

*Section 9: Getting Questions Answered*



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## *Where to Get Your Questions Answered — Group*

If you are a group representative with questions about	Contact
<ul style="list-style-type: none"> <li>• Benefit changes</li> <li>• Premium rates</li> <li>• Premium rate renewals</li> <li>• Open enrollment kits</li> </ul>	Your Blues sales representative or independent agent (see page 9-4 for a list of Regional Sales Offices)
<ul style="list-style-type: none"> <li>• Membership eligibility</li> <li>• Billing</li> <li>• Enrollment/change form processing</li> <li>• Monthly invoice</li> <li>• Identification cards</li> <li>• Seeking Services</li> </ul>	Regional Sales Office or Group Inquiry 1-800-970-6684 Monday through Thursday 8:30 a.m. to 5 p.m. Friday 9:30 a.m. to 5 p.m.
<ul style="list-style-type: none"> <li>• Claims</li> <li>• Benefits</li> <li>• Physician referral</li> <li>• Group education</li> <li>• Technical field support</li> </ul>	Regional Sales Office or Field Services 1-877-465-5120
Information materials — forms by fax	Fax: 248-455-3651
Disease management programs	1-800-392-4247
Anti Fraud Hotline	1-800-482-3787
BCN information <ul style="list-style-type: none"> <li>• History</li> <li>• Executive staff</li> <li>• Network</li> <li>• Programs</li> </ul>	<b>MiBCN.com</b>
Register for eMCS	<a href="http://www.mibcn.com/pdf/group/eMCS_BCN_manual.pdf">www.mibcn.com/pdf/group/eMCS_BCN_manual.pdf</a>

## *Where to Get Your Questions Answered — Member*

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<b>If you are a member with questions about:</b>	<b>Contact</b>
<ul style="list-style-type: none"> <li>✓ Eligibility</li> <li>✓ Benefits</li> <li>✓ Physician referral</li> <li>✓ Claims</li> <li>✓ Identification card requests</li> </ul>	BCN Customer Service 1-800-662-6667 1-800-257-9980 TTY users Monday through Friday 8 a.m. to 5:30 p.m.
Disease management programs	1-800-392-4247
BlueHealthConnection®	1-800-637-2972
Health education	1-800-637-2972
BCN information <ul style="list-style-type: none"> <li>✓ Customer Service information</li> <li>✓ Health guidelines</li> <li>✓ Programs</li> <li>✓ Physician directory and selection application</li> </ul>	<b>MiBCN.com</b>

## *Group Inquiry*

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**When to call  
Group Inquiry** This unit serves groups, group administrators, managing agents and agents. Group Inquiry representatives coordinate the resolution of group-level membership and billing inquiries including:

- ✓ Verifying contracts and member status
- ✓ Determining member eligibility
- ✓ Explaining member-level underwriting guidelines
- ✓ Resolving membership discrepancies
- ✓ Coordinating the resolution of group billing issues

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**Contact** The Group Inquiry unit telephone number is 1-800-970-6684. Representatives are available Monday through Thursday 8:30 a.m. to 5 p.m. and Friday 9:30 a.m. to 5 p.m.

## *Field Services*

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**When to call  
Field  
Services** Field Services representatives serve groups, managing agents and agents in the following ways:

- ✓ Clarifying benefit-level coverage
- ✓ Explaining benefits
- ✓ Resolving group-level claim issues
- ✓ Resolving group-level quality of care or service issues
- ✓ Providing group education on BCN administrative processes
- ✓ Providing technical field support to your BCBSM sales representative or your independent agent

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**Contact** To find out your BCN Field Services representative, call 1-877-465-5120.

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## *Sales Staff*

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**When to call  
your Blues  
sales rep**

BCBSM Marketing staff can answer questions about the following:

- ✓ Premium rates
- ✓ Premium rate renewals
- ✓ Monthly invoice
- ✓ Enrollment kits
- ✓ Identification cards
- ✓ Membership eligibility
- ✓ Enrollment/change form processing
- ✓ Benefit clarification
- ✓ Billing questions
- ✓ Claims questions — if unresolved at the member level  
(Members should first contact Customer Service at  
1-800-662-6667 or the number at the back of their card.)
- ✓ Physician referral questions
- ✓ Group education
- ✓ Technical field support

## *Materials and Supply Requests*

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**Statewide  
Forms by Fax** BCN publishes informational materials for members and group administrators.

Group administrators can request materials by completing the forms-by-fax form on the following page and faxing to 248-455-3651



**Group Fax on Demand Form**  
Fax your request to 248-799-6760  
Attention: Publications

Please print or type

Allow five days for delivery.

Ordered by (name)	Group number	Date
Company name		
Address (Cannot be shipped to a P.O. Box)		Suite #
City, state, Zip		Telephone

FORM NAME	DESCRIPTION	FORM Number	NUMBER requested (Limit of 25 per publication)
Group publications	Blue Care Network's health reimbursement arrangement	CB10836	
	Blue Care Network's deductible plans	CF0067	
	Blue Elect Self Referral option for employers	CB9064	
Member publications	BCN overview — Blue Elect Self-Referral Option	CB9054	
	Blue Care Network's Healthy Blue HMO HRA	CB10853	
	Comprehensive coverage (overview of BCN plans)	CF0100	
	Coverage goes with you (BlueCard travel benefits)	CF2448	
	Formulary Quick Guide for Members	CF0155	
	FYI: BCN BlueHealthConnection	CB9046	
	FYI: Behavioral Health Coverage	CF9000	
	FYI: BCN Service Area	CB9046	
	FYI: Durable medical equipment or diabetic supplies	CF10849	
	FYI: Generic Drugs Save You Money	CF9001	
	FYI: Outpatient rehabilitation	CF9003	
	FYI: Understanding Emergency Procedures	CF5693	
	FYI: Understanding the Referral Process	CF5694	
	FYI: Woman's Choice program	CB10255	
	FYI: Your BCN Drug Benefits	CF9004	
FYI: Your Primary Care Physician	CF5695		
	<i>Good Health</i>	CF2865	
Group publications — Healthy Blue Living <sup>SM</sup>	Employer brochure: Plans that create a healthier workplace	CB9446	
	HBL <i>Qualification Form</i>	CN 9454	
	Health Coaching encourages healthy behavior	CF10714	
	Healthy Blue Living Products: Administrative guidelines	CB11343	
Member publications — Healthy Blue Living <sup>SM</sup>	<i>Good Health: Healthy Blue Living</i>	CF10854	
	Healthy Blue Living brochure: A health plan working for you	CB9440	
	Healthy Blue Living member guide	CB9459	
	Healthy Blue Living Rewards	CB11460	
	Healthy Blue Living weight management program Q&A	CF11524	

If you need a form that is not on this list, please call Field Services at 1-877-465-5120.

To order open enrollment or new hire kits, contact your sales representative or independent agent.

To mail this request, send to: Publications — C226, Blue Care Network PO Box 5043, Southfield, MI 48086-5043

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## *Customer Service*

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### **Answering member questions**

Customer Service representatives can help members with the following:

- ✓ Benefit questions
  - ✓ Address changes
  - ✓ Eligibility inquiries
  - ✓ ID card requests
  - ✓ Complaints or grievances
  - ✓ Quality-related service issues
  - ✓ Claims issues
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### **Contact**

- ✓ The regular Customer Service telephone number is 1-800-662-6667.
  - ✓ For the hearing impaired, call TTY at 1-800-257-9980
  - ✓ Representatives are available from 8 a.m. to 5:30 p.m. Monday through Friday.
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### **Customer service Monday through Friday 8:30 a.m. to 4:45 p.m.**

- **Ann Arbor (walk-in service)**  
2311 Green Road, Suite 2323
- **Flint (hotline telephone service)**  
4520 Linden Creek Parkway, Suite A
- **Grand Rapids (hotline telephone service)**  
611 Cascade West Parkway, SE
- **Jackson (hotline telephone service)**  
1000 N. Wisner, Suite 5 (in the Wisner Plaza Mall)
- **Southfield corporate headquarters (walk-in service)**  
20500 Civic Center Drive

## *Member Information*

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### **BlueHealth Connection**

We offer various treatment and preventive care programs for members under the BlueHealthConnection umbrella of care.

#### **Health Education 1-800-637-2972**

Members can call the message line and request information on a health topic, a self-help guide or to find out about BCN health fairs.

#### **Disease Management programs 1-800-392-4247**

BCN has comprehensive programs to help members manage asthma, cardiovascular disease, chronic obstructive pulmonary disease, depression, diabetes, heart failure, kidney disease, low back pain and migraine headaches.

#### **Quit the Nic 1-800-811-1764**

BCN's smoking cessation program offers members a battery of tools to help them quit smoking, including the opportunity to talk to a registered nurse about how to kick the habit.

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### **Online information**

Our Web site, **MiBCN.com**, is a valuable resource for health information that can help members get the most from their coverage. Here's some of what members can do:

- Complete a health assessment and develop a personal action plan with an online health coach.
- Verify eligibility for everyone on the subscriber's contract
- Order ID cards
- View and print claim summaries
- View benefits (certificates and riders)
- Change primary care physician
- Research and compare doctors, investigate hospital quality and explore medical and drug treatments
- Save on healthy goods and services from Michigan-based companies through Healthy Blue Xtras<sup>sm</sup> and national companies through Blue365<sup>®</sup>

To access these features, members need to login to *Member Secured Services* from the home page and register. Members only need to register once.