

BlueHealthConnection® is a health management system to help you stay healthy, get better or improve your quality of life while living with an illness. Our programs provide care for members with the information, tools and assistance they need to make informed health choices.



Disease Management programs

800-392-4247

Accordant Care™ for complex conditions

This is a disease management program for members with complex medical conditions.

What we offer:

- 24-hour telephone access to nurses
- Educational brochures
- Monthly newsletters
- Notifications to doctors of changes in patient health
- Nationally recognized medical advisors
- Accordant Web site

Asthma

Members learn about asthma, how it affects their lives and how to manage its symptoms. Program is for members age 2 or older.

What we offer:

- Self-care book
- Asthma handbook with personal care card
- Asthma action plan, inhaler record, Asthma ACT test and newsletters
- Referrals to Health Education and Care Management
- Special events

Cardiovascular

Members learn about risk factors that contribute to heart disease and stroke (tobacco smoke, high blood pressure, high cholesterol, obesity, inactivity and diabetes). Program is for members ages 18 and older.

What we offer:

- Self-care book
- Heart disease handbook with personal care card
- My Healthy Heart worksheet and newsletters
- Referrals to Health Education and Care Management

Chronic obstructive pulmonary disease

Members learn about chronic obstructive pulmonary disease and how to manage its symptoms. Program is available to members age 18 and older with COPD, emphysema and chronic bronchitis.

What we offer:

- Self-care book
- COPD handbook with personal care card
- COPD Action Plan, inhaler record and newsletters
- Referrals to Health Education and Care Management

Chronic kidney disease

Members learn about chronic kidney disease, how it affects their lives and what steps they can take to manage their symptoms.

Program is available to those members age 18 and older who have been diagnosed with kidney disease.

What we offer:

- Self-care book
- Kidney disease handbook with personal care card
- Referrals to Health Education and Care Management

Depression

This is a program for members 18 years of age or older diagnosed with depression. Members learn about medication, counseling and other treatment options.

What we offer:

- Self-care book
- Depression handbook
- Referrals to Health Education and Care Management
- Prescription refill reminders

Diabetes

This is a program for members age 18 and older diagnosed with type 1 or type 2 diabetes mellitus.

What we offer:

- Self-care book
- Diabetes handbook with personal care card

- Diabetes management plan, retinal eye exam form, reminder cards for important tests and newsletters
- Referrals to Health Education and Care Management
- Special events (fairs, expos)
- Coverage for glucose meters/supplies and hospital-based education classes

Heart failure

Members learn about congestive heart failure, its symptoms and treatment. This program is for members ages 18 and older.

What we offer:

- Self-care book
- CHF handbook with personal care card
- Member newsletters
- Referrals to Health Education and Care Management
- AlereNet™ Heart Monitoring system (if needed)

Low back pain

This is a program for members age 18 and older diagnosed with low back pain or low back pain with a surgical or radiological procedure.

What we offer:

- Self-care book
- Low back pain handbook with personal care card
- Member newsletters
- Referrals to Health Education and Care Management

Migraine

Members age 18 and older learn how to identify and avoid personal migraine triggers, use medicines and how to track their headaches.

What we offer:

- Self-care book
- Migraine handbook with personal care card
- Headache action plan/diary and newsletters
- Referrals to Health Education and Care Management

Health Education message line

Members can call a 24-hour message line and request health education information.

What we offer:

- Leave a question for a return call
- A message line to leave a question or request information on BCN programs
- Free Self-Help Guide books. Topics include:
 - Healthy Approaches to Menopause
 - Stress Management
 - Quitting Smoking for Life
 - Hope and Help for Depression
 - Feeding Your Baby From Birth to Age 2
 - Good Nutrition for Growing Children
 - Taking Control of Your Cholesterol
 - Taking Control of Your Weight
 - High Blood Pressure
 - Eating and Exercising for Better Health

Weight Watchers® discount

Weight Watchers can help members get healthy and stay healthy by losing weight.

What we offer:

- Savings on registration and classes

Call 800-651-6000 or visit weightwatchers.com to find Weight Watchers locations



BlueSafeSM

BlueSafe is an injury prevention program offering discounts on safety products.

What we offer:

- Discounts on health and safety equipment purchased from Wright and Fillipis. Members show their ID cards at participating retail stores.



Weigh to GoTM

BCN's weight-loss and fitness program for members 18 and older has two components: one through the Michigan Institute for Health Enhancement and one through Blue Care Network.

What we offer:

- Educational materials
- Journals
- Ongoing support
- Incentives
- Initial assessment and registration through the Michigan Institute for Health Enhancement, call 866-MITEAM5 or visit miteam.org



Naturally BlueSM

Save on alternative therapies with Naturally Blue.

What we offer:

- Members receive discounts on:
 - Acupuncture
 - Exercise
 - Diet and supplement advisors
 - Fitness centers
 - Massage therapy
 - ... and more

Go to MiBCN.com/natblue to learn more.



Quit the Nic

Quit the Nic is the Blue's free smoking cessation program.

What we offer:

- Telephone counseling
- One-on-one counseling with a registered nurse
- Action plan
- Educational materials
- Over-the phone enrollment. Call 800-811-1764, 24 hours a day, seven days a week
- Medication coverage. Members who enroll and have BCN prescription drug coverage, can get nicotine patches, lozenges and gum covered for their usual copayment. (Normally over-the-counter medications are not a covered benefit.) Call BCN Customer Service for more details at 800-662-6667.



And much, much more

Member communications

BCN mails members information to help them make healthy lifestyle choices and to help them make the most of their health coverage.

What we send:

- Mailed twice a year, the Good Health magazine has the latest health and benefit news for members
- Exam and screening reminder cards to prompt members to get these important tests

Web-based tools at MiBCN.com

Registered members can get personalized information and other custom features such as:

- Take a free BlueHealthConnection health risk appraisal to receive a personalized health status report. You can also sign up for an online health coach.
- Access personal health quizzes, assessment tools, tracking logs, body mass index and target heart rate calculators.
- Search online health information encyclopedia and drug guide.
- Use Healthcare AdvisorTM to research a condition and learn about cost treatment options. You can also compare hospitals using criteria that matter to you.



Blue Care Network has Full NCQA Patient and Practitioner Oriented Accreditation for the following programs: asthma, cardiovascular disease, congestive heart failure and diabetes. The National Committee for Quality Assurance is an independent, not-for-profit organization dedicated to measuring the quality of America's health care.

9/13/2005 – 9/13/2008