

# I've selected a plan. What happens now?

EDUCATE

ENGAGE

EMPOWER

We're excited that you chose a Blue Cross Blue Shield of Michigan plan for your health coverage. Whether you're new to Blue Cross, renewing your plan or choosing a different plan, know that we're here for you. For 85 years, we've been the name you can trust for health care coverage and we want to keep that going.

## New to Blue Cross?

If you're new to Blue Cross and you're getting a member ID card, it's on its way. While you're waiting for it, you should register for a member account at [bcbsm.com](https://bcbsm.com) and download our mobile app. Quickly and securely register with the last four digits of your Social Security number. Or register with your Enrollee ID — it's on the front of your Blue Cross member ID card when you receive it. The mobile app is available by searching for BCBSM in the App Store or Google Play.

Once you're registered, you'll be able to:

- Find a doctor
- Manage your claims
- Check your coverage and out-of-pocket expenses
- Manage your prescriptions

Go to [bcbsm.com/member](https://bcbsm.com/member) for more information about your member account and our mobile app.

## Changing plans?

Even if you've been with us for a while, we want to make sure you're making the most of your health care coverage:

- Register as a member at [bcbsm.com](https://bcbsm.com) and download our mobile app if you haven't already done so. (Need help? Go to [bcbsm.com/member](https://bcbsm.com/member).)
- Make sure your doctor still participates with your new plan by using our *Find Care* tool. Simply type in your doctor's name in the tool and it will show a list of plans the doctor participates in for Blue Cross and BCN.
- If your new doctor doesn't participate or you're concerned about disruption of care you're currently receiving, we can help you with the transition of care. Call Blue Cross Customer Service before your plan is effective so that your transition of care benefit can be coordinated.
- Make sure all your prescriptions are covered. You can find this information by logging in to your member account.