

## State of Michigan Retirees

# For Your Benefit

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

## BCBSM partners with VSP for your vision plan

Effective October 1, 2013, Blue Cross Blue Shield of Michigan is partnering with Vision Service Plan® to administer your vision benefits. Also beginning October 1, 2013, you will switch to the VSP provider network. Your vision benefits will remain the same. In addition, you will receive savings on items not covered by your benefits such as, polycarbonate lenses, anti-reflective coating and anti-scratch coating.

### New vision ID card

New Blues vision ID cards were mailed in September. If you have not received your new ID card by October 1, 2013, call Blue Cross Blue Shield of Michigan Customer Service at 1-800-843-4876.



### Finding a participating doctor

Visit [bcbsm.com](http://bcbsm.com) to find a vision provider who participates in the VSP network. Click on *Find a Doctor*, and then click on VSP. You can also contact Vision Service Plan at 1-855-356-4362 to locate a participating provider. Your State Vision Plan provides an out-of-network benefit if your provider does not participate. However, you will pay lower out-of-pocket costs if you go to a VSP network provider.

### Explanation of benefits

When you use your vision benefits on or after October 1, 2013, you will receive a *Personalized Savings Statement* from VSP. This easy-to-understand document is similar to the *Explanation of Benefit Payments* statements you receive from the Blues.

### VSP network

VSP has nearly 29,000 providers nationwide, including more than 1,100 in Michigan. Medical office, retail setting, and neighborhood locations offer full service (exams and eyewear), with 88 percent of locations offering evening, weekend or early morning hours. Popular, regional, retail chain providers in the VSP network include:

- Rx Optical, a Michigan-based retailer
- Costco, with 400 locations nationwide
- Heritage Optical, with two locations in Detroit
- SVS Vision, with 54 locations in Michigan — also one of the Top 50 U.S. optical retailers
- Henry Ford Health System OptimEyes, with 18 locations in Michigan

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Whether you choose a VSP doctor or a participating retail chain provider, using your vision coverage will be easy and convenient, with no claim forms to complete.

### **Savings and discounts**

You will have nationwide access to competitive pricing on all lens options. In addition, you will receive special discounts for LASIK, Custom LASIK and PRK if you see an in-network eye doctor.

### **Customer service**

For questions about your vision coverage, call Vision Service Plan at 1-855-356-4362. Hours of operation are: Monday through Friday from 8 a.m. to 11 p.m. Eastern time; Saturday from 10 a.m. to 11 p.m. Eastern time; Sunday from 10 a.m. to 10 p.m. Eastern time.

## Contact MedImpact for prescription drug questions

As a reminder, your State of Michigan prescription drug coverage is provided by MedImpact. This change went into effect January 1, 2013. For all questions regarding your prescription drug plan, please call MedImpact at 1-877-403-6034.

## Medicare's new bidding program may change DME suppliers for some members

Medicare is introducing a new competitive bidding program in some areas of the country. This means that network suppliers contracted with Medicare for certain durable medical equipment such as, prosthetics, orthotics and supplies will change.

Benefits of the program include:

- You save money
- You have access to quality medical equipment, supplies and services from trusted suppliers
- It helps prevent Medicare fraud and abuse

Keep in mind that to reduce your out-of-pocket costs, it is essential that you use suppliers that are contracted with Medicare. Medicare will not pay suppliers that are not contracted with them. To find out if your DME suppliers have changed, you can visit Medicare's website at [www.medicare.gov/supplierdirectory](http://www.medicare.gov/supplierdirectory) or ask the supplier if they are a contracted provider with Medicare.



## National mail order program for diabetic testing services

Effective July 1, 2013, Medicare has a national mail order program for diabetic testing supplies. Members who order diabetic supplies through mail order will be required to use a Medicare national mail order supplier. If you are not currently receiving your diabetic supplies through mail order, you can continue to obtain your supplies from your local pharmacy or other supplier. This change is a result of the competitive bidding program mentioned in the previous article.

To reduce your out-of-pocket costs, it is essential that you use a mail order supplier that participates with Medicare. Medicare will not pay suppliers that are not contracted with them. For more information about Medicare's national mail-order program for diabetic supplies, go to Medicare's website at **medicare.gov** and type National Mail Order Program in the Search box.

## Case management helps you get the care you need

Facing a serious illness, such as respiratory failure, diabetes, stroke or cancer can be overwhelming. To help you manage these types of conditions, Blue Cross Blue Shield of Michigan offers assistance through the Case Management program. The program provides support during hospital stays and treatment, as well as during the at-home recovery process. While you're receiving medical care, you work with a dedicated registered nurse case manager, who will help you navigate the health care system and get the care you need.

### Enrolling in Case Management

Case Management is a voluntary program offered to you and your eligible dependents at no cost to you. You may enroll yourself in the Case Management program if you need help managing a serious illness. You may also be referred to the program by your physician or a hospital staff member, such as a discharge planner or social worker.

### Working with a nurse case manager

The nurse case manager works with you to create a plan to address your needs. Your case manager will help you review your health care needs and understand your treatment plan. In addition, he or she will work with your physician, discuss your progress with you between doctor visits, and coordinate services ordered by your physician when you are discharged from the hospital.

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Detroit, Michigan 48226-2998

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Members typically receive case management services for six months to a year. Your case manager handles the case until you have completed all treatment and met your health goals established while participating in the program.

The following are other services that your case manager may provide:

- Find network providers in your area
- Facilitate the delivery of medical supplies and equipment ordered by your physician
- Provide referrals to community resources for emotional, financial and other supportive services

To participate in the Case Management program, please call or have your physician call BCBSM at 1-800-845-5982. To learn more about Case Management and other BlueHealthConnection® programs visit **bcbsm.com**.

## 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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