Blue Elect Plus℠ POS and Blue Elect Plus HSA℠ POS members enjoy peace of mind with health care coverage that travels

Coverage that travels

As a Blue Elect Plus POS or Blue Elect Plus HSA POS member with BlueCard® coverage, you can receive benefits when you're away from home, and so can your family members.

Because some Blue Elect Plus POS and Blue Elect Plus HSA POS plans pay only urgent and emergency services outside Michigan, check your coverage before receiving care. Refer to your *Certificate of Coverage* and related riders in your member account at **bcbsm.com** or call Customer Service at the number on the back of your BCN member ID card.

Arrange for care before you go

If you have a Michigan address, you must select a BCN primary care provider. If your address is outside Michigan, we don't require you to have a primary care provider on file. For optimum care, we encourage you to establish a relationship with a BlueCard® Traditional provider. Whether or not you live in Michigan, you never need a referral to get services. But certain services require prior approval by BCN.

For behavioral health services — mental health and substance use disorder — call the number on the back of your BCN member ID card 24 hours a day, seven days a week. A care manager will evaluate your needs and help you arrange for services.

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

Away from home

If your coverage includes BlueCard, a program of the Blue Cross and Blue Shield Association,* you have nationwide access to BlueCard Traditional plan physicians and hospitals when traveling. Learn more about the BlueCard program by reading the disclosure document online at **bcbsm.com/bluecarddisclosure**, or call Customer Service at **1-800-662-6667** to have a copy sent to you.

The chart below tells you how to access and arrange for care when you're away from home.

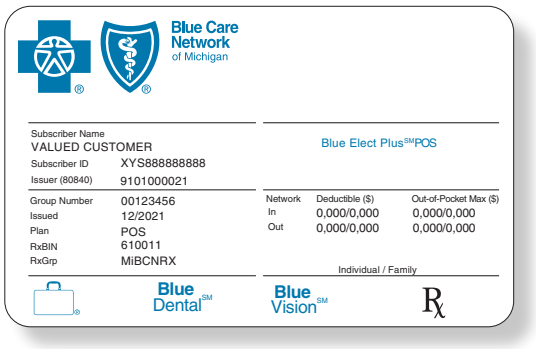
If you're traveling	And you need	Here's what you do
In your home state	EMERGENCY CARE Symptoms are severe enough that someone with average health knowledge believes immediate medical attention is needed.	Call **911** or go to the nearest emergency room.
	URGENT CARE Condition requires medical evaluation within 48 hours.	Go to the nearest urgent care center. To locate an urgent care center: Visit **bcbsm.com/find-a-doctor** and select your BCN plan; use your online member account or our mobile app; call Customer Service at **1-800-662-6667**.
	NON-URGENT CARE	If you live in Michigan, call your primary care provider to coordinate services that don't require immediate attention. If you're enrolled with an address outside Michigan, contact a BlueCard Traditional provider for in-network benefits.
In the United States but outside the state in which you live	EMERGENCY CARE	Call **911** or go to the nearest emergency room.
	URGENT CARE	Go to the nearest urgent care center. To locate an urgent care center: Visit **bcbsm.com/find-a-doctor** and select your BCN plan; use your online member account or our mobile app; call Customer Service at **1-800-662-6667** or call BlueCard at **1-800-810-BLUE (2583)**.
	ROUTINE CARE To treat or monitor a chronic condition or illness.	Call Customer Service at **1-800-662-6667** for details about your health benefits and required authorizations. To locate a nearby BlueCard Traditional physician: Visit **bcbsm.com/find-a-doctor** and select your BCN plan; use your online member account or our mobile app; call Customer Service or call BlueCard at **1-800-810-BLUE (2583)**.
	OTHER SERVICES Such as elective surgeries, hospitalizations, mental health and substance use disorder services	Call Customer Service at **1-800-662-6667** for details about your health benefits and to determine which services require authorization.
Outside the United States	EMERGENCY CARE	Go to the nearest emergency room. (You may be required to pay for services and then seek BCN reimbursement. *Get an itemized bill and medical records to speed reimbursement.*)

*The Blue Cross and Blue Shield Association is an association of independent, locally operated Blue Cross and Blue Shield companies

Confidence comes with every card

With the suitcase logo on your BCN member ID card, you're connected to BlueCard Traditional doctors and hospitals when you travel within the United States. Even if your card doesn't have this logo, you're always covered for emergency care anywhere you go.

You may have to pay your usual out-of-pocket expenses (deductible, copays and coinsurance) for services, but you shouldn't have any other upfront health care expenses if you use a BlueCard Traditional provider.



Pharmacy coverage

If your plan includes pharmacy coverage, your BCN member ID card is accepted at thousands of pharmacies nationwide, including most major chains, that participate with Blue Cross plans.

To locate a BlueCard Traditional provider

- Use your online member account at **bcbsm.com**.
- Use our mobile app.
- Visit **bcbsm.com/find-a-doctor** and select your BCN plan.
- Call Customer Service using the number on the back of your BCN member ID card.
- Call BlueCard at **1-800-810-BLUE (2583)**.

BCN Customer Service

1-800-662-6667
(TTY users: **711**)

Or call the number on the back
of your BCN member ID card.

8 a.m. to 5:30 p.m.
Monday through Friday

Find us online:

bcbsm.com | news.bcbsm.com
facebook.com/MiBCN
ahealthiermichigan.org | twitter.com/bcbsm | youtube.com/bcbsmnews

Blue Care Network of Michigan

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