Welcome
TO BLUE CARE NETWORK
Member Handbook

Confidence comes with every card.
bcbsm.com
Quick Reference

**IMPORTANT OR FREQUENTLY USED PHONE NUMBERS**

For more numbers, as well as mail and online options, see section 8 of this handbook, "Contact Us."

**Customer Service:** 1-800-662-6667, TTY: 711  
(8 a.m. to 5:30 p.m. Monday through Friday)  
Talk to a representative about your plan or benefits.

**Behavioral Health Services:** 1-800-482-5982  
Talk to a behavioral health manager in an emergency about issues that cause emotional or mental distress, including substance abuse issues. For more information, see section 4, "How to Use Your Benefits."

**Care while you travel:** 1-800-810-BLUE (2583)  
Find a doctor, urgent care facility or hospital that participates in BlueCard®, our care program when you’re away from home.

**24-hour Nurse Advice Line:** 1-855-624-5214  
Get answers to health care questions any time, anywhere with support from registered nurses.
Dear Joe Regular:

Welcome to Blue Care Network!

We know that health care can seem complicated. That’s why we’re committed to helping you understand your coverage and achieve your wellness goals. This handbook outlines your benefits and explains how your plan works, including:

- What to do first now that you’re a member
- What to do if you get sick or injured
- What you’ll pay for certain services
- The resources we offer to help you stay healthy

We're here to help, so if you have questions about your coverage, call Customer Service or register at bcbsm.com for 24-hour access to your account.

Thank you for your membership. You’ve made the right choice.

Sincerely,

TIFFANY A. ALBERT, PRESIDENT AND CEO
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Thank you for being part of Blue Care Network.

We want to help you understand your medical health care costs. And this card is a convenient way to help you keep track. Detach it and keep it with your health plan ID card so you’ll know what you may have to pay when you receive certain covered medical services*.

Consider the card another helpful tool to use along with your Member Handbook, where you’ll find these sections:

• A “Glossary” with definitions of the terms listed on this card
• “Your Benefits at a Glance” for a summary of your benefits and costs
• Plan requirements in “How Your Plan Works”

For the most detailed and up-to-date information about your plan, log in to your account at bcbsm.com to see the legal documents that describe your coverage.

*Other costs may apply for primary care physician and specialist visits if additional services are performed in the office.
This information serves as a quick reference of what you may pay for certain health care services. These amounts may vary depending upon the actual services performed during your visit. Refer to your account at bcbsm.com for a complete description of your benefits and applicable cost-sharing amounts. There, you’ll find the legal documents that describe your coverage. For questions, call the customer service number on the back of your health plan ID card.

For your convenience, write in your primary care physician’s name and phone number.

_________________________  __________________________
(Name)  (Phone)

This information serves as a quick reference of what you may pay for certain health care services. These amounts may vary depending upon the actual services performed during your visit. Refer to your account at bcbsm.com for a complete description of your benefits and applicable cost-sharing amounts. There, you’ll find the legal documents that describe your coverage. For questions, call the customer service number on the back of your health plan ID card.

For your convenience, write in your primary care physician’s name and phone number.

_________________________  __________________________
(Name)  (Phone)
1. Getting Started

**REGISTER FOR AN ONLINE MEMBER ACCOUNT**
With a secure member account at [bcbsm.com](http://bcbsm.com), you can manage your health care plan, including selecting a primary care physician. You can also see a summary of your benefits, recent claims and out-of-pocket costs, such as your copayments.

➡️ Get started by going to [bcbsm.com/register](http://bcbsm.com/register) or downloading the Blue Cross® app. Search "BCBSM" in the Apple App Store® or Google Play™.

**CHOOSE A PRIMARY CARE PHYSICIAN**
Your primary care physician is the person you think of as “your doctor.” We must have one on file for you and everyone on your contract, and each doctor has to be a primary care physician in your plan’s network. For care to be covered or cost you the least, your primary care physician must coordinate your health care from preventive services to referrals for specialists. If we don’t have a primary care physician on file for you, we’ll assign one to you. We’ll mail you a letter with the details if we do.

➡️ To view or change your PCP, log in to your member account at [bcbsm.com](http://bcbsm.com), click the Doctors & Hospitals tab and then click Primary Care Physician. The Choose a health plan box should show Blue Care Network (HMO) as your health plan. You also can select a primary care physician using the Blue Cross app.

📞 Or call Customer Service at **1-800-662-6667**, and we’ll help you choose.

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**Google Play and the Google Play logo are trademarks of Google Inc.*
1. GETTING STARTED

3 MAKE AN APPOINTMENT WITH YOUR PCP
Get to know your primary care physician — make an appointment for your annual wellness visit or to discuss a medical condition. Your doctor can also write and renew your prescriptions.

4 KNOW THE REFERRAL PROCESS
Your primary care physician will provide your care or refer you to a specialist. If your care isn’t coordinated by your doctor, it may not be covered by your plan. For information about referrals, see "How Your Plan Works."

Covered services
These are health care services, prescription drugs and equipment or supplies that are medically necessary, meet requirements and are paid in full or in part by your plan.
2. How Your Plan Works

Get to know your costs and your card, and find out how to work with your doctor to ensure your care is covered.

How you may share costs with us

As a BCN member, you have help paying for your health care. See explanations below. For specifics about your plan, see “Your Benefits at a Glance” in this handbook.

Beginning of your plan year

- Depending on your plan, BCN pays for certain preventive care and wellness costs throughout the year at no cost to you.
- You pay copayments for certain covered services, like PCP office visits and urgent care.
- You pay for other medical costs until you meet your deductible, if your plan includes a deductible.

Copayment (or copay)
A fixed dollar amount you pay each time you get certain types of care (for example, $25 for a visit to your PCP or $50 for an urgent care visit).

Coinsurance
Your share of the costs of a covered service, calculated as a percentage (for example, you pay 20 percent of the BCN approved amount, and BCN pays 80 percent).

Deductible
The amount you must pay for most health care services before BCN begins to pay. The deductible may not apply to all services.

Out-of-pocket maximum
The most you may have to pay for covered health care services during the year. The out-of-pocket maximum includes your deductible, copays and coinsurance.

Once you've met your deductible (if applicable)

- You continue to pay copayments and coinsurance until the total you’ve paid for copayments, coinsurance and deductibles meets your out-of-pocket maximum.
- If there’s more than one person on your plan, you may have to meet a family, as well as an individual, out-of-pocket maximum.

Once you've reached the out-of-pocket maximum(s)

- BCN pays for all other covered services. You don’t owe a thing. (Please note your plan may not have an out-of-pocket maximum.)

At the end of the plan year

- Your deductible and out-of-pocket maximum reset for the next year.
### Sample health care ID card

*Below is a sample health care ID card that explains the information you see.*

1. **Enrollee Name:** The person who has coverage — it may be you, your spouse or your parent.

2. **Enrollee ID:** Used by health care providers to identify you and your benefits. You may be asked for this number when you use your benefits, fill out forms or when you have questions about coverage.

3. **Issuer:** Identifies your specific plan, primarily for health care providers; it’s unlikely you’ll be asked for it.

4. **Group Number:** Your group’s BCN number. If you don’t belong to a group, another number appears here. You may be asked for this number when you use your benefits, fill out forms or when you have questions about coverage.

5. **Suitcase:** The symbol for the BlueCard program, which gives you access to Blue Cross doctors and hospitals when you’re traveling outside of Michigan.

6. **Blue DentalSM:** Indicates dental coverage, if you have it.

7. **Plan:** The type of organization or network you’re enrolled in, which defines your coverage. You may be asked for this information when using your benefits.

8. **Rx BIN & Rx GRP:** Used by pharmacies to handle prescription claims.

9. **Rx:** Indicates prescription drug coverage.

10. **Rx Limited:** Indicates limited prescription coverage available under the Affordable Care Act when the plan doesn’t offer a pharmacy benefit.
2. HOW YOUR PLAN WORKS

Your primary care physician

Your PCP is your partner in health care and maintains a record of the care you receive. He or she provides and coordinates preventive care (such as regular checkups, health screenings and immunizations) and refers you to specialists, if necessary.

Each person covered under your contract must select a PCP from these categories:

- **Family medicine and general practice:** Practitioners who treat patients of all ages, from newborns to adults
- **Internal medicine:** Doctors trained to identify and treat adult and geriatric medical conditions
- **Internal medicine/pediatrics:** Doctors trained in internal medicine and pediatrics who treat infants, children, adolescents and adults
- **Pediatrics:** Pediatricians who treat infants, children and adolescents 18 years and younger

**FINDING A PCP**

If you don’t have a PCP, or if you’d like to change the doctor we have on file for you, we make it easy for you to find one in your area.

To choose or change your PCP online, log in to [bcbsm.com](http://bcbsm.com), click the **Doctors & Hospitals** tab in the top menu bar, and click **Primary Care Physician**. The **Choose a health plan** box should show **Blue Care Network (HMO)** as your health plan.

You can also do this by phone — just call Customer Service at **1-800-662-6667**.
2. HOW YOUR PLAN WORKS

Referrals / Coordinating Care with Your Doctor

Your PCP provides your care or coordinates it through BCN’s referral process. When your PCP decides that you need specialty care, he or she will provide a referral, which allows you to receive treatment or services from another health care provider. Referrals are provided to the health care provider electronically, on paper or called in. This process allows your doctor to coordinate the care you’re receiving. Some PCPs are affiliated with certain groups of doctors and hospitals and will generally refer you to them for any care you need. This helps them better coordinate your care.

- It’s important to confirm that your PCP refers you to an in-network specialist to ensure you receive coverage for treatment. You don’t need a referral for emergency care. You may need special approval from BCN for certain services and for services from specialists who aren’t part of your plan’s network.
- Your referral for treatment with a specialist can range from 90 days to 365 days.
- Changing your PCP while a specialist is treating you may change your treatment referral. Check with your new PCP.
- If your PCP doesn’t refer you, you’re responsible for the cost of services.

All referrals must come from your PCP.

You don’t need a referral for behavioral health, but you must be seen by a network provider. For more information, see “How to use your benefits.”

No referral needed when female members see a network gynecologist or obstetrician for annual well-woman visits and obstetrical care (Woman’s Choice program).

To find a gynecologist or an obstetrician, log in to your member account at bcbsm.com, and click the Doctors & Hospitals tab in the top menu bar.
Prior authorization

Sometimes, a “prior authorization” is required for medical services such as hospital care, elective surgeries and specialty drugs. This means your doctor must contact us, and we must approve care before you receive it or you may be responsible for the cost of the service.

In-network vs. out-of-network care

A network is a group of providers (doctors, hospitals and vendors) that have contracted with BCN to provide health care services. Note: You’re always covered for emergency care (see “Your Benefits at a Glance”).

If your doctor is not in your plan's network

To continue care with a doctor who’s not in your plan’s network, one of these situations must apply to you:

• You’re receiving an ongoing course of treatment and changing doctors would interfere with recovery (care may continue through the current course of treatment — up to 90 days).

• You’re in the second or third trimester of pregnancy (care may continue through delivery).

• You have a terminal illness (care may continue for the remainder of your life).

This continuity of care may also apply when your doctor leaves the BCN network. Authorization from BCN is required.

To ask for continuity of care, call Customer Service at 1-800-662-6667.
3. Your Benefits at a Glance

This section has an easy-to-read description of frequently used information about your benefits. This is an overview; it’s not a contract. An official description of your benefits is in your Certificate of Coverage and riders.

Know your benefits

The table in this section lists some commonly used benefits and their coverage details.

When reading the table, keep in mind that only your primary care physician, or PCP, can refer you to specialty care. If your PCP doesn’t refer you, you’re responsible for the cost of services. BCN also needs to authorize certain services.

The table is intended to be a summary of your benefits and not a contract. It doesn’t include all benefit limitations and exclusions. You also have access to a Summary of Benefits and Coverage, or SBC, customized for you as required by the Affordable Care Act. The SBC has medical examples to illustrate the benefits of your health care coverage.

For information about all your benefits and how your deductibles, coinsurance and copays work, refer to your legal documents, your Certificate of Coverage and riders.

To see your certificate and riders, log in to your account at bcbsm.com; click My Coverage in the blue bar at the top of the page; select Medical from the drop down menu; click Plan Documents in the left-hand column; and scroll down to Certificates and Riders.

To view your SBC online, log in to your account at bcbsm.com.

To request a paper copy of these documents, call Customer Service at 1-800-662-6667.
### 3. YOUR BENEFITS AT A GLANCE

#### COMMONLY USED BENEFITS

<table>
<thead>
<tr>
<th>Category</th>
<th>Information</th>
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</thead>
<tbody>
<tr>
<td><strong>Annual Deductible, Coinsurance and Out-of-Pocket Maximum</strong></td>
<td>YOUR BENEFIT INFORMATION WILL APPEAR HERE</td>
</tr>
<tr>
<td><strong>Deductible</strong></td>
<td>YOUR BENEFIT INFORMATION WILL APPEAR HERE</td>
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<tr>
<td><strong>Annual coinsurance maximum</strong></td>
<td>YOUR BENEFIT INFORMATION WILL APPEAR HERE</td>
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<tr>
<td><strong>Out-of-pocket maximum - deductibles, copays and coinsurance amounts for covered services apply to the out-of-pocket maximum</strong></td>
<td>YOUR BENEFIT INFORMATION WILL APPEAR HERE</td>
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<tr>
<td><strong>Physician Office Services</strong></td>
<td>YOUR BENEFIT INFORMATION WILL APPEAR HERE</td>
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<tr>
<td><strong>Primary care physician visits</strong></td>
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<tr>
<td><strong>Specialist visits</strong></td>
<td>YOUR BENEFIT INFORMATION WILL APPEAR HERE</td>
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<tr>
<td><strong>Maternity</strong></td>
<td>YOUR BENEFIT INFORMATION WILL APPEAR HERE See Hospital Care below for facility charges.</td>
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<tr>
<td><strong>Allergy office visit</strong></td>
<td>YOUR BENEFIT INFORMATION WILL APPEAR HERE</td>
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<td><strong>Immunizations</strong></td>
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<td><strong>Emergency Services</strong></td>
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<td><strong>Emergency room</strong></td>
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<td><strong>Urgent care center</strong></td>
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<td><strong>Emergent ambulance services</strong></td>
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<td><strong>Non-emergent ambulance services</strong></td>
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<td><strong>Diagnostic and Therapeutic Services</strong></td>
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<td><strong>Outpatient facility visits/diagnostic services</strong></td>
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<td><strong>Radiation therapy</strong></td>
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<td><strong>Chemotherapy</strong></td>
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<td><strong>Dialysis</strong></td>
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<td><strong>Hospital Care</strong></td>
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<td><strong>Inpatient hospital admission</strong></td>
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<td><strong>Newborn care</strong></td>
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### 3. YOUR BENEFITS AT A GLANCE

#### COMMONLY USED BENEFITS continued

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<td>Skilled nursing facility days</td>
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<td>Hospice</td>
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<td>Home care visits</td>
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<th>Surgical Services</th>
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<td>Outpatient surgery facility</td>
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<td>Second surgical opinion</td>
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<td>Surgical assistant</td>
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<td>Anesthesia</td>
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<td>Elective abortion procedures</td>
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<tr>
<td>Weight reduction procedures (criteria required)</td>
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<tr>
<td>Orthognathic surgery</td>
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**Mental Health and Substance Abuse Treatment - Call 1-800-482-5982 when you need care.**

| Inpatient mental health                        | YOUR BENEFIT INFORMATION WILL APPEAR HERE |
| Inpatient mental health days                   | YOUR BENEFIT INFORMATION WILL APPEAR HERE |
| Inpatient mental health time period            | YOUR BENEFIT INFORMATION WILL APPEAR HERE |
| Outpatient mental health                       | YOUR BENEFIT INFORMATION WILL APPEAR HERE |
| Outpatient mental health visit limit           | YOUR BENEFIT INFORMATION WILL APPEAR HERE |
| Outpatient mental health additional visits     | YOUR BENEFIT INFORMATION WILL APPEAR HERE |
| Inpatient substance abuse                      | YOUR BENEFIT INFORMATION WILL APPEAR HERE |
| Inpatient substance abuse time period          | YOUR BENEFIT INFORMATION WILL APPEAR HERE |
| Outpatient substance abuse                     | YOUR BENEFIT INFORMATION WILL APPEAR HERE |
| Outpatient substance abuse visit limit         | YOUR BENEFIT INFORMATION WILL APPEAR HERE |
| Detoxification - substance abuse               | YOUR BENEFIT INFORMATION WILL APPEAR HERE |
3. YOUR BENEFITS AT A GLANCE

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<th>COMMONLY USED BENEFITS continued</th>
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Durable Medical Equipment, Diabetic Supplies and Prosthetics and Orthotics
For durable medical equipment and prosthetics and orthotics, call Northwood at 1-800-667-8496. For diabetic supplies, call J&B Medical Supply Company at 1-888-896-6233.

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<thead>
<tr>
<th>Benefit Category</th>
<th>Your Benefit Information Will Appear Here</th>
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<tr>
<td>Durable medical equipment</td>
<td>YOUR BENEFIT INFORMATION WILL APPEAR HERE</td>
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<tr>
<td>Diabetic supplies</td>
<td>YOUR BENEFIT INFORMATION WILL APPEAR HERE</td>
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<td>Prosthetics</td>
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<td>Orthotics</td>
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<tr>
<td>Prescription Drugs</td>
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<tr>
<td>Prescription drug coverage</td>
<td>YOUR BENEFIT INFORMATION WILL APPEAR HERE</td>
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<tr>
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<td>Allergy evaluation/serum/testing</td>
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<td>Allergy injections</td>
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<td>Infertility care (criteria required)</td>
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<td>Outpatient physical, occupational and speech therapy/outpatient rehabilitation</td>
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<tr>
<td>Outpatient physical, occupational and speech therapy/outpatient rehabilitation limits</td>
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<td>Autism spectrum disorder</td>
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<tr>
<td>Temporomandibular joint (TMJ)</td>
<td>YOUR BENEFIT INFORMATION WILL APPEAR HERE</td>
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</table>
4. How to Use Your Benefits

Find out how to get care, including routine office visits, specialty care and medical services.

When you need medical care

This chart tells you what to do to get care. Remember to call your PCP first for all services from a routine checkup to an injury or symptoms that need prompt attention (with the exception of emergency care).

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<tr>
<th>GUIDE TO GETTING MEDICAL CARE</th>
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<td><strong>Type of care</strong></td>
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<td>Regular and routine care appointments (routine, primary and specialty care)</td>
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<tr>
<td>Urgent care</td>
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<td>Emergency care</td>
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<tr>
<td>Hospital care</td>
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</tbody>
</table>
4. HOW TO USE YOUR BENEFITS

Your benefits when you travel

Doctors and hospitals that contract with Blue Cross and Blue Shield plans nationwide participate in BlueCard, our care program when you’re away from home.

📋 You can find BlueCard providers by using the Blue National Doctor & Hospital Finder at bcbsm.com.

📞 Learn more about the BlueCard program by calling Customer Service at 1-800-662-6667. You can also read the BlueCard disclosure in this book. See "Information About Us."

PHARMACY COVERAGE

You can fill prescriptions at any Blue Cross participating pharmacy when you travel. Your health care ID card is accepted at thousands of pharmacies nationwide, including most major chains.

EMERGENCY CARE

You’re always covered for emergency care — in Michigan, across the country and around the world. Just show your health care ID card. When traveling outside the United States, you may be required to pay for services and then seek reimbursement. To speed reimbursement, bring back an itemized bill or prescription invoice and any medical records you can get.

📋 Download the reimbursement form at bcbsm.com/billform.

📞 Or call Customer Service at 1-800-662-6667 for the form.

MEDICAL SUPPLIES AND EQUIPMENT

If you need durable medical equipment while traveling, call our partner, Northwood, Inc.*

📞 Call Northwood, Inc. at 1-800-667-8496.

If you need diabetic supplies while traveling, call our partner, J&B Medical Supply Company.**

📞 For more information, call J&B Customer Service at 1-888-896-6233.

*Durable medical equipment
Special supplies or equipment, such as wheelchairs and oxygen tanks, that your PCP prescribes

**Diabetic supplies
Diabetic materials that your PCP prescribes, including insulin pumps and blood glucose meters

*Northwood is an independent company that provides durable medical equipment for Blue Care Network of Michigan.

**J&B Medical Supply Company is an independent company that provides diabetic materials for Blue Care Network of Michigan.
## 4. HOW TO USE YOUR BENEFITS

### GUIDE TO YOUR BENEFITS WHEN YOU TRAVEL

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<th>Type of care</th>
<th>What you need to do</th>
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<tr>
<td><strong>In Michigan</strong></td>
<td><strong>Emergency care</strong></td>
<td>Call 911 or go to the nearest hospital emergency room.</td>
</tr>
<tr>
<td><strong>Urgent care</strong></td>
<td><em>The symptoms are severe enough that someone with average health knowledge believes that immediate medical attention is needed.</em></td>
<td>To locate a participating urgent care center, call Customer Service or visit <a href="http://bcbsm.com/find-a-doctor">bcbsm.com/find-a-doctor</a>.</td>
</tr>
<tr>
<td><strong>Nonurgent care</strong></td>
<td></td>
<td>Call your PCP to coordinate services that don’t require immediate attention.</td>
</tr>
<tr>
<td><strong>In the United States but outside Michigan</strong></td>
<td><strong>Emergency care</strong></td>
<td>Call 911 or go to the nearest hospital emergency room.</td>
</tr>
<tr>
<td><strong>Urgent care</strong></td>
<td><strong>Call BlueCard</strong> at 1-800-810-BLUE (2583) to locate an urgent care center.</td>
<td>Call Customer Service for details about your health benefits and required authorizations.</td>
</tr>
<tr>
<td><strong>Follow-Up care</strong></td>
<td><em>To treat or monitor a chronic condition</em></td>
<td>Call Customer Service for details about your health benefits and required authorizations.</td>
</tr>
<tr>
<td><strong>Routine care</strong></td>
<td><em>Doctor’s visit for a minor illness</em></td>
<td>Call BlueCard at 1-800-810-BLUE (2583) to find a physician at your destination.</td>
</tr>
<tr>
<td><strong>Other services</strong></td>
<td><em>Such as elective surgeries, hospitalizations, mental health or substance abuse services</em></td>
<td>Call Customer Service for details about your health benefits and to determine which services require prior authorization.</td>
</tr>
<tr>
<td><strong>Outside the United States</strong></td>
<td><strong>Emergency care</strong></td>
<td>Go to the nearest hospital emergency room.</td>
</tr>
<tr>
<td></td>
<td><em>You may be required to pay for services and then seek reimbursement. Be sure to get an itemized bill and medical records to speed reimbursement.</em></td>
<td></td>
</tr>
</tbody>
</table>

- Download the reimbursement form at [bcbsm.com/billform](http://bcbsm.com/billform).
- Or call Customer Service at **1-800-662-6667** for the form.

*If your coverage includes BlueCard®, a program of the Blue Cross and Blue Cross Shield Association, you have nationwide access to Blue plan physicians and hospitals. Learn more about the BlueCard program by reading the disclosure document online at [bcbsm.com/bluecarddisclosure](http://bcbsm.com/bluecarddisclosure), or call Customer Service at **1-800-662-6667** to have a copy sent to you.*
4. HOW TO USE YOUR BENEFITS

Special care for women

We comply with all federal laws relating to the care of female members. These include:

**BREAST RECONSTRUCTION FOLLOWING A MASTECTOMY**

Our health coverage complies with the Women’s Health and Cancer Rights Act of 1998. It includes the following important protection for breast cancer patients who elect breast reconstruction in connection with a mastectomy:

- Reconstruction of the breast on which the mastectomy has been performed for treatment of cancer
- Surgery and reconstruction of the other breast to produce a symmetrical appearance
- Prostheses and other care to alleviate physical complications of all stages of a mastectomy

**HOSPITAL STAYS FOR CHILDBIRTH**

The Newborns’ and Mothers’ Health Protection Act of 1996 prohibits health plans from restricting hospital stays for childbirth to less than 48 hours following a vaginal delivery or 96 hours following a cesarean section.

A physician or other health provider doesn’t need to obtain authorization for prescribing a hospital stay up to 48 hours following a vaginal delivery or 96 hours following a cesarean section. However, the attending physician or certified nurse midwife, in consultation with the mother, may discharge the mother or newborn earlier than 48 hours following a vaginal delivery or 96 hours following a cesarean section.

**Lab services**

BCN contracts with Joint Venture Hospital Laboratories*, also known as JVHL, to provide clinical laboratory services throughout Michigan. This gives you access to more than 80 hospitals and 200 service centers that provide 24-hour access and a full range of laboratory services.

📞 For information about lab services near you, call 1-800-445-4979.

*JVHL is an independent company that provides lab services for Blue Care Network of Michigan.
Pain management

We provide coverage for certain medically necessary treatments to manage pain associated with a condition, because we consider pain management services an integral part of a complete disease treatment plan. Your PCP will coordinate the care you need.

Medical supplies and equipment

Sometimes, when you’re recovering from an operation or an illness, your PCP may order special equipment, such as a wheelchair or oxygen tank, to maintain your quality of life. These types of items are called durable medical equipment.

Your doctor will tell you what you need and write a prescription. BCN only covers basic equipment that you can use at home. If the equipment you want has special features that aren’t medically necessary or are considered a luxury, you can choose to pay the cost difference between the basic item and the one with special features.

When you purchase medical equipment, you might have to share the cost with BCN through copays or coinsurance. Check "Your Benefits At-a-Glance" in this book for coverage details.

Northwood Inc. partners with BCN to provide durable medical equipment as well as prosthetic and orthotic appliances for members.

To locate a Northwood provider near you, call Northwood at 1-800-667-8496. Representatives are available from 8:30 a.m. to 5 p.m. Monday through Friday. On-call associates are available after business hours.

J&B Medical Supply Company partners with BCN to provide diabetic materials, including insulin pumps and blood glucose meters.

For more information, call J&B Customer Service at 1-888-896-6233.
Behavioral health coverage

All BCN members are covered for behavioral health, including mental health and substance abuse care. Also covered are other types of conditions that cause emotional or mental distress such as life adjustment issues and depression.

Behavioral health care managers are available 24 hours a day, seven days a week for emergencies at 1-800-482-5982 (TTY users call 711). You don’t need a referral from your PCP. However, you must be seen by a doctor in your plan’s network.

GUIDE TO GETTING BEHAVIORAL HEALTH SERVICES

<table>
<thead>
<tr>
<th>Type of care</th>
<th>Description</th>
<th>What you need to do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine care</td>
<td>Where no danger is detected and your ability to cope is not at risk.</td>
<td>Tell the behavioral care manager of any special needs to ensure appropriate referral.</td>
</tr>
<tr>
<td>Get care:</td>
<td>Within 10 days for a first visit and 30 business days for subsequent visits</td>
<td></td>
</tr>
<tr>
<td>Urgent care</td>
<td>Conditions that are not life-threatening, but face-to-face contact is necessary within a short period of time.</td>
<td></td>
</tr>
<tr>
<td>Get care:</td>
<td>Within 48 hours</td>
<td>Call the mental health help number on the back of your BCN ID card.</td>
</tr>
<tr>
<td>Emergency care for conditions that are not life-threatening</td>
<td>Conditions that require rapid intervention to prevent deterioration of your state of mind, which left untreated, could jeopardize your safety.</td>
<td>Call the mental health help number on the back of your BCN ID card.</td>
</tr>
<tr>
<td>Get care:</td>
<td>Within 6 hours</td>
<td></td>
</tr>
<tr>
<td>Emergency care for life-threatening conditions</td>
<td>A condition that requires immediate intervention to prevent death or serious harm to you or others.</td>
<td>Seek help at the nearest emergency room, or call 911.</td>
</tr>
<tr>
<td>Get care:</td>
<td>Immediately</td>
<td>After the emergency, contact your PCP within 24 hours.</td>
</tr>
</tbody>
</table>

Some services aren’t covered

*Your plan doesn’t cover:*

- Services obtained without following BCN procedures
- Cosmetic services or supplies
- Custodial care
- Experimental or investigational treatment
- Personal convenience items
- Rest cures
- Acupuncture
- Routine exams related to employment, insurance licensing, a court order or travel
- Self-help programs
5. Your Drug Benefit

Get to know your prescription drug benefit with information on coverage and how to fill prescriptions.

Your prescription drug coverage

We make every effort to provide the best value for your dollar, and your drug benefit reflects this. To see your drug benefit, which includes your coinsurance and copay amounts for prescriptions, you’ll need to view your prescription drug rider.

To view your drug rider, log in to your account at bcbsm.com. Click My Coverage in the blue bar at the top of the page. Click Medical in the drop down menu. Click Plan Documents in the left column. Scroll down to the Certificates and Riders section.

Your drug list

Your Custom Drug List shows the medications that may be covered under your drug benefit. These medications were selected by a team of doctors, pharmacists and other health care experts for their effectiveness, safety and value.

For the most current Custom Drug List of covered medications and requirements, visit bcbsm.com/BCNdruglists.

Download our Mobile App

With an Apple iPhone® or Android™ smartphone, you can use the BCBSM mobile app to research drug prices, see what your plan covers and view and share your virtual ID card. The mobile app connects you securely with the health plan info on your bcbsm.com account when you need it.
How tiers work

Your drug list is organized by tiers, with the most cost-effective drugs in the lower tiers.

**TIER 1 • Lowest copay**
You pay the lowest copay for generic and certain brand-name medications. Some members have a benefit that places generic drugs into these two tiers:

- **TIER 1A • Lower generic copay**
  These generic drugs are used to treat chronic diseases like high blood pressure, high cholesterol, diabetes, heart disease and depression.

- **TIER 1B • Higher generic copay**
  Includes generic medications that don’t fall into Tier 1A.

**TIER 2 • Higher preferred brand copay**
This tier includes brand-name drugs that don’t have a generic equivalent. These drugs are more expensive than generic medications.

**TIER 3 • Highest nonpreferred brand copay**
This tier includes brand-name drugs for which there’s either a generic alternative or a more cost-effective brand. Please note that these drugs may not be covered.

**Specialty drugs**

- **TIER 4 • Lower specialty drug copay**
  These specialty drugs are more cost-effective than specialty drugs in Tier 5.

- **TIER 5 • Higher specialty drug copay**
  These specialty drugs have the highest copay because there may be a more cost-effective generic or brand version available.

Specialty drugs treat complex conditions, such as cancer, chronic kidney failure and multiple sclerosis, and may require special handling and monitoring. Some drug benefits add copay levels for specialty drugs. For these drugs, you’ll pay coinsurance up to a copay maximum per prescription.
5. YOUR DRUG BENEFIT

Keeping down costs with generic drugs

Brand-name medications are expensive. The good news is that generics have identical active ingredients in the same strengths as their brand-name equivalents, but often cost far less. Your prescription will be filled automatically with the generic version of a drug if a generic is available.

DISPENSE AS WRITTEN

Sometimes, physicians prescribe brand-name drugs to be "dispensed as written." In addition to your copay, you'll have to pay the difference in cost between the brand-name drug and the price of its generic equivalent.

Some drugs don’t have a copay

Under the Affordable Care Act, some members can receive certain commonly prescribed drugs without any cost sharing. To get these drugs, you need a prescription from your doctor, and you must meet plan requirements.

For a complete list of these products, please see the Preventive Drug List online at bcbsm.com/BCNdruglists.

Some drugs need approval

We review the use of certain drugs to make sure that our members receive the most appropriate and cost-effective drug therapy. For example, you may be required to try one or more preferred drugs to treat your health condition (called step therapy), or your doctor may have to get approval before a drug is covered.

If the drug is not approved, you may have to pay the full cost of the drug.

Have your doctor contact the BCN Pharmacy Help Desk to request approval for a drug. Or, call Customer Service at the number on the back of your member ID card.
5. YOUR DRUG BENEFIT

Filling a prescription

*There are two ways to fill your prescription.*

AT A RETAIL PHARMACY

More than 2,400 retail pharmacies in Michigan and 65,000 retail pharmacies outside of Michigan accept your BCN member ID card. You may fill all prescriptions (including specialty drugs) at any of these pharmacies.

- You may also save on your copays by getting up to a 90-day supply of your prescription at a retail pharmacy.
- An initial 30-day trial period is required before a 90-day supply of a brand-name prescription is covered.

MAIL ORDER (HOME DELIVERY)

You can receive your prescriptions through one of our mail-order vendors. The type of drug you take determines which mail-order vendor you use.

- **Specialty drugs** should be ordered through Walgreens Specialty Pharmacy*.
  
  Contact Walgreens Specialty Pharmacy at 1-866-515-1355.
  Or visit walgreensspecialtyrx.com.
  *Walgreens Specialty Pharmacy is an independent company that provides specialty pharmacy services for Blue Care Network of Michigan.

- **All other drugs** should be ordered through Express Scripts** mail-order pharmacy. Mail-order prescriptions for most nonspecialty medications can be written for up to a 90-day supply. What you pay for a prescription depends on your drug rider. You must request mail-order drugs at least 14 days before you need them to ensure that you have enough medication on hand before you start the mail-order process.
  
  Contact Express Scripts at 1-800-229-0832.
  Express Scripts and Walgreens don’t accept telephone orders for new prescriptions. Your doctor can mail or fax the first prescription. Or, you can mail a request form and your original prescription. Download the form at bcbsm.com or call Customer Service.
  
  If you have questions about which mail-order vendor to use, please call Customer Service at the number on the back of your ID card.
  Or visit bcbsm.com/pharmacy.

  *Walgreens Specialty Pharmacy is an independent company that provides specialty pharmacy services for Blue Care Network of Michigan.
  **Express Scripts® is an independent company that provides pharmacy benefit management services for Blue Care Network of Michigan.
  ***Accredo is an independent company that provides pharmacy benefit management services for Blue Care Network of Michigan.
Some drugs and medical supplies aren’t covered

Certain types of drugs and medical supplies may not be covered under your drug plan. These include:

- Drugs used for experimental or investigational purposes
- Cosmetic drugs
- Drugs included as a medical benefit (such as injectable drugs and vaccines that are usually given in a doctor’s office)

  **Note:** BCN members can get influenza, pneumonia, shingles, HPV, Tdap and meningococcal vaccines at network retail pharmacies with a prescription.

- Replacement prescriptions resulting from loss, theft or mishandling
- Compounded drugs — with some exceptions
- Drugs not approved by the FDA
- Proton pump inhibitors, non-sedating antihistamines and nasal steroids (These medications have over-the-counter alternatives that are available without a prescription.)

Check your drug rider for additional items that may not be covered.
6. Guidelines for Good Health

It’s easier to stay healthy than to get healthy once you’re sick. That’s why we encourage preventive care. These recommended screenings and lifestyle tips can help reduce your risk for serious illness.

Preventive care / SCREENINGS AND EXAMS

ALL ADULTS

**Diabetes screening**
Diabetes can lead to kidney disease, amputations and blindness. People with diabetes are at greater risk for heart disease and stroke than the general population.
Your PCP will evaluate your health, which may include a height and weight assessment as well as various tests and screenings based on your age, conditions and other factors.

**Osteoporosis screening**
This test can tell if you’re at risk for bone weakness, which can lead to bone fractures. About 34 million Americans are at risk for osteoporosis.

**Regular checkups**
These are key to staying healthy and reducing your risk for diseases. Your PCP will coordinate the care you need.

**HIV screening**
HIV attacks the infection-fighting cells of the immune system. Without these cells, the body can’t fight infections and certain cancers.

**Wellness exam**
An annual physical is recommended because preventive care helps prevent or detect problems.
6. GUIDELINES FOR GOOD HEALTH

Preventive care **CONTINUED**

### ALL ADULTS continued

<table>
<thead>
<tr>
<th><strong>Blood pressure screening</strong></th>
<th><strong>Colorectal cancer screening</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>High blood pressure can cause a number of problems, including heart attack and stroke.</td>
<td>This screening can greatly reduce (by 95 percent) the risk of colorectal cancer, the second leading cancer killer in the United States.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Cholesterol screening</strong></th>
<th><strong>Glaucoma screening</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>This test detects high cholesterol levels that can increase your risk of a heart attack.</td>
<td>This test can detect glaucoma, a leading cause of blindness, which often occurs without any warning signs.</td>
</tr>
</tbody>
</table>

### WOMEN

<table>
<thead>
<tr>
<th><strong>Care after delivery</strong></th>
<th><strong>Chlamydia screening</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Postpartum visits are the time to talk about problems with healing, contraception, coping with parenthood and breastfeeding.</td>
<td>Chlamydia is the most common and easily treatable sexually transmitted infection. The test can detect the infection when there are no symptoms. That’s the case in 70 percent of infected patients. All pregnant women should be screened for chlamydia.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Cervical cancer and Pap test screening</strong></th>
<th><strong>Mammogram</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cervical cancer begins with small changes in the cells of the cervix. Regular Pap tests almost always show these cell changes before they turn into cancer.</td>
<td>Mammograms can detect abnormalities. Your chances for recovery are better if breast cancer is discovered early.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Prenatal care</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular prenatal care is vital to a healthy pregnancy and can reduce risk of complications for both mom and baby.</td>
</tr>
</tbody>
</table>
6. GUIDELINES FOR GOOD HEALTH

Preventive care CONTINUED

MEN

Prostate cancer screening
The earlier an abnormality is discovered, the more treatment options are available and the more likely you are to have a successful outcome.

CHILDREN

Cholesterol screening
This test can detect high cholesterol levels that have been linked to heart disease.

Lead screening
Even low levels of lead can be dangerous to infants and children. They can cause lead poisoning, which leads to problems in mental development.

Pregnancy prevention and counseling
Education can help your teen avoid unplanned pregnancy.

Vision screening
Taking care of your child’s eyes helps detect problems with sight.

Well child exam
During this visit, your doctor will check your child’s development and discuss nutrition and injury prevention.

Immunizations

The Centers for Disease Control and Prevention recommends immunizations for adults and children. Discuss them with your primary care physician, who will let you know the right timetable for immunizing yourself and your family.

The diseases that vaccines prevent can be dangerous, even deadly. Vaccines work with the body’s natural defenses to help it safely develop immunity to disease.

View the CDC’s recommended vaccination schedules at cdc.gov/vaccines/schedules.

Blue Care Network of Michigan doesn’t control this website or endorse its general content.
### Lifestyle tips

**Leading causes of death for men and women in the United States are heart disease, cancer, stroke and lung disease.**

Here’s what you can do to lower your chances of developing these conditions.

<table>
<thead>
<tr>
<th><strong>Exercise</strong></th>
<th>Thirty minutes of moderate physical activity a day will help keep you fit and may prevent some diseases. Exercise can be cutting the grass or just walking. The important thing is to get moving.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Know your numbers</strong></td>
<td>Your cholesterol, blood pressure, weight and body mass index are key numbers for gauging your heart health.</td>
</tr>
<tr>
<td><strong>Maintain a healthy weight</strong></td>
<td>Anyone who’s overweight has increased risks for diseases and conditions such as diabetes, heart disease and stroke.</td>
</tr>
<tr>
<td><strong>Manage stress</strong></td>
<td>Stress can keep us on our toes — or undermine our health. If stress is causing you to eat poorly or drink too much, smoke or neglect your health, take care of yourself by finding ways to relax.</td>
</tr>
</tbody>
</table>

**Don’t use tobacco**

Tobacco use increases your risk for cancer and heart disease.

📞 If you use tobacco, join our effective tobacco-cessation program by calling 1-855-326-5102.

**Eat healthy, balanced meals**

Eating five or more servings of fruits and vegetables a day and less saturated fat can help improve your health and may reduce the risk of cancer and other chronic diseases.
7. Take an Active Role

The most important member of your health care team is you. Here are some ways to manage your health and your plan.

Be your own advocate

We want to help you reach and exceed your health care goals. We encourage you to do your part so you can make choices that get you the best care at the best value.

Partner with your primary care physician and participate in medical decisions regarding your health. This includes knowing what’s covered. Start in this handbook with “Your Benefits at a Glance” for a summary of commonly used benefits.

For detailed information, log in to your bcbsm.com account.

Or call Customer Service at 1-800-662-6667.
Take your health assessment

A QUICK WAY TO MANAGE YOUR HEALTH

Wondering how healthy you really are? Take the Blue Cross Health & Wellness health assessment to understand your current health. Once you’ve completed it, you’ll get tips and resources to help you reduce health risks and reach your health care goals.

To access the health assessment, log into your account at bcbsm.com, click on the Health & Wellness tab, which will take you to the Blue Cross Health & Wellness website, powered by WebMD. Then click Take Your Health Assessment.

If you don’t have internet access, call for a print copy at 1-855-326-5098.

What you need
Your results will be more accurate if you provide the following medical information:

- Blood pressure
- Cholesterol levels
- Date of your last wellness exam
- Blood sugar
- Height, weight and waist measurements
- Recent health screenings (for example, mammogram, colonoscopy)

What you’ll get
The results of your health assessment include:

- A health score based on an analysis of your modifiable health risks
- A list of your highest-risk areas
- A Modifiable Risk Report and a Condition Risk Report
- A list of the next steps you can take to improve your health

The assessment takes about 10 minutes to complete. If you stop before the end, don’t worry — you can save and finish later.

Your answers to the health assessment are confidential and won’t be used to increase your premium or your medical care costs or to cancel your coverage.

Note: Your personal information will not be disclosed without your consent — unless required by state and federal privacy laws.

*WebMD Health Services is an independent company supporting Blue Care Network by providing health and wellness services.
Make your health a priority

Our Blue Cross Health & Wellness programs, included in your plan, help you get healthy, stay well and manage illness by offering health education, chronic condition management and support programs tailored to your needs.

24-hour Nurse Advice Line. Get answers to health care questions any time, anywhere with support from registered nurses.

Call 1-855-624-5214 to reach the 24-hour Nurse Advice Line.

Dealing with serious illness or injury. If you ever need extra care, our registered nurses will work closely with you and your doctors to arrange for care. We can also connect you to community resources.

Help to stop tobacco use. Quitting tobacco is one of the most important health decisions you can make. Because it’s often difficult to do on your own, we offer a tobacco-cessation program that includes educational tools and phone support to keep you motivated.

To enroll in our tobacco-cessation program, call 1-855-326-5102.
7. TAKE AN ACTIVE ROLE

Manage your health plan online

Register at bcbsm.com to get the most out of your plan. Once you’ve created an account, you’ll have access to a wide range of these tools and features:

- **Find a doctor:** Search by name, distance and specialty.
- **Patient reviews:** Read what other patients are saying about specific doctors.
- **Money-saving offers:** Find special offers on health-related goods and services by logging in to your member account at bcbsm.com and then clicking *Member Discounts with Blue365®* on the right side of the home page.
- **Find a form:** Access the forms and documents for your plan.
- **Your plan in one place:** View your copays, deductible, coinsurance, out-of-pocket maximum and claims.

**MOBILE ACCESS**

Once you’re registered, you can get secure access to your plan — and a virtual BCN ID card — any time, anywhere from your device. All you’ll need to register is your BCN ID card and five minutes.

Visit bcbsm.com. Click the arrow on the LOGIN tab in the right corner of the blue bar at the top of the page. At the bottom of the login box, click Register Now. Refer to your BCN ID card for the information requested.

**Advance directives / MAKE YOUR WISHES KNOWN**

If you were to become severely injured or too ill to make health care decisions on your own, who do you want to be in charge?

**Advance directives** are legal documents that state your wishes.

**Types of advance directives are:**

- **Durable power of attorney for health care** — allows you to name an individual to make health care decisions for you when you are unable to do so.
- **Do not resuscitate order** — tells providers that you don’t wish to receive CPR if your breathing or your heart stops.

Download the forms from bcbsm.com. Type “advance directive” into the search box, located in the bottom right corner of the Web page, and select *Advance Directive FAQ*. Then Call Customer Service at 1-800-662-6667 to get the forms by mail.

**Advance directives**

Instructions regarding what future health care actions or medical treatments you want done, and when. These instructions are used when you’re unable to communicate them yourself.

*Michigan does not recognize living wills.*
Update your records / LIFE EVENTS

Report address changes or life events within 31 days of when they happen so we can process the change and pay your claims. Report these changes to your group benefits representative:

- Birth of a child
- Adoption or legal guardianship
- Marriage
- Divorce
- Death
- Name change
- New address or phone number
- Medicare eligibility

Coordination of benefits

WHEN YOU HAVE MORE THAN ONE PLAN

When you enrolled in your plan, we asked you to tell us about any additional coverage you have. We need to know if you or anyone in your family has other medical or prescription drug coverage, because it allows us to coordinate benefits with that other plan. Coordination of benefits means lower costs and the best possible benefits. Examples of other coverage you may have include:

- **Spousal coverage**: You have additional medical or prescription coverage through your spouse’s employer.
- **Medicare**: You or someone in your family has Medicare coverage.
- **Dependent coverage**: Your children have coverage with BCN and also through their other parent’s plan.
- **Accident coverage**: You have an automobile or workplace injury and another insurer may be responsible for coverage.

To update your information online, log in as a member at bcbsm.com and click Account Settings at the top of the page. Then click **Coordination of Benefits**.
7. TAKE AN ACTIVE ROLE

Blue Cross Online Visits℠

When you use Blue Cross Online Visits*, you’ll have access to online medical and behavioral health services anywhere in the United States. You and your covered family members can see and talk to:

- A doctor for minor illnesses such as a cold, flu or sore throat when your primary care physician isn’t available.
- A behavioral health clinician or psychiatrist to help work through different challenges such as anxiety, depression and grief. Behavioral health visits are available by appointment only.

HOW TO GET STARTED

Here’s how to use online visits:

- **Mobile**: Download the BCBSM Online Visits app
- **Web**: Visit bcbsmonlinevisits.com
- **Phone**: Call 1-844-606-1608

No service key is required.

If you’re new to online visits, sign up and add your Blue Care Network health plan information.

If you currently use Blue Cross’ 24/7 online health care from Amwell®, use the new app, website or phone number listed above. Your login information will be transferred to our new site. Reset your password, and verify your account information. You may need to re-enter some information.

For medical services, an online visit is based on your office visit cost share, or the amount selected in your plan documents. Costs for behavioral health services vary depending on the type of provider and service received. You’ll be charged the appropriate cost share for the service using your existing outpatient behavioral health benefits. Before your online visit, you’ll be prompted to enter your payment information.

For more information and to sign up:

📞 1-844-606-1608

🌐 bcbsmonlinevisits.com

*Online medical care doesn’t replace primary care physician relationships. Remember to coordinate all care through your PCP.

The website and app use the American Well® technology platform and provider network. Online visits are powered by American Well, an independent company that provides online visits for BCN members.
8. Contact Us

Questions about your coverage or about Blue Care Network benefits and programs? Here's who to contact and where to find information.

Important contact information

**BY PHONE**

**Customer Service: 1-800-662-6667, TTY: 711**
*(8 a.m. to 5:30 p.m. Monday through Friday)*

- Our automated telephone response system is available 24/7 to answer many of your questions. After regular business hours, please leave a message. A representative will return your call within two business days.
- We offer translation services for non-English speakers. More than 140 languages are available.

**Other BCN numbers**

- Behavioral health services (mental health and substance abuse treatment): 1-800-482-5982
- Blue Cross Health & Wellness: 1-800-637-2972
- Care while you travel: 1-800-810-BLUE (2583)
- Chronic condition management nurse line: 1-800-392-4247
- Quality Management: 248-455-2714
- Tobacco-cessation program: 1-855-326-5102
8. CONTACT US

Vendor numbers
- Diabetic supplies (J&B Medical Supply Company): 1-888-896-6233
- Durable medical equipment (Northwood): 1-800-667-8496
- Express Scripts: 1-800-229-0832
- Laboratory (Joint Venture Hospital Laboratories): 1-800-445-4979
- Walgreens Specialty Pharmacy: 1-866-515-1355

Walk-in Centers
Visit our walk-in centers to speak to a representative in person.  
(9 a.m. to 5 p.m. Monday through Friday)

To find a walk-in center near you, call Customer Service at 1-800-662-6667.

Or visit bcbsm.com/index/health-insurance-help/locations.html.

By Mail
Write to:
Member Inquiry — Blue Care Network
P.O. Box 68767
Grand Rapids, MI 49516-8767

In your letter, include your name, address, day and evening telephone numbers and your enrollee ID as shown on your ID card.

Online
Manage your coverage and find answers to many of your questions on our website. Log in to your member account at bcbsm.com to:
- Complete a health assessment, participate in Digital Health Assistant programs and try out our useful health and wellness resources
- Verify eligibility for everyone on your contract
- Order ID cards
- Check the status of a claim
- View your benefits
- Change your PCP
- View and print your prescription history, learn more about the drugs you’re taking, find a pharmacy and request mail order refills

Registering for your member account is easy. All you’ll need is your health care ID card and five minutes.

Visit bcbsm.com. Click the arrow on the LOGIN tab in the right corner of the blue bar at the top of the page. At the bottom of the login box, click Register Now. Refer to your ID card for the information requested.
8. CONTACT US

Other contact information

FILE A GRIEVANCE: CONCERNS WITH YOUR CARE

If you’re dissatisfied with a coverage decision you receive, call Customer Service. If your problem is not resolved, you have two years to file a grievance with Blue Care Network. For details, see the next section, “Information about Us.”

PRIVACY CONCERNS

We take your privacy seriously and follow strict policies to keep your information private. For more information on our Privacy Practices, see the next section, “Information about Us.”

If you have any concerns about privacy, call 1-800-552-8278.

TELL US WHAT YOU THINK

From time to time, we send members surveys or feedback cards. Hearing from you is a great way for us to know what we’re doing well and what we could be doing to serve you better. There are different ways to make your voice heard.

Fill out and return surveys you receive from us, such as in publications (including the back of this book).

Select New Member Handbook online at bcbsm.com/bcnfeedback, and tell us what you think.

Call Customer Service at 1-800-662-6667 with any comments, questions.
9. Information about Us

This section contains disclosures, documents and information that we’re required to provide to you.

Part of the Blue Cross family

Blue Care Network of Michigan is a health maintenance organization and an independent, nonprofit affiliate of Blue Cross Blue Shield of Michigan, one of many individual Blue Cross and Blue Shield plans throughout the United States. BCN is governed by an 18-member board of directors that includes physicians, members and other private citizens, as well as representatives of large business, small business, labor, hospitals and other health care providers.

As an independent licensee of the Blue Cross and Blue Shield Association, we’re required to tell you that:

- The Blue Cross and Blue Shield Association licenses Blue Care Network to offer certain products and services under the Blue Cross and Blue Shield names.

- Blue Care Network is an independent organization governed by its own board of directors and solely responsible for its own debts and other obligations.

- Neither the association nor any other organization using the Blue Cross or Blue Shield brand names acts as a guarantor of Blue Care Network’s obligations.

- Blue Care Network files an annual report with the Michigan Department of Insurance and Financial Services.
Your rights and responsibilities

As a member, you have rights and responsibilities. A right is what you can expect from us. A responsibility is what we expect from you.

ALL MEMBERS HAVE THE RIGHT TO...

- Receive information about their care in a manner that is understandable to them.
- Receive medically necessary care as outlined in their Member Handbook and Certificate of Coverage and riders.
- Receive considerate and courteous care with respect for their privacy and human dignity.
- Candidly discuss appropriate, medically necessary treatment options for their health conditions, regardless of cost or benefit coverage.
- Participate with practitioners in decision making regarding their health care.
- Expect confidentiality regarding care and that Blue Care Network adheres to strict internal and external guidelines concerning the members’ protected health information, including the use, access and disclosure of that information or any other information that is of a confidential nature.
- Refuse treatment to the extent permitted by law and be informed of the consequences of their actions.
- Voice concerns or complaints about their health care by contacting Customer Service or submitting a formal written grievance through the Member Grievance program.
- Receive clear and understandable written information about Blue Care Network, its services, its practitioners and providers and their rights and responsibilities.
- Review their medical records at their physician’s office by scheduling an appointment during regular business hours.
- Make recommendations regarding members’ rights and responsibilities policies.
- Request the following information from Blue Care Network:
  - The current provider network for their plan
  - The professional credentials of the health care providers who are participating providers with Blue Care Network, including participating providers who are board certified in the specialty of pain medicine and the evaluation and treatment of pain
  - The names of participating hospitals where individual participating physicians have privileges for treatment
  - How to contact the appropriate Michigan agency to obtain information about complaints or disciplinary actions against a health care provider
  - Any prior authorization requirement and limitation, restriction or exclusion by service, benefit or type of drug
  - Information about the financial relationships between Blue Care Network and a participating provider
9. INFORMATION ABOUT US

ALL MEMBERS HAVE THE RESPONSIBILITY TO...

- Read their Certificate of Creditable Coverage and applicable riders, their Member Handbook and all other materials for members, and call Customer Service with any questions.
- Coordinate all nonemergency care through their primary care physicians.
- Use their plan's provider network unless otherwise referred and approved by BCN and their primary care physicians.
- Comply with the plans and instructions for care that they have agreed to with their practitioners.
- Provide, to the extent possible, complete and accurate information that Blue Care Network and its practitioners and providers need in order to provide care for them.
- Make and keep appointments for nonemergent medical care or call if they need to cancel.
- Participate in the medical decisions regarding their health.
- Be considerate and courteous to practitioners, providers, their staff, other patients and Blue Care Network staff.
- Notify Blue Care Network of address changes and additions or deletions of dependents covered by their contracts.
- Protect their BCN ID cards against misuse and call Customer Service immediately if a card is lost or stolen.
- Report to Blue Care Network all other health care coverage or insurance programs that cover their health and their family’s health.
- Participate in understanding their health problems and developing mutually agreed-upon treatment goals.

Grievance process

Blue Care Network and your primary care physician are interested in your satisfaction with the services and care you receive. If you have a problem relating to your care, discuss this with your primary care physician first. Often your primary care physician can correct the problem to your satisfaction. You’re always welcome to call Customer Service with any question or problem you have.

If you’re not able to resolve your issue by calling us, we have a formal process that you can use. You have two years from the date of discovery of a problem to file a grievance about a decision made by BCN. There are no fees or costs.

For the grievance policy, which includes more detail about your grievance rights and how soon we must respond, go to bcbsm.com/BCNresolveproblems.

Or call Customer Service at 1-800-662-6667 from 8 a.m. to 5:30 p.m. Monday through Friday. TTY users can call 711.
9. INFORMATION ABOUT US

STEP ONE
You, or someone authorized by you in writing, must submit a standard grievance in writing.

✉ By mail: Appeals and Grievance Unit, Blue Care Network, P.O. Box 284, Southfield, MI 48086-5043
☎ Or by fax: 1-866-522-7345

We’ll review your concern and reply within 15-calendar days for preservice requests and 30-calendar days for postservice requests. The individuals who review the first level grievance are not the same ones involved in the initial decision. If we deny your grievance, we’ll write to you and explain the reasons for the denial and the next steps in the process. If the grievance is about a clinical issue, we’ll send it for review to an independent medical consultant in the same or similar specialty as the doctor who provided the service.

STEP TWO: REVIEW AND DECISION MADE BY BCN GRIEVANCE PANEL
If your grievance is denied, you may request review by BCN’s Member Grievance Panel. You must file the request within 180-calendar days of receiving the adverse Step One decision. For preservice requests, you’ll be notified of the Step Two grievance decision within 15-calendar days. For postservice requests, you’ll be notified within 30-calendar days.

If the panel denies your grievance, we’ll write to you within five days (but no more than 30 days for preservice or 60 days for postservice requests) and explain the reasons for the denial. Please note that the decision may take an additional 10 business days if BCN needs to request medical information. We’ll also tell you what you can do next. At your request and at no charge to you, we’ll provide all documents used in making the decision.

EXTERNAL REVIEW BY THE DEPARTMENT OF INSURANCE AND FINANCIAL SERVICES
If you don’t agree with our decision at Step Two or if we are late in responding (add 10 business days if we ask for additional medical information), you’ll be considered to have exhausted the internal grievance process. At this point, you may appeal to the Department of Insurance and Financial Services. You must send your grievance no later than 120-calendar days following receipt of our decision. Send your external review request to: Appeals Section — Office of General Counsel, Department of Insurance and Financial Services.

✉ By mail: P.O. Box 30220, Lansing, MI 48909-7720
☎ By phone: 1-877-999-6442, or by fax: 517-284-8838
🖥 Online*: michigan.gov/difs

OTHER STEPS FOR APPELLING CLAIM DECISIONS
If you’re a member of an ERISA- (Employee Retirement Security Act) qualified group, you have the right to bring a civil action against Blue Care Network after completing BCN’s internal grievance procedures. Non-ERISA group members and nongroup members must exhaust all grievance steps (including review by the Department of Insurance and Financial Services) before filing civil action. If you don’t know if your group is an ERISA-qualified group, check with your employer.

*Blue Care Network of Michigan doesn’t control this website or endorse its general content.
EXPEDITED REVIEW FOR APPEALS

Under certain circumstances — if your medical condition would be seriously jeopardized during the time it would take for a standard grievance review — you can request an expedited review. We’ll decide within 72 hours of receiving both your grievance and your physician’s confirmation. If we tell you our decision verbally, we must also provide a written confirmation within two business days.

If we fail to provide you with our final determination in a timely fashion or if we deny your request, you may request an expedited external review from the Department of Insurance and Financial Services within 10-calendar days of receiving our final determination. In some instances, we may waive the requirement to exhaust our internal grievance process.

You, your doctor or someone acting on your behalf can initiate an expedited review by calling Customer Service at 1-800-662-6667 or faxing us at 1-866-522-7345.

Quality assurance

MEDICAL REVIEW STANDARDS

Our medical review staff works closely with your doctor to make sure you get good medical care according to standard medical practice and your health benefits package.

Decisions on a member’s care and service are based solely on the appropriateness of care prescribed in relation to each member’s specific medical condition. Our clinical reviewers don’t have financial arrangements that encourage denial of coverage or service. Nurses and physicians employed by Blue Care Network don’t receive bonuses or incentives based on their review decisions. Medical review decisions are based strictly on medical necessity and providing high-quality care for members within the limits of their plan coverage.

OUR PHYSICIANS HAVE THE CREDENTIALS

Your physician is required to meet our strong network affiliation standards. We screen our physicians to find out if they meet our quality requirements for professional training and medical practice.

Verify the license status of our health care providers at michigan.gov/healthlicense*.

Or call the Michigan Department of Consumer and Industry Services at 517-241-7849.

WE MONITOR THE CARE YOU GET

Our primary goal is to help you receive appropriate medical care from your physician.

Our medical review staff are in close communication with your physician. We routinely monitor data to identify potential underuse of health care services.

*Blue Care Network of Michigan doesn’t control this website or endorse its general content.
9. INFORMATION ABOUT US

We would like you to know:

• By contract, Blue Care Network physicians are required to make decisions about your care based only on your individual health care needs.
• Blue Care Network monitors member health care services to ensure that doctors provide the most appropriate care for their conditions.
• Blue Care Network doesn’t advertise, market or promote specific products or services to you or your doctors when discussing a member’s health condition.
• Blue Care Network doesn’t have financial ownership arrangements with entities engaged in advertising, marketing or providing goods and services. In limited circumstances, BCN may notify you of new products or treatment opportunities.
• Health care providers, including physicians and hospitals, are never paid for denying services.
• Blue Care Network medical review staff don’t have financial arrangements encouraging denials for medically necessary care or services.

How we determine new health services

We keep up with changes in health care through an ongoing review of new services, procedures and drug treatments. Our goal is to make coverage decisions in the best interest of our members’ health.

A committee of Blue Care Network physicians, nurses and representatives from different areas in the company is responsible for reviewing new technology requests and making recommendations.

New health services are generally published in Good Health, our member magazine.

For more information about how we select new health services, visit bcbsm.com. Type “Blue Care Network Policies and Practices” in the search box, located in the upper right corner of the Web page.

Quality management

Our quality improvement programs provide doctors with information to help improve care. Call our Quality Management department for more information about our programs and guidelines.

Call our Quality Management department at 248-455-2714.

For health information, call Blue Cross Health & Wellness at 1-800-637-2972.

Accreditation

Since 2000, Blue Care Network has received accreditation for plan performance from the National Committee for Quality Assurance. NCQA is a nationally recognized, independent, not-for-profit organization that measures the quality of America’s health care and health plans.
Privacy practices

NOTICE OF PRIVACY PRACTICES
FOR MEMBERS OF OUR NONGROUP AND UNDERWRITTEN GROUP PLANS INCLUDING MEDICARE ADVANTAGE AND PRESCRIPTION BLUE OPTIONS A AND B.

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

AFFILIATED ENTITIES COVERED BY THIS NOTICE
This notice applies to the privacy practices of the following affiliated covered entities that may share your protected health information as needed for treatment, payment and health care operations.

Blue Cross Blue Shield of Michigan
Blue Care Network of Michigan
BCN Service Company
Blue Care of Michigan Inc.

OUR COMMITMENT REGARDING YOUR PROTECTED HEALTH INFORMATION
We understand the importance of your Protected Health Information (hereafter referred to as “PHI”) and follow strict polices (in accordance with state and federal privacy laws) to keep your PHI private. PHI is information about you, including demographic data, that can reasonably be used to identify you and that relates to your past, present or future physical or mental health, the provision of health care to you or the payment for that care. Our policies cover protection of your PHI whether oral, written or electronic.

In this notice, we explain how we protect the privacy of your PHI, and how we will allow it to be used and given out (“disclosed”). We must follow the privacy practices described in this notice while it is in effect. This notice took effect September 30, 2016, and will remain in effect until we replace or modify it.

We reserve the right to change our privacy practices and the terms of this notice at any time, provided that applicable law permits such changes. These revised practices will apply to your PHI regardless of when it was created or received. Before we make a material change to our privacy practices, we will provide a revised notice to our subscribers.

Where multiple state or federal laws protect the privacy of your PHI, we will follow the requirements that provide greatest privacy protection. For example, when you authorize disclosure to a third party, state laws require BCBSM and BCN to condition the disclosure on the recipient’s promise to obtain your written permission to disclose your PHI to someone else.

OUR USES AND DISCLOSURES OF PROTECTED HEALTH INFORMATION
We may use and disclose your PHI for the following purposes without your authorization:

To you and your personal representative: We may disclose your PHI to you or to your personal representative (someone who has the legal right to act for you).
9. INFORMATION ABOUT US

For treatment: We may use and disclose your PHI to health care providers (doctors, dentists, pharmacies, hospitals and other caregivers) who request it in connection with your treatment. For example, we may disclose your PHI to health care providers in connection with disease and case management programs.

For payment: We may use and disclose your PHI for our payment-related activities and those of health care providers and other health plans, including:
- Obtaining premium payments and determining eligibility for benefits
- Paying claims for health care services that are covered by your health plan
- Responding to inquiries, appeals and grievances
- Coordinating benefits with other insurance you may have

For health care operations: We may use and disclose your PHI for our health care operations, including for example:
- Conducting quality assessment and improvement activities, including peer review, credentialing of providers and accreditation
- Performing outcome assessments and health claims analyses
- Preventing, detecting and investigating fraud and abuse
- Underwriting, rating and reinsurance activities (although we are prohibited from using or disclosing any genetic information for underwriting purposes)
- Coordinating case and disease management activities
- Communicating with you about treatment alternatives or other health-related benefits and services
- Performing business management and other general administrative activities, including systems management and customer service

We may also disclose your PHI to other providers and health plans who have a relationship with you for certain health care operations. For example, we may disclose your PHI for their quality assessment and improvement activities or for health care fraud and abuse detection.

To others involved in your care: We may, under certain circumstances, disclose to a member of your family, a relative, a close friend or any other person you identify, the PHI directly relevant to that person’s involvement in your health care or payment for health care. For example, we may discuss a claim decision with you in the presence of a friend or relative, unless you object.

When required by law: We will use and disclose your PHI if we are required to do so by law. For example, we will use and disclose your PHI in responding to court and administrative orders and subpoenas, and to comply with workers’ compensation laws. We will disclose your PHI when required by the Secretary of the Department of Health and Human Services and state regulatory authorities.
9. INFORMATION ABOUT US

- **For matters in the public interest:** We may use or disclose your PHI without your written permission for matters in the public interest, including for example:
  - Public health and safety activities, including disease and vital statistic reporting, child abuse reporting, and Food and Drug Administration oversight
  - Reporting adult abuse, neglect or domestic violence
  - Reporting to organ procurement and tissue donation organizations
  - Averting a serious threat to the health or safety of others

- **For research:** We may use and disclose your PHI to perform select research activities, provided that certain established measures to protect your privacy are in place.

- **To communicate with you about health-related products and services:** We may use your PHI to communicate with you about health-related products and services that we provide or are included in your benefits plan. We may use your PHI to communicate with you about treatment alternatives that may be of interest to you. These communications may include information about the health care providers in our networks, about replacement of or enhancements to your health plan, and about health-related products or services that are available only to our enrollees and add value to your benefits plan.

- **To our business associates:** From time to time, we engage third parties to provide various services for us. Whenever an arrangement with such a third party involves the use or disclosure of your PHI, we will have a written contract with that third party designed to protect the privacy of your PHI. For example, we may share your information with business associates who process claims or conduct disease management programs on our behalf.

- **To group health plans and plan sponsors:** We participate in an organized health care arrangement with our underwritten group health plans. These plans, and the employers or other entities that sponsor them, receive PHI from us in the form of enrollment information (although we are prohibited from using or disclosing any genetic information for underwriting purposes). Certain plans and their sponsors may receive additional PHI from BCBSM and BCN. Whenever we disclose PHI to plans or their sponsors, they must follow applicable laws governing use and disclosure of your PHI including amending the plan documents for your group health plan to establish the limited uses and disclosures it may make of your PHI.

You may give us written authorization to use your PHI or to disclose it to anyone for any purpose. If you give us an authorization, you may revoke it in writing at any time. Your revocation will not affect any use or disclosure permitted by your authorization while it was in effect. Some uses and disclosures of your PHI require a signed authorization:

- **For marketing communications:** Uses and disclosures of your PHI for marketing communications will not be made without a signed authorization except where permitted by law.

- **Sale of PHI:** We will not sell your PHI without a signed authorization except where permitted by law.
9. INFORMATION ABOUT US

- **Psychotherapy notes:** To the extent (if any) that we maintain or receive psychotherapy notes about you, disclosure of these notes will not be made without a signed authorization except where permitted by law.

Any other use or disclosure of your protected health information, except as described in this Notice of Privacy Practices, will not be made without your signed authorization.

DISCLOSURES YOU MAY REQUEST

You may instruct us, and give your written authorization, to disclose your PHI to another party for any purpose. We require your authorization to be on our standard form.

📞 To obtain the form, call Customer Service at 1-800-662-6667 or 313-225-9000.

.access To access forms, call Customer Service at 1-800-662-6667 or 313-225-9000.

Forms are also available at bcbsm.com.

INDIVIDUAL RIGHTS

You have the following rights. To exercise these rights, you must make a written request on our standard forms.

📞 To obtain the forms, call Customer Service at 1-800-662-6667 or 313-225-9000.

.access To access forms, call Customer Service at 1-800-662-6667 or 313-225-9000.

Forms are also available at bcbsm.com.

- **Access:** With certain exceptions, you have the right to look at or receive a copy of your PHI contained in the group of records that are used by or for us to make decisions about you, including our enrollment, payment, claims adjudication, and case or medical management notes. We reserve the right to charge a reasonable cost-based fee for copying and postage. You may request that these materials be provided to you in written form or, in certain circumstances, electronic form. If you request an alternative format, such as a summary, we may charge a cost-based fee for preparing the summary. If we deny your request for access, we will tell you the basis for our decision and whether you have a right to further review.

- **Disclosure accounting:** You have the right to an accounting of disclosures, we, or our business associates, have made of your PHI in the six years prior to the date of your request. We are not required to account for disclosures we made before April 14, 2003, or disclosures to you, your personal representative or in accordance with your authorization or informal permission; for treatment, payment and health care operations activities; as part of a limited data set; incidental to an allowable disclosure; or for national security or intelligence purposes; or to law enforcement or correctional institutions regarding persons in lawful custody.

You are entitled to one free disclosure accounting every 12 months upon request. We reserve the right to charge you a reasonable fee for each additional disclosure accounting you request during the same 12-month period.

- **Restriction requests:** You have the right to request that we place restrictions on the way we use or disclose your PHI for treatment, payment or health care operations. We are not required to agree to these additional restrictions; but if we do, we will abide by them (except as needed for emergency treatment or as required by law) unless we notify you that we are terminating our agreement.
• **Amendment:** You have the right to request that we amend your PHI in the set of records we described above under "Access." If we deny your request, we will provide you with a written explanation. If you disagree, you may have a statement of your disagreement placed in our records. If we accept your request to amend the information, we will make reasonable efforts to inform others, including individuals you name, of the amendment.

• **Confidential communication:** We communicate decisions related to payment and benefits, which may contain PHI, to the subscriber. Individual members who believe that this practice may endanger them may request that we communicate with them using a reasonable alternative means or location. For example, an individual member may request that we send an Explanation of Benefits Statement to a post office box instead of to the subscriber’s address.

  To request confidential communications, call Customer Service at 1-800-662-6667 or 313-225-9000.

• **Breach notification:** In the event of a breach of your unsecured PHI, we will provide you with notification of such a breach as required by law or where we otherwise deem appropriate.

**QUESTIONS AND COMPLAINTS**

If you want more information about our privacy practices, or a written copy of this notice:

✉ Write us at: Blue Cross Blue Shield of Michigan, Attn: Privacy and Security Official, 600 E. Lafayette Blvd., MC 1302, Detroit, MI 48226-2998.

📞 Or call us at 313-225-9000.

💻 For your convenience, you may also obtain an electronic (downloadable) copy of this notice online at bcbsm.com.

If you are concerned that we may have violated your privacy rights, or you believe that we have inappropriately used or disclosed your PHI:

📞 Call us at 1-800-552-8278.

💻 You may also complete our Privacy Complaint Form online at bcbsm.com.

You also may submit a written complaint to the U.S. Department of Health and Human Services. We will provide you with their address to file your complaint upon request. We support your right to protect the privacy of your PHI. We will not retaliate in any way if you file a complaint with us or with the U.S. Department of Health and Human Services.
advance directives: Instructions regarding what future health care actions or medical treatments you do or don’t want done, and when. These instructions are used when you’re unable to communicate them yourself.

allowed amount: Also called “approved amount” or “negotiated rate,” this is the dollar amount Blue Care Network has agreed to pay for health care services.

certificate of coverage: The legal document that explains what health benefits are covered and what you need to do to get them. For example, you might need to pay a copay, meet a deductible, or use particular doctors or hospitals. Also known as a contract. See also “rider.”

claim: An itemized statement of services and their costs provided by a hospital, physician or other provider.

coinsurance: The costs you pay for certain health care services, calculated as a percentage (for example, you pay 20 percent, your plan pays 80 percent).

coordination of benefits: When you have more than one health care or prescription drug policy, coordination of benefits determines which plan pays your claims first (this is called your primary plan). If your primary plan doesn’t pay the claim or pays only part, it’s passed on to your secondary plan for payment review.

copayment or copay: A fixed dollar amount you pay each time you get certain types of care (for example, $25 for a visit to your primary care physician or $50 for an urgent care visit).

covered services: Health care services, prescription drugs, equipment or supplies that are medically necessary, meet certain requirements and are paid in full or in part by your plan.

deductible: The amount you must pay for most health care services before Blue Care Network begins to pay. The deductible may not apply to all services.

durable medical equipment: Special supplies or equipment, such as wheelchairs and oxygen tanks, that your primary care physician orders for your use.

emergency room care: Any service you receive in an emergency room for a medical condition that requires immediate medical attention to avoid permanent damage or loss of life.

network: A group of providers that has contracted with Blue Care Network to provide health care services.

out-of-pocket maximum: The most you may have to pay for covered health care services during the year. The out-of-pocket maximum includes your deductible, copayments and coinsurance.
**10. GLOSSARY**

**prescription drug rider:** A document that lists your benefit and copay information for prescription drugs.

**primary care physician:** Also referred to as a PCP, a family practitioner, general practitioner, internist or pediatrician who provides care and coordinates your medical treatment.

**prior authorization:** If indicated, a requirement that your doctor must contact Blue Care Network to make sure the care or prescription is covered before you receive it.

**provider:** An individual or facility that provides services or supplies related to medical care.

**quantity limit:** The maximum amount of a medication that can be dispensed for a certain time period for certain prescriptions.

**referral:** An authorization from a member’s primary care physician to receive treatment or services from another health care provider. The referral may be electronic, paper or called in.

**rider:** An amendment to your certificate of coverage that adds, limits, deletes or clarifies your benefits. See also “certificate of coverage.”

**specialist:** A physician who has undergone a course of training in a specific area of health care.

**step therapy:** A requirement to try other medications first before “stepping up” to drugs that cost more.

**urgent care:** Care for sudden illness or injury that’s not life-threatening, but requires quick attention so you don’t develop more serious or long-term problems.
We speak your language

If you, or someone you’re helping, needs assistance, you have the right to get help and information in your language at no cost. To talk to an interpreter, call the Customer Service number on the back of your card.

Si usted, o alguien a quien usted está ayudando, necesita asistencia, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al número telefónico de Servicio al cliente, que aparece en la parte trasera de su tarjeta.

إذا كنت أحد أو شخص آخر تتبعه تحتاج إلى مساعدة، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك دون تكلفة. للتحدث إلى مترجم، اتصل برقم خدمة العملاء الموجود على ظهر بطاقة.

Nếu quý vị, hay người mà quý vị đang giúp đỡ, cần trợ giúp, quý vị sẽ có quyền được giúp và có thể thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một trợ giúp viên, xin gọi số Dịch vụ Khách hàng ở mặt sau thẻ của quý vị.

Nesse ju, ose dikush qe po ndihmoni, ka nevojë për asistencë, keni të drejtë të merrni ndihmë dhe informacion falas në gjihun tauj. Për të folur me një përkkthyes, telefononi numrin e Shërbimit të Klientit në anën e pasme të kartës tuaj.

안녕히 또는 귀하가 돕고 있는 사람이 지원이 필요하다면, 귀하는 도움과 정보를 귀하의 언어로 이용
부담 없이 얻을 수 있는 권리가 있습니다. 통역사와
대화하려면 귀하의 카드 뒷면에 있는 고객 서비스 번호로
전화해십시오.

কেন্দ্র আপাত্তাধীন, যা আপনি সহায়তা করেছেন, আপনাকে, সহায়তা গ্রহণ
হয়, তবে আপাত্তাধীন ভাষার বিন্যাসে সহায়তা ও ভাষা দাওয়ার
অধিকারের আপাত্তাধীন হয়। কেন্দ্র একজন দোভাষীর সাথে কথা বলতে,
আপনার কার্ডের পিছনে দেওয়া গ্রাহক সহায্যাধীন নম্বর কল করুন।

Jeśli Ty lub osoba, której pomagasz, potrzebuje pomocy, masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer działu obsługi klienta, wskazanym na odwrocie Twojej karty.

Falls Sie oder jemand, dem Sie helfen, Unterstützung benötigt, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer des Kundendienstes auf der Rückseite Ihrer Karte an.

Se tu o qualcuno che stai aiutando avete bisogno di assistenza, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, rivolgeti al Servizio Assistenza al numero indicato sul retro della tua scheda.
Tell us what you think. Your opinions matter to BCN and help us improve how we serve our members. Please take a moment to share your thoughts about your enrollment experience. 

You can also take our online survey at bcbsm.com/bcnfeedback.

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before enrolling, I received accurate information about BCN benefits.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>The member handbook helps me understand my benefits.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>I am satisfied with the BCN enrollment process.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>My early impression of BCN is favorable.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

Name: ________________________________________________________

Address: ______________________________________________________

City, State ZIP code: _________________________________

How could we have better met your needs during the enrollment experience?

________________________________________________________________________

Thank you for your feedback.
Blue Care Network
P.O. Box 5043, Mail Code H300
Southfield, MI 48086-5043

Customer Service
1-800-662-6667
711 (TTY users)
8 a.m. to 5:30 p.m.
Monday through Friday