YOUR CONTACTS

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

Blue Cross and Blue Shield FEP
1-800-482-3600
8:30 a.m. to 4:30 p.m.
Monday through Friday

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

Or visit bcbsm.com.

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

Other important FEP numbers

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

Coordinated Care Program:
1-800-775-2583 (BLUE)

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 RESOURCES

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

For Service Benefit Plan and FEP Blue Focus members

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 Agency 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.

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

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

Greg Mays
Key account manager
313-448-7165
gmays@bcbsm.com

Jenalyn Hintzke
Senior account manager
313-448-5913
jhintzke@bcbsm.com
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:
• Pre-retirement (coordinating Service Benefit Plan benefits with Medicare)
• Service Benefit Plan and FEP Blue Focus overviews
• New hire orientations
• Discounts and programs with financial incentives
• Preventive care and wellness and disease management programs
• Online health tools
Service days — on-site Blue Cross and BCN representatives
Health fairs
Customized webinars
Help with organizing other special events

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 AssessmentSM 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.

• Teladoc® makes it is easier than ever for members to get the care they need. They can talk with board-certified doctors by phone or video anytime, anywhere. Visit fepblue.org/telehealth or call 1-855-636-1579 to get started.

WebMD Health Services is an independent company supporting Blue Cross Blue Shield of Michigan and Blue Care Network members by providing health and wellness services. The Service Benefit Plan and WebMD take the safety and security of your health information very seriously. All of our systems operate in accordance with federal privacy laws, and we take every effort to protect your privacy when you use any of our tools and resources.