

State of Michigan Employees For Your Benefit

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



6 healthy habits you can start right now

Got a few extra minutes? If so, you have the time to improve your health and well-being. You'll find taking the following small steps can add up to big benefits.

1. Go to bed earlier tonight.

Sleep is non-negotiable. In addition to boosting problem-solving abilities, mood and mental alertness, getting adequate sleep decreases the risk of obesity, heart disease, diabetes and other health conditions, according to the National Heart, Lung, and Blood Institute.

2. Exercise as if it's a prescription.

If your doctor gave you a pill that helps prevent heart disease, diabetes and some cancers, would you take it? Then get moving. The Centers for Disease Control and Prevention suggests about 20 to 30 minutes of exercise a day can help you reap multiple health benefits. Take a walk. Wash the car. Go for a swim. Focus on activities that are fun so you'll want to do them.

3. Go natural.

Follow this simple rule: Eat healthier. Steer clear of highly processed foods in the grocery aisles and drive-through lanes. Focus instead on fresh, healthy ingredients such as fruits and vegetables, lean meat and fish, dairy products and whole grains.

4. Relax.

Stress plays a powerful role in our well-being. Identify the sources of your stress and take steps to reduce them. Deep breathing techniques and yoga classes can help alleviate stress.

5. Make an appointment with your primary doctor.

Don't put off recommended health screenings, including dental and vision exams. Screenings are one of the best ways to identify diseases early, when they're most treatable. Ask your doctor if you're due for your annual checkup, and make sure to schedule it.

6. Hit the off button.

Spending too much time watching TV or browsing the Internet gets in the way of other healthy habits. Pay attention to how much screen time you log a day — and replace some of it with exercise.



Dedicated to you

Here's a closer look at the Customer Service Center in Lansing.



Frequent, rotating huddles are essential to our team. They keep us aligned on how to best service you, our members.

1. What is a dedicated team, and what does that mean for State members?

- A dedicated team means that we have customer service representatives who are experts in State of Michigan benefits. This ensures that we provide you with the most accurate and timely information about your coverage.

2. What are the most commonly asked questions?

- Members who are transitioning to Medicare often call to find out how it works. If you are eligible for Medicare, you should receive your Medicare card a few months before your effective date. Once you receive your card, you should confirm the Medicare information with the Office of Retirement Services. You should also fill out the Blue Cross Blue Shield birthday letter, once it arrives in the mail. Once your Medicare coverage becomes effective, you can start using your Medicare card as your primary health insurance and their Blue Cross card as secondary.

3. How can members make the most of their call or visit to the Service Center?

- It's important to come prepared with all of your questions, and as much supporting information as possible. For claims, you'll need to know the date of service, provider and amount.

Also, because your health information's security is one of our top priorities, you should be prepared to answer questions to confirm your identity. Finally, answering your questions can take a little time. We will be very thorough, and also include a recap of our conversation to ensure we are handling all your questions the first time. It is very important to us that you don't have to make an unnecessary second visit or call us back.

State of Michigan



Open enrollment August 3 – 28

Learn more about your health coverage options

Wednesday, **August 26**

10 a.m. to 2 p.m.

Mason and G. Mennen Williams
Buildings, Courtyard Plaza
Lansing, Michigan



Nonprofit corporations and independent licensees
of the Blue Cross and Blue Shield Association

BCBSM (800) 843-4876
BCN (800) 662-6667



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 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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