

State of Michigan Employees For Your Benefit

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

Ask your questions online at bcbsm.com

To improve our service to you, Blue Cross Blue Shield of Michigan has created a new online customer service access site for the State Health Plan PPO, the New State Health Plan PPO and the State Vision Plan members. Now you can send your benefit and claim inquiries online through the Member Secured Services site on bcbsm.com. It's easy and secure.

- Log on to the secured site at bcbsm.com by providing a user ID and password. If this is your first time to the site, you'll need to register.
- From the sidebar, go to the Communication Center and click *Send us a message*.
- Type your benefit or claims question in the space provided and submit.

Online provides fast turnaround

The online inquiry site offers members a quick response time. For general or routine inquiries, you can expect a response within two business days. If an inquiry requires more time, we'll send you an e-mail stating that we've received your inquiry but need more time to complete it. For more complex inquiries, or inquiries requiring claims processing, we'll respond to you within 14 calendar days.

Once we've completed the response to your inquiry, we'll send a notice to your personal e-mail mailbox advising you to log into bcbsm.com Member Secured Services. You can retrieve the response from the Communications Center on the site.

Your information is safe and secure

Blue Cross Blue Shield of Michigan understands the importance of keeping your health information private. We follow strict privacy policies in accordance with state and federal law to guard your protected health information (PHI). PHI is information about you that can reasonably be used to identify you and that relates to your health care.

When you send your benefit or claim inquiry to us through the secured online message site, your information is protected by PHI and remains confidential. When you register for the Member Secured Services site on bcbsm.com, we'll ask you to provide personal information for authentication, such as a user ID and password. This allows us to verify your identity, which is necessary for us to process your request. We won't disclose another member's PHI without proper authorization. Please refer to the PHI notices at bcbsm.com for more information. We also use firewall technology to safeguard your information from outside access.

If you don't want to use the online message site, you may continue to call the BCBSM State of Michigan Customer Service Center at 1-800-843-4876, or mail your inquiry to us at State of Michigan Customer Service Center – L04A, Blue Cross Blue Shield of Michigan, 232 S. Capitol Avenue, Lansing, MI 48933-1504.



Members receive EOBPs monthly

For your convenience, the *Explanation of Benefits Payments* (EOBP) statement is now provided monthly for members who have received health care services during that time period. Consolidating the claims processed under your contract into a monthly form can make it easier for you to track how your benefit services were paid.

The EOBP is not a bill. It's a statement that tells you:

- The family member who received services
- Who provided the service, the payments made and any amount saved by using a network or participating provider
- Service dates, charges, payments and any balance you may owe
- Helpful information about BCBSM programs

You should continue to access your EOBPs online at bcbsm.com by signing in at the Members Secured Services site. You may also receive your EOBPs by mail.

Please check your EOBPs carefully. If you see an error, please contact your provider first. If they can't correct the error, call the BCBSM State of Michigan Customer Service Center at the phone number on the back of your ID card.



Prescription drug coverage changes to MedImpact in 2013

Effective January 1, 2013, the State of Michigan prescription drug plan will change from BCBSM/Medco to MedImpact. Notify your pharmacy that you have a change in your prescription drug insurance, and use your new MedImpact ID card. The cards were already sent.

Patient-centered medical homes coordinate care to improve your health

A good relationship with your doctor is essential. Most patients have a better outcome when they are able to comfortably communicate their health care needs with their doctor. Then they can work together to attain the patient's health care goals. This important relationship and the advantages it brings are at the core of the patient-centered medical home concept. A patient-centered medical home (PCMH) is a team of care providers. A team is necessary to ensure the patient receives the comprehensive care that is the essence of a PCMH. The team, led by a primary care physician (PCP), focuses on the whole person and coordinates the patient's care across all settings.

Partnering with the patient and the patient's family requires understanding and respecting each patient's unique needs, culture, values, and preferences. The PCMH actively supports patients in learning to manage and organize their own care at the level the patient chooses. Recognizing that the patient and family are core members of the care team, the PCMH ensures that both are fully informed partners in establishing care plans.

Each member's prescriptions, tests, visits to specialists, and other services are tracked so that the PCP has a comprehensive view of the patient's care and can monitor the member's health care on an ongoing basis. When a patient has a question or concern, the PCMH practice offers 24-hour access to a clinical decision maker; this may include extended office hours, telephone access or a connection to urgent care. All of these features add up to the patient receiving the care they need for the most positive health outcome possible.

In 2012, Blue Cross Blue Shield of Michigan designated 3,017 physicians as being in a PCMH. An additional 4,000

physicians are working toward the PCMH designation. As you consider your health goals for the coming year, you may want to learn more about patient-centered medical homes. To locate a PCMH physician, go to bcbsm.com and click *Find a Doctor* on the left side of the page.

Advantages of a PCMH

PCMH providers work with patients to monitor their care and help keep them healthy. Some of the benefits of a PCMH include:

- Stronger doctor-patient relationship.
- More assistance with self-managing chronic conditions such as diabetes and hypertension.
- Better use of technology to track a patient's health care information and coordinate care over the long-term.
- Offering 24-hour patient access to a clinical decision-maker, with a multi lingual approach to care. Access may include extended office hours, telephone access, connection to urgent care or a combination
- Providing an online patient system to allow electronic communication and provide patients with more access to medical information and technical tools.
- Working with each patient to set individualized health goals; using a team-focused, systematic approach to track appointments and ensure follow-up on needed services and test results.
- Coordinating a patient's care by communicating with other providers, as well as caregivers, community service agencies, and the patient and the patient's family.
- Coordinating referrals to specialists, and providing specialists with the patient's information needed for proper care, such as lab work and test results.

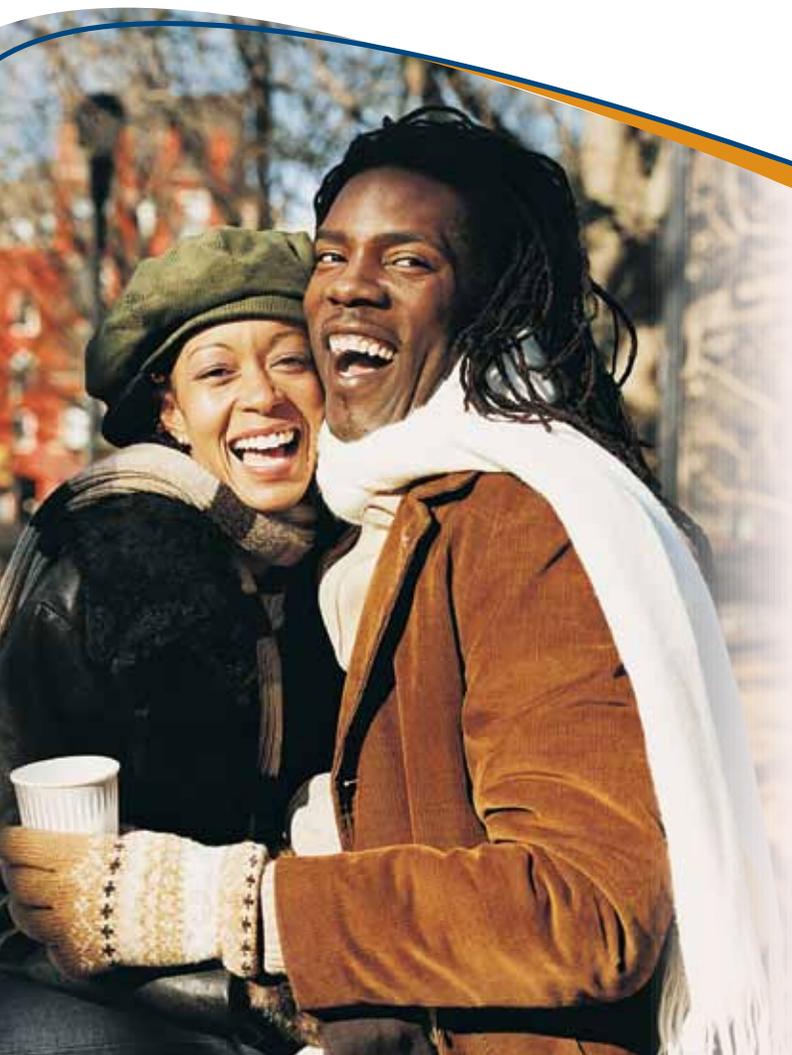
Providing patients with counseling, screening and education on preventive care.

To find a doctor in a PCMH, visit the provider search on bcbsm.com. Indicate the type of doctor you're seeking and put a check in the box indicating that you want a PCMH.

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

For Your Benefit is published by Blue Cross Blue Shield of Michigan. It is meant to complement the advice of health care professionals and is not intended to take the place of professional medical care.

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