Your BLUE CROSS AND BLUE SHIELD SERVICE BENEFIT PLAN TEAM is here for you
YOUR RESOURCES

We're easy to reach. Keep these phone numbers handy.

Blue Cross Blue Shield of Michigan

1-800-482-3600
8:30 a.m. to 4:30 p.m.
Monday through Friday

FEP BlueDental®:
To find a dental provider or for more information call 1-855-504-2583 (BLUE)
Or visit fepbluedental.com.
To enroll, visit benefeds.com or call 1-877-888-3337 (FEDS).
TTY 1-877-889-5680.

FEP BlueVision®:
To find a vision provider or for more information
Call 1-888-550-2583 (BLUE)
Or visit fepbluevision.com.
To enroll, visit benefeds.com or call 1-877-888-3337 (FEDS).
TTY 1-800-523-2847.

Blue Care Network

1-800-662-6667
TTY 1-800-257-9980
8 a.m. to 5:30 p.m.
Monday through Friday

24/7 Nurse Line:
1-855-624-5214

Other important FEP numbers

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

Retail Pharmacy program:
1-800-624-5060

Mail Service Prescription Drug:
1-800-262-7890

Specialty Drug Pharmacy Program:
1-888-346-3731

Anti-fraud hotline
1-800-482-3787

Vision Care Affinity program:
1-800-551-3337

Worldwide Assistance Center:
U.S. and Puerto Rico only — 1-800-699-4337
All other countries, call collect — 1-804-673-1678

National Information Center:
Call 1-800-411-2583 (BLUE)
8 a.m. to 8 p.m.
Monday through Friday

Visit www.fepblue.org for benefit and claims information, to find a provider, enrollment FAQs, and more.
YOUR TEAM

*We’ll work with you to ensure your employees get the most from their health care coverage – and improve their health.*

Our job is to make your job easier. You can count on us to:

**ASSESS your agency needs:**

We’ll determine how we can best support you and your employees as well as help you resolve account and membership issues.

**MEET with your employees to explain their coverage:**

- Service Benefit Plan overview
- New hire benefits
- Discounts and programs with financial incentives
- Preventive care and wellness and disease management programs
- Online health tools
- Preretirement (coordinating Service Benefit Plan benefits with Medicare)

Service days — onsite information booth

Health fairs

Customized webinars

Help with organization of other special events

We also offer webinars, contact your account representative for details.

**COORDINATE** health fairs, health screenings and presentations that promote a healthy lifestyle.

**PROVIDE** educational materials.
YOUR VALUE

Our wellness programs are free and personalized. And we offer financial incentives as encouragement to participate.

Service Benefit Plan coverage supports your employees in getting and staying healthy. We’ll show you how they can use the wellness programs, powered by WebMD, to set and meet health and fitness goals.

- **The Blue Health Assessment** addresses your employees’ health risks. It only takes minutes to complete online and allows us to customize health-related recommendations to help members improve or maintain their health. They can earn financial incentives for completing the BHA and also get an updated report throughout the year.

- **Our Online Health Coach** program offers members a tailored plan that focuses on their health and wellness goals. Your employees can earn financial rewards as they reach their goals related to exercise, stress management, emotional health, weight loss, nutrition, coronary artery disease, congestive heart failure, chronic obstructive pulmonary disease and asthma.

- Using our **Nurse Line**, members can call, chat online or email a registered nurse for reliable health information 24/7. They’re available at 1-888-258-3432 or at [www.fepblue.org](http://www.fepblue.org).
Blue Care Network

• Your employees with a Blue Care Network federal employee benefit plan as their medical coverage will also receive complete vision coverage.

Costs to members include:
- Vision exam $5
- Lenses and contacts $7.50
- Frames: All charges above $130

• BCN members can call a 24-hour nurse line at 1-855-624-5214.

• Blue Care Network expanded their provider network and continues to provide your employees access to one of the largest provider networks in the U.S. and Michigan.
YOUR RESOURCES

You and your employees have 24/7 access to information about benefits, services and programs.

For your employees
www.fepblue.org
This website gives your employees access to benefit information, a provider directory, online tools and incentive and wellness programs. They can also manage their account online through this website by signing up for a MyBlue® account.

fepblue mobile app
With fepblue, your employees will have personalized, on-the-go access to their health care benefits. They can search “fepblue” to download it free today for iPhone and Android phones.

For you
bcbsm.com/fep
This website is exclusively for Health Benefits Officers. You can get an overview of our services, register for webinars and print flyers, brochures and newsletters.

Contact us
We’re available for new hire orientations and wellness presentations, as well as to provide you with information about member incentives, preretirement, care coordination and web tools. Contact us directly if you have questions or concerns about health care coverage.

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