

Telehealth Professional Services

Talk to a health care professional about minor conditions such as allergies, rashes, cold or flu symptoms and counseling for behavioral health and substance use disorders.

For assistance, contact Teladoc® by phone at 1-855-636-1579 (TTY: 1-855-636-1578), online at [fepblue.org/telehealth](https://www.fepblue.org/telehealth) or use the Teladoc® app.



Member programs and contact information

Customer Service
1-800-482-3600

Case Management
1-800-325-6278

Behavioral Health Case Management
1-800-342-5891

Chronic Condition Management
1-800-588-9116

24/7 Nurse Line
1-888-258-3432

Blue Health Assessment
Visit [fepblue.org](https://www.fepblue.org)

Online Health Coach
Visit [fepblue.org](https://www.fepblue.org)



Federal Employee Program Health Resources



**BlueCross
BlueShield**

Federal Employee Program.

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



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Consider the urgency of the situation

The emergency room is the last and most vital line of defense. Go to the ER when you need medical attention immediately.

An urgent care center is the second line of defense. Go to an urgent care center when you have an illness that is not life-threatening or an injury that requires immediate care.

Your primary care doctor is your first line of defense. Your primary care doctor knows your history and can recommend the best course of action.

Numbers you should know

What levels of cholesterol are healthy?

Measurement	Recommended levels
Total cholesterol	Less than 200 mg/dL
LDL ("bad" cholesterol)	Less than 100 mg/dL
HDL ("good" cholesterol)	40 mg/dL or higher
Triglycerides	Less than 150 mg/dL

Source: Centers for Disease Control and Prevention

Blood Pressure

Blood pressure category	Systolic mm Hg (upper number)		Diastolic mm Hg (lower number)
Normal	Less than 120	and	Less than 80
Elevated	120-129	and	Less than 80
High blood pressure (Hypertension) Stage 1	130-139	or	80-89
High blood pressure (Hypertension) Stage 2	140 or higher	or	90 or higher
Hypertensive crisis (Consult your doctor immediately)	Higher than 180	and/or	Higher than 120

Source: American Heart Association®

Diabetes

What levels of blood sugar are healthy?

Measurement	Recommended levels
A1c	Less than 7%
Blood sugar before a meal	80-130 mg/dL
Blood sugar 1-2 hours after a meal	Less than 180 mg/dL

Source: American Diabetes Association®

Don't forget

Preventive services

Preventive Services are an important part of staying healthy. The preventive services listed below are covered at 100 percent of the allowed amount when rendered by a Preferred provider.

- Mammograms
- Cervical cancer screening
- Prostate cancer screening
- Prenatal care
- Well-child visits
- Flu vaccination
- Nutritional counseling

Basic and Standard Option incentive programs

- Contact Customer Service to see if you or your spouse qualify for one or more incentive programs
- Diabetes Management Incentive Program (up to \$100 toward MyBlue® Wellness Card)
- Pregnancy Care Incentive Program (Pregnancy Care Box and \$75 toward MyBlue® Wellness Card)
- Hypertension Management Program (free blood pressure monitor)
- Tobacco Cessation Incentive Program (free tobacco cessation medication)

