

# State of Michigan Employees For Your Benefit

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



## The Engagement Center is a central hub for information

Blue Cross Blue Shield of Michigan's Engagement Center offers members information to manage their health through numerous programs and services. Whether members have a question for a nurse on the 24-Hour Nurse Line or want to enroll in a wellness program, the Engagement Center can connect you with the right resources to address your health need or concern.

### BlueHealthConnection

Engagement Center specialists can assist you with all of the BlueHealthConnection® programs including:

- 24-Hour Nurse Line
- Case Management
- Chronic Condition Management

The Engagement Center provides members with current information regarding programs and tools. Members who need information on how to quit smoking can be enrolled in Quit the Nic. Engagement Center specialists also provide assistance to those who may have questions about completing health assessments or qualification forms.

### Contact the Engagement Center

The Engagement Center is a central hub that can help members get questions answered, learn more about how to manage their health and make the most of BCBSM's service and tools. To contact the Engagement Center, call 1-800-775-2583 from 8 a.m. to 8 p.m. EST Monday through Saturday.

### Online Tools

New to **bcbsm.com**? No problem. Engagement Center specialists can assist members with navigating the Member Secured Services website, online health assessment and health coaching modules.

Here's how to access our health and wellness tools:

- Step 1: Go to [bcbsm.com](http://bcbsm.com).**
- Step 2: Log in to Member Secured Services. If you are a first-time user, you must register.**
- Step 3: Click the *Health and Wellness* tab.**
- Step 4: Select *BlueHealthConnection* to begin.**

### Claims Questions

If you have benefit or claims questions, Engagement Center specialists can transfer you to Customer Service to address your inquiry.



# What members need to know about preventive care

Preventive care refers to services that can help you stay healthy and identify problems early. These services are called “preventive” because they can help prevent serious health problems. Diagnostic services start when you already have signs of an existing health problem; therefore, your doctor may order tests to further diagnose your condition. As simple as this might sound, sometimes determining the difference gets a little confusing since there are a number of services, including colonoscopy, mammograms and pap smears, which fall into both categories.

*For example:*

During a doctor visit, a member is reminded that he or she has reached the recommended age for a colonoscopy. The member doesn't have any concerns but gets a colonoscopy for screening purposes only. In this case, the colonoscopy would be considered a preventive service and would be covered at 100 percent.

In another case, a member goes to see her physician with persistent abdominal pain. The doctor recommends that she have a colonoscopy to further investigate the abdominal pain and determine if there are any issues with the member's colon. In this case, the colonoscopy would be considered a diagnostic service and, therefore, subject to the appropriate cost share.

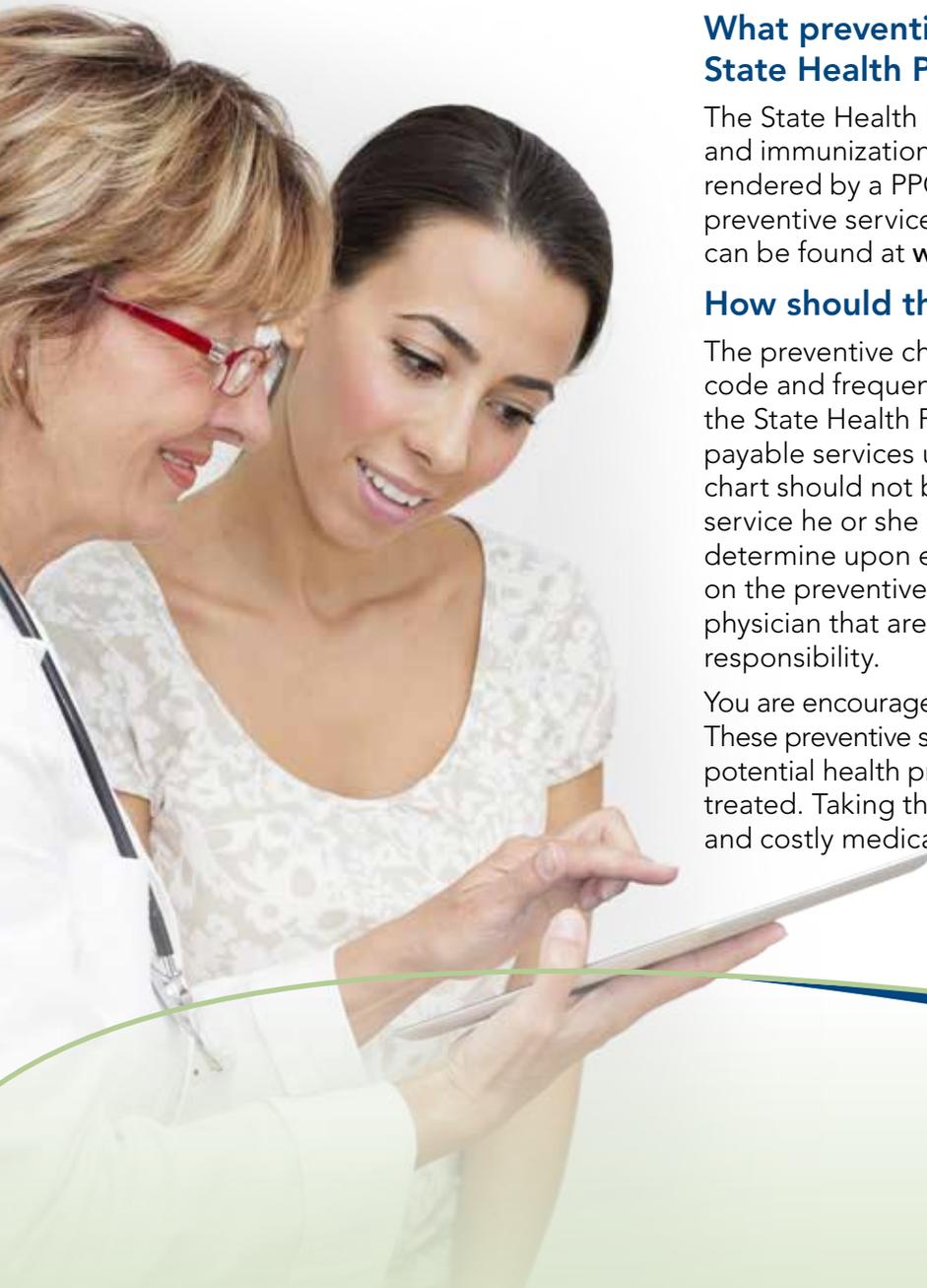
## **What preventive services are covered under the State Health Plan PPO?**

The State Health Plan PPO covers certain preventive services and immunizations with no cost share when the services are rendered by a PPO network provider. A chart that shows the preventive services covered under the State Health Plan PPO can be found at [www.bcbsm.com/som](http://www.bcbsm.com/som).

## **How should the preventive chart be used?**

The preventive chart provides a service name, procedure code and frequency of all payable preventive services under the State Health Plan PPO. This chart is a tool for identifying payable services under the State Health Plan PPO. This chart should not be used to dictate to your physician which service he or she is required to provide. Your physician may determine upon exam that tests may be required that are not on the preventive chart. Preventive services provided by your physician that are not on the preventive chart are your financial responsibility.

You are encouraged to visit your provider regularly for checkups. These preventive services can help keep you healthy by detecting potential health problems while they can be avoided – or easily treated. Taking these proactive steps can help prevent serious and costly medical conditions down the road.



## Eyes are windows to your overall health

From flirty to puppy-dog eyes, our eyes are our most expressive feature and they tell others about us. Looking someone straight in the eye may or may not reveal their honesty – but the eyes can tell you about cholesterol, high blood pressure, diabetes and other health conditions.

“The eye is a unique window into health,” says Dr. Roger Phelps, a VSP doctor in Ojai, Calif., and principal of **OjaiEyes Optometry**. “It’s the only place in the body where, without surgery, we can look in and see blood vessels, arteries, and a cranial nerve.”

Annual eye exams are an important part of your overall health routine. Some people wait until they experience symptoms before seeing a doctor. You shouldn’t wait because many eye problems are silent – meaning they have no symptoms. A recent study found that one in four adults hadn’t had an eye exam in the past two years, and the same proportion was unaware that an eye exam could prevent them from losing their sight.

### *Too young, old, or healthy for an eye exam? Think again.*

Who Should Get an Eye Exam	Why Eye Exams are Important at this Age	When to Schedule Your Eye Exam
Babies	About 80 percent of what you learn is through your eyes.	Six months Between two and three years old Before kindergarten
Children	One in four children has a vision problem that can interfere with learning and behavior.	Once a year <b>TIP:</b> Schedule around the beginning of the school year to give your child a healthy start.
Adults	Even if you’ve had laser vision surgery or have naturally good vision, you still need an annual exam.	Once a year
Seniors	As we age, we’re more susceptible to cataracts, glaucoma and macular degeneration.	Once a year
People with Diabetes	Diabetes is the third leading cause of blindness in the United States. And most diabetes-related blindness can be prevented.	Once a year
Contact Lens Wearers	Contact lenses are medical devices, so regular exams with your eye doctor and review of your prescription are important.	Once a year

According to the National Eye Institute, more than 11 million Americans have an uncorrected visual impairment that can impact their quality of life. Don’t let this happen to you or your family members. Schedule an appointment with your eye doctor and let your eyes speak for you.

### **You can now use your vision benefits at Shopko Optical**

Shopko is now part of the VSP vision network. You can visit a Shopko Optical center near you when it’s time for your next eye exam. To locate a Shopko provider in Michigan, log in at [vsp.com](http://vsp.com) and select *Search for Affiliate Provider*.

# For Your Benefit

State of Michigan Employees

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## 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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