

Benefits Update

Blue Cross Blue Shield of Michigan will soon only mail Explanation of Benefits (EOB) if one service has a balance owed. It is recommended you register on BCBSM site. All EOBs will be available online at www.BCBSM.com. You will be alerted by email when a new EOB is available.

Case Management: 800-845-5982

- Provides support if you have a complex medical condition, multiple chronic conditions, or injuries and illnesses with serious, long-term effects. A team of certified case managers help:
 - Educate you and your family about your treatment options
 - Coordinate and support your care
 - Identify lower cost care alternatives and much more.

Complex Chronic Condition Management

- Provides support if you have multiple chronic conditions or complex care needs. Nurse case managers' assess your medical history and then work closely with you to help you.
 - Develop self-management skills
 - Establish care coordination goals
 - Develop a plan to manage your care
- This program can help improve your health and reduce the need for unnecessary hospital stays and emergency room visits.

Quit the Nic – 855-326-5102 to schedule your first Coaching call

- Provides support, information and tools to quit tobacco over a 12-week intervention period. Program features include:
 - Unlimited telephone access to a dedicated health coach
 - Personal plan for quitting
 - Coverage of tobacco-cessation aids for qualified employees with pharmacy benefits
- Coaches are available: Central Standard Time
 - Monday through Thursday 8:00 am to 10:30 pm
 - Friday 8:00 am to 7:00 pm
 - Saturday 8:30 am to 5:00 pm
 - Sunday 12:00 pm to 10:30 pm

24/7 Online Health Care

Face-to-Face camera access by downloading Amwell app on phone or computer.

Service Key: BCBSM

The cost for Tradition and In-Progression is \$12.50. Temporary Employees cost is \$49.

This service can be used for:

- Minor illnesses such as colds, flu, earaches or strains and sprains.
- Cannot be used for GM Disability process
- Excellent tool for busy working parents
- For Active members only

Blue Cross Blue Shield Global Core handles International/Worldwide Claims

<https://bcbsglobalcore.com>

(800) 810-BLUE (2583)

There is also a mobile app available

- **Search providers for medical, dental, or mental health care** and map them using GPS technology.
- **Find a medication's** availability, generic name, and local brand name.
- **Access embassy information including location, contact, and GPS technology.**
- **Translate medical terms and phrases** for many symptoms and situations; use the audio feature to play the translation.
- **File Claims**
File an international claim conveniently and securely. Claims may be submitted for covered services outside the United States, Puerto Rico and the U.S. Virgin Islands.
- **Blue Cross Blue Shield Global Core Travels With You**
Use your mobile device to quickly connect to medical care across the globe for anything from emergency needs, to finding the local equivalent for a prescription, to translating your symptoms, to finding the right doctor at home or abroad.
- **Information When You Need It**
With a few simple taps, find primary care physicians and specialists, as well as a broad range of hospitals, pharmacies, even dentists—where you are, when you need it.
- **BCBSM advice is to purchase Travel Insurance**