests and treatment are tracked through your primary care provider, you have a centralized home for your medical history. This means you won't have to re-explain every symptom and test result each time you visit your doctor.

Do PCMH Total Care providers deliver high-quality care?

Yes. When you see a PCMH Total Care provider, you know you're receiving care that's as good as anywhere in the country. According to PCMH program results, when such practices are compared to non-PCMH Total Care facilities, the PCMH Total Care practice had:

- 35.5% lower rate of adult ambulatory care sensitive* inpatient stays
- 23% lower rate of adult primary care sensitive** emergency room visits
- 25.1% lower rate of pediatric primary care sensitive** ER visits
- 29.6% lower rate of adult readmissions to the hospital
- 9.3% lower rate of high-tech radiology use in adults
- 23.4% lower rate of overall pediatric ER visits

Are there PCMH Total Care providers near me?

Yes. You can find these providers with practices in Iron Mountain and Marquette.

How do I find PCMH Total Care providers?

Log in to your Blue Cross Blue Shield of Michigan member account at bcbsm.com or the mobile app and:

1. Hover on the *Find Care* tab.
2. Click *Find a Doctor*.
3. Select *Doctor's Office* and then *Find a PCP* on the right side of the screen.
4. Select *Filters* and scroll until you see *Total Care*.
5. Look for the *PCMH* or *Total Care* logo next to the provider's info.

Do I see the entire team at my appointments?

You schedule visits with your PCMH Total Care provider. Your doctor's office will then coordinate any care needed from other team members.

Can I see other providers who are not part of my PCMH Total Care medical home?

Yes, unless your health plan requires you to receive care from a designated PCMH Total Care provider.

Are PCMH Total Care providers more expensive?

No. You pay the same out of pocket that you would pay for any provider, primary care or another type, according to your Blue Cross health plan.

Where can I learn more about my care options in the U.P.?

Our website dedicated to care in the U.P. is careinup.com. Visit it for general information, details about PCMH Total Care and to locate providers near you.

*Ambulatory care-sensitive conditions are those that shouldn't require inpatient hospitalization if appropriately managed by a primary care provider.

**Primary care-sensitive conditions are those that should be managed by a primary care provider so an emergency department visit isn't necessary. Blue Cross Blue Shield of Michigan is a nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association.