Provider Directory Introduction for BCN Advantage™ HMO members

This directory provides a list of BCN Advantage’s network providers. To get detailed information about your health care coverage, please see your Evidence of Coverage.

The BCN Advantage HMO HealthySaver/HealthyValue network is a provider-specific network designed for members of BCN Advantage HMO HealthySaver/HealthyValue. You must receive services from providers in the BCN Advantage HMO HealthySaver/HealthyValue network. If you see a BCN Advantage provider who is not part of the BCN Advantage HMO HealthySaver/HealthyValue network, you are actually seeing an out-of-network provider.

You will have to choose one of the network providers who are listed in this directory to be your Primary Care Provider (PCP). Generally, you must get your health care services from your PCP. When you need specialized treatment, your PCP will coordinate your care through an in-network provider. Your specialist should discuss your care options with your PCP. In some situations, you may be directed back to your PCP for further follow-up care.

The network providers listed in this directory have agreed to provide you with your health care services. You may go to any of our network providers listed in this directory.

Please note:
• In the event of an emergency, call 911 or go directly to an emergency room.
• If your condition is urgent and you are in the BCN Advantage coverage area, go directly to a network urgent care facility. When you are travelling outside the BCN Advantage coverage area, go to any urgent care facility.
• For mental health or substance abuse treatment, call the BCN Advantage behavioral health unit at 1-800-431-1059. TTY users should call 711.
• For routine gynecological services, women may see any participating physician or OB/GYN.

Before selecting a physician, specialist or hospital, check the directory or call to see if they are accepting new patients. You are free to change your PCP by calling the Customer Service number on the back of your card.

An index of physicians who speak foreign languages follows the physician listings in this directory.

If you get a bill from a non-plan provider
We cover certain health care services you may get from non-plan providers, including:
• Care for medical emergencies
• Urgently needed care
• Renal dialysis that you get outside the BCN Advantage service area
• Care that has been approved in advance by Blue Care Network
• Any services that were ordered covered through an appeals process

If a non-plan provider within Michigan asks you to pay for covered services you get in these situations, please contact us at:

BCN Advantage HMO
P.O. Box 68753
Grand Rapids, MI 49516-8753

The provider has a right to get his/her fees, but does not have the right to get them from you. Ask the non-plan provider to bill us first. You should expect to pay your cost share at that time. If you have already paid for the covered services, we will reimburse you for our share of the cost. If you get a bill for the services, you can send the bill to us for payment. We will pay your non-plan provider for our share of the bill and will let you know what, if anything, you must pay.
Emergency care can always be obtained in or out of the service area from the nearest available provider. For urgent care in the BCN Advantage service area you must use plan providers. When out of the service area, you may obtain urgent care from the first available provider. In addition, when out of the service area you can obtain dialysis treatment from any qualified dialysis provider. If you obtain routine care from out-of-network providers neither Medicare nor BCN Advantage will be responsible for the costs.

What is the service area for BCN Advantage HMO HealthySaver and BCN Advantage HMO HealthyValue?
The counties in our service area are listed below:

Arenac, Genesee, Iosco, Kalamazoo, Kent, Livingston, Macomb, Muskegon, Oakland, Oceana, Ottawa, Saginaw, St. Clair, Washtenaw, Wayne.

See the back cover for a map of our service area.

How do you find BCN Advantage HMO HealthySaver and BCN Advantage HMO HealthyValue providers in your area?
This directory lists BCN Advantage providers by county, then city, so you can find primary care physicians and specialists in your community. You can also check the alphabetical index of primary care physicians and specialists. The index gives the page number where you can find a complete listing for the physician.

If you have questions about BCN Advantage or require assistance in selecting a PCP, call us at the number on the back of your ID card. Or, visit www.bcbsm.com/medicare.

Ancillary Providers
Behavioral health, substance abuse, dental care, hearing care, vision care, fitness, durable medical equipment, diabetic supply, outpatient laboratory services

Behavioral health and substance abuse services
Your BCN Advantage behavioral health and substance abuse benefits are available without a referral. BCN care managers are available 8 a.m. to 5 p.m. Monday through Friday for routine care issues and 24 hours a day, seven days a week for behavioral health emergencies. When you call, you’ll speak to a care manager who will evaluate your needs and arrange for the appropriate services. You can call 1-800-431-1059 (TTY 711) to:

• Obtain information about your behavioral health or substance abuse benefits
• Get help in an emergency
• Obtain a referral for mental health or substance abuse services
• Request a different therapist

Dental Care
To find a network dental provider near you, call the Customer Service number on the back of your ID card 8 a.m. to 8 p.m., Monday through Friday, with weekend hours October 1 through March 31. TTY users should call 711. Certain services are available 24/7 through our automated telephone response system. You may also use our online provider search tool to search for PPO dentists in the BCN Advantage network by visiting www.mibluedentist.com.

Hearing care
Your hearing services are provided through our BCN Advantage audiology network. To find a provider near you, check the specialist listings in this directory under Audiology, call BCN Advantage Customer Service or check our online provider directory at www.bcbsm.com/providersmedicare.
Vision care
VSP is your vision care provider. VSP doctors are conveniently located in retail, neighborhood, medical and professional settings, and many offer early morning, evening and weekend hours. To find a VSP provider near you, call the Customer Service number on the back of your ID card 8 a.m. to 8 p.m., Monday through Friday, with weekend hours October 1 through March 31. TTY users should call 711. Or go to www.vsp.com.

Fitness
If your plan includes fitness coverage (consult your Evidence of Coverage), SilverSneakers® is your fitness provider. To find a participating location near you, call 1-888-423-4632 from 8 a.m. to 8 p.m. Eastern time, Monday through Friday. TTY users should call 711. Or visit www.silversneakers.com.

Durable medical equipment supplies
BCN Advantage works with Northwood Inc. to supply your outpatient durable medical equipment, as well as prosthetic and orthotic appliances, except for diabetic supplies. Your PCP or specialist is responsible for determining your need for this equipment. He or she will write a prescription for the equipment, and you must have the prescription filled at a Northwood network provider.

In general, durable medical equipment is covered only when appropriate for use in your home. Coverage is provided for the basic equipment or appliances and for any medically necessary features prescribed by your physician. For services that exceed the basic benefit and quantity limitations, your PCP or specialist may need to document medical necessity. If you wish to enhance your equipment beyond medical necessity, you must pay the difference for the upgrade.

To locate the Northwood network provider nearest you, call 1-800-667-8496, 8:30 a.m. to 5 p.m., Monday through Friday. TTY users should call 711.

Diabetic supplies
If you require diabetic supplies, including insulin pumps, blood glucose monitors, test strips and lancets, you will get your items through the J&B Medical Supply Company network of providers. Your physician will write a prescription for the diabetic supplies you need. To locate a J&B provider near you, call J&B Customer Service at 1-888-896-6233 from 8 a.m. to 5 p.m., Monday through Friday. TTY users should call 711.

Outpatient lab services
BCN Advantage uses Joint Venture Hospital Laboratories (JVHL) as its outpatient lab services provider. To locate a JVHL affiliated provider near you, call 1-800-445-4979, 8 a.m. to 4:30 p.m., Monday through Friday. TTY users should call 711. Or, visit the JVHL website at www.jvhl.org.

If you have additional coverage questions about any of these services, please call the Customer Service number on the back of your ID card.

(Note: VSP, Northwood, J&B and JVHL are independent corporations retained by Blue Care Network to provide services to its Medicare Advantage members. Tivity Health™ is an independent company that has a contract with Blue Cross Blue Shield of Michigan and BCN Advantage to offer fitness services. Tivity Health, SilverSneakers and SilverSneakers FLEX are registered trademarks of Tivity Health, Inc. and/or its subsidiaries and/or affiliates in the USA and/or other countries. © 2018 Tivity Health, Inc. All rights reserved.)