With our reimagined care management program, we’re ready to go to work for your employees and their family members. You can be confident they’ll receive the attention, care and resources they need to lead healthier lives and feel better.

If you’re interested in reaching a larger portion of your workforce, contact your Blue Cross account manager or agent for information about additional program options.

*Wellframe is an independent company supporting Blue Cross Blue Shield of Michigan by providing health and wellness services.

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.
Care that’s COMMUNITY BASED
+ Regionally aligned care
We’re plugged in. Our care teams are aligned with the different regions where members live. They develop close relationships with care facilities and community organizations. They know whom to call and where to send members for care.

Our local ties and knowledge at the community level are critical for connecting members to resources close to home such as food delivery services, local clinics, transportation to health services and more.

Care that’s COORDINATED
+ Support by a unified care team
A registered nurse will reach out to members identified for the program. Those who agree to participate will be set up in a custom care program to improve their health and well-being.

Registered nurses work directly with program participants to coordinate the best care to meet their specific needs. Our nurses lead a Blue Cross care team and connect participants to the care they need most.

Our nurse-led care team includes:
- Medical directors to collaborate with members’ doctors and provide medical expertise
- Pharmacists to educate and advise about the right medications
- Dietitians to provide targeted nutritional education and coaching
- Social workers to help locate community resources
- Behavioral health specialists to help with stress, depression, anxiety and other issues

We’ve also extended our capabilities to reach participants with specific needs, such as end-of-life care, complex conditions and more by partnering with companies that specialize in the needed care.

Care that’s DATA DRIVEN
+ Advanced analytics
Using new data sets and refined algorithms, we’re able to pinpoint which members will benefit from care management the most. These are typically members with chronic or complex medical conditions. Blue Cross care teams reach out to them to help develop care plans.

We also use predictive analytics to identify members at risk for chronic conditions and other illnesses to offer preventive and proactive solutions.

Our data process is designed to improve health outcomes and help manage costs.

Care that’s CONNECTED
+ Easy and convenient contact options
It’s now easy for program participants to connect with their nurse through the BCBSM Coordinated Care app, powered by Wellframe®.

Members can use the app to:
- Chat with a nurse through secure messaging
- Set reminders to track appointments and medications
- Read helpful articles about medical conditions
- Monitor health and wellness progress, weight-loss and dietary goals, and more