

Spring 2015

State of Michigan Retirees

# For Your Benefit

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



## Three ways to enhance your health care experience

The more you know about your health, the more power you have to make the best decisions for you and your family. To do that, it's important to develop a dashboard of your health care status. From your coverage to your checkups to your conditions, every component is crucial to keep you rolling in good health.

Are you looking to get more of a grip on your health care? Get a jump start by doing these three things:

➤ Register your account on **bcbsm.com**.

Whether you're constantly on the go, or a homebody at heart – establishing an online account could save you a phone call to Customer Service. You'll have access to our *Find a Doctor* search and other mobile tools, whenever you need them. Check out the *Experience the ease of anytime* article (Page 2) to find the steps to register.



➤ If you don't have a regular doctor, get one. Using the *Find a Doctor* search, you can filter the search results by distance, hospital affiliation, gender and specialty — and even read member-written reviews (where available) about the doctors.

**Tip:** Try to start your search when you're not under the weather. That way, your search isn't as urgent and you can take time to really research each doctor you're considering. The rest is easy — call the doctor's office and make that appointment.

➤ See your doctor every year for a checkup. A yearly physical exam gives you an opportunity to know your vital numbers, get routine blood work done and talk through any of your health concerns — all of which are a huge part of your health status dashboard. The first step in stopping chronic conditions before they start is identifying signs and symptoms — and the earlier, the better.

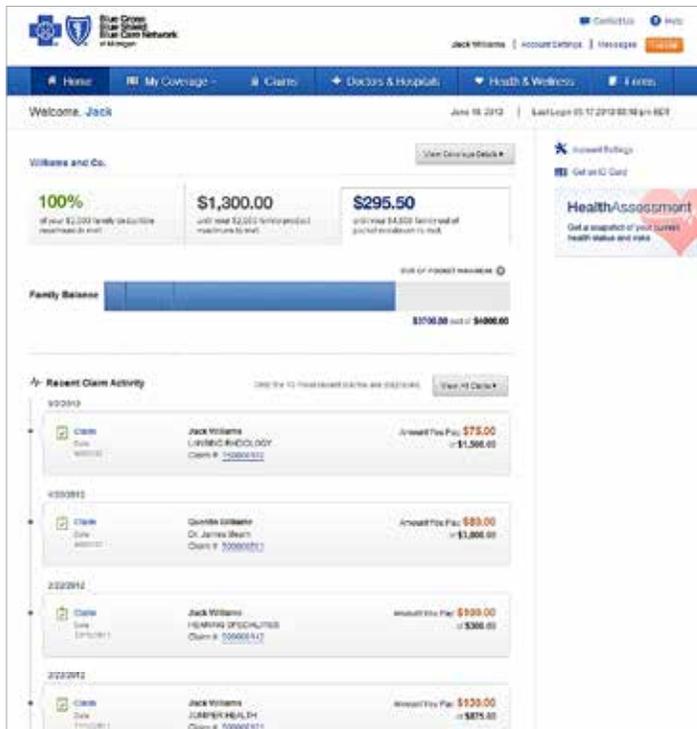
### What's new?

VSP Rx Optical and Pearle Vision have been added to your State Vision Plan's network. To find a vision provider who participates in the Vision Service Plan network, go to **bcbsm.com**, click on *Find a Doctor*, and then click on *VSP*.

Or you can call VSP at 1-855-356-4362.

For VSP's hours of operation, go to the *Other important numbers* section on Page 3.

# Experience the ease of *anytime*



Registering your account on **bcbsm.com** puts your coverage at your fingertips.

If you're ready to:

- Access your account anytime, anywhere with your mobile device
- See a snapshot of your deductibles, maximums and claims
- View coverage information for all of your Blue Cross plans in one place
- Find and compare doctors and hospitals

Here's how to begin:

- Go to **bcbsm.com/register**
- Click on the green **GET STARTED NOW** button
- Verify your identity and eligibility; you'll need your ID card handy
- Create your account

### Did you know?

Registered members that log in to their account at **bcbsm.com** can send a secured message to Customer Service by clicking on the Messages link in the top right corner of the screen.

Mobile users: To find the Messages feature, make sure to access the full site.

## Connecting with your new doctor

### *Small but solid steps*

Although communication is a two-way street, playing an active role in creating that connection can help pave the way.

Here are a few steps you can take:

**P**repare. Many doctors ask their patients for questions and concerns before meeting with them. Having a list can help you make the best use of the time you have with your doctor.

**P**rioritize. When it's time to see the doctor, make sure that your most pressing health issues are at the top of that list of things to discuss during the visit.

**P**lug in. Taking advantage of your communication options like email, text messages or relaying issues through a staff nurse helps to build a strong connection to your doctor and his or her staff. Plus, it gives you the opportunity to address secondary concerns and could save you a trip to the doctor.



# Need to talk to a registered nurse?

## Call our 24-Hour Nurse Line

You never know when symptoms will strike. It could be 3 a.m. and you're running a low-grade fever. Or your grandson wakes up in the middle of the night with an earache. What do you do?

Since most doctors' offices and urgent care centers are closed and you're not experiencing a life-threatening condition, you can talk to a registered nurse for free by calling the 24-Hour Nurse Line.

### Available when you need it

24 hours a day, seven days a week, registered nurses are available to discuss your symptoms to determine the appropriate level of care and if any medical follow-up is needed. The nurse can also tell you if your situation is more serious and if you should head to the emergency room.

### Health information

Registered nurses are available to answer your health care questions, whether they're simple or complex. Rather than waiting hours to receive care for minor symptoms at the emergency room, you can talk to a registered nurse for free wherever you are. Our nurses are determined to help you make the most informed decisions about your health.

## Call us with your health questions or concerns, day or night

24-Hour Nurse Line  
1-800-775-BLUE (2583)

## Looking for a number, but don't have your benefit guide handy?

No worries – here's a quick list of important numbers.

| Frequently dialed Blue Cross Blue Shield numbers  |                |
|---|----------------|
| State of Michigan Customer Service Center<br>Monday through Friday, 7 a.m. to 7 p.m.<br>(Excluding holidays)                          | 1-800-843-4876 |
| The Engagement Center<br>Quit the Nic   | 1-800-775-2583 |
| BlueCard  | 1-800-810-2583 |
| Other important numbers   |                |
| MI HR Service Center  | 517-335-0529   |
| MCSC Employee Benefits Division   | 517-373-7977   |
| Pharmacy – MedImpact  | 1-877-403-6034 |
| Behavioral Health – Magellan  | 1-866-503-3158 |
| Human Organ Transplant Program  | 1-800-242-3504 |
| VSP Customer Service<br>Monday through Friday,<br>8 a.m. to 11 p.m. EST<br>Saturday, 10 a.m. to 11 p.m.<br>Sunday, 10 a.m. to 10 p.m. | 1-855-356-4362 |

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L04A — Newsletter return only  
Blue Cross Blue Shield of Michigan  
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Detroit, Michigan 48226-2998

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## How to reach us

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

## To call

1-800-843-4876

Our customer service representatives are available from 7 a.m. to 7 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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