

State of Michigan Employees For Your Benefit

provides a variety of timely information related to your health care benefits and needs



SPECIAL EDITION

This special edition of the newsletter provides important information regarding your State Vision Plan administered by Blue Cross Blue Shield of Michigan in partnership with VSP® Vision Care.

BCBSM and VSP: How does this partnership work?

BCBSM works together with VSP to coordinate your vision benefits. Each organization has different responsibilities in administering your vision plan.

BCBSM is responsible for keeping membership records up-to-date for State of Michigan employees, retirees and their eligible dependents. In addition, BCBSM sends ID cards to you, your spouse and eligible dependents.

Vision Service Plan (known as VSP) is responsible for processing claims from network and non-network providers and members. When you have questions or concerns about your benefits, VSP Customer Service is available to assist you.

State Vision Plan ID card

Your State Vision Plan ID card is provided by BCBSM. This ID card contains important information about VSP on the back.

If you or anyone in your family needs an ID card, you can call the BCBSM State of Michigan Customer Service Center at 1-800-843-4876 or you can go to bcbsm.com to request an ID card.



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Choosing your vision provider

To locate a participating VSP provider, visit bcbsm.com. Click on *Find a Doctor* and, under "More Information," click on *Dental, Vision, and Other Directories* and then click on *VSP*. You can also contact VSP Customer Service at 1-855-356-4362 to locate a participating provider. Remember your costs are lower if you go to a VSP network provider.

Walmart and Sam's Club

Walmart and Sam's Club do not participate with VSP. This means that these providers do not have signed agreements with VSP. If you receive services from these providers, they will be considered out-of-network. If you use your vision benefits at Walmart or Sam's Club, you will be responsible for the difference between the out-of-network benefit amount and the provider's charge.

Costco

Costco's Optical Department participates with VSP. However, not all of the optometrists at Costco participate with VSP. If you are scheduling an eye exam, it is important that you confirm that the optometrist participates with VSP so you can receive the maximum benefits for your lenses and frames or contact lenses.



Member portal registration

For instant access to your personal benefit information, you, your spouse and eligible dependents can register at vsp.com.

The registration process is easy and requires the following information.

Step 1: *The social security number is not applicable to BCBSM members.* You only need to provide your nine-digit BCBSM member ID number. Do not include the alpha prefix.

Step 2: Enter the primary member's first and last name.

Step 3: Enter the date of birth of the primary member.

After entering this information, follow the online instructions to complete your registration.



Frequency limitations

Eyeglass lenses, frames and contact lenses are covered once every 24 consecutive months or once every 12 months if your prescription changes. If you have a change in your prescription, your provider must document the change and give you a copy of the documentation. You'll need the documentation to obtain your lenses and frames or contact lenses. You'll also need it if you submit a claim to VSP for out-of-network services.

For Your Benefit

State of Michigan Employees

MC L04A — Newsletter return only
Blue Cross Blue Shield of Michigan
600 E. Lafayette Blvd.
Detroit, Michigan 48226-2998



How to reach us

For benefit information or claim inquiries, call or write the BCBSM State of Michigan Customer Service Center.

To call

1-800-843-4876

Our customer service representatives are available from 8 a.m. to 6 p.m. Monday through Friday, excluding holidays.

To write

Please send all correspondence to:
State of Michigan Customer Service Center
Blue Cross Blue Shield of Michigan
232 S. Capitol Avenue L04A
Lansing, MI 48933-1504

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