

Frequently asked questions

Q. Why should I choose BCN?

BCN works with you to improve or maintain your health while providing access to high-quality health care with low out-of-pocket costs. You receive:

- Hospitalization coverage
- Coverage for office visits, preventive care, well-baby visits and immunizations (A copay and deductible may apply.)
- Easy-to-use benefits with no claim forms

Q. Do I get to choose my own doctor?

Yes. BCN has more than 13,000 primary care physicians and specialists throughout the state to choose from. Plus, the primary care network includes internists, family practice doctors and pediatricians. In addition to their primary care physician, female members can go to any participating gynecologist for routine services without a referral.

Q. Why do I choose a primary care physician?

Your PCP becomes your health care partner, making sure you receive the preventive care you need and managing most of your health care. Having your PCP coordinate your care means he or she understands all your treatment, even when you've been referred to a specialist.

Q. How do I get referrals to specialists?

If you need care that your PCP can't provide, your PCP will refer you to a specialist that he or she trusts. The specialist will determine the treatment you need.

Q. What happens when I travel?

Emergency care is covered anywhere in the world. When you travel in the United States but outside Michigan, you have access to Blues physicians, pharmacies and hospitals for routine, follow-up and urgent care through our BlueCard program. BlueCard is a network of doctors, hospitals and other providers affiliated with Blues plans across the country.

Q. My child is going away to school next year. What type of coverage will my child receive?

If your dependent child is going to a school within the BCN service area, select a BCN primary care physician located near the school. If the school is out of state, your BCN coverage gives your child access to BlueCard, a nationwide network of Blue providers.

Our Vision

As the premier managed care plan in Michigan, Blue Care Network's purchasers, members, physicians, unions and employees are partners in maintaining and improving health.

Our Mission

People helping people to promote health and peace of mind through high-quality care and service.

Call 800-222-5992 from 8 a.m. to 5:30 p.m. to speak to a representative about the value of becoming a BCN member.

For more information about BCN, please see your benefits representative, or visit MiBCN.com.



A nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association



Blue Care Network

A great value in health care coverage



When you choose Blue Care Network, you can be assured of coverage from one of the best-known names in health care: Blue Cross and Blue Shield.

Valuable features

Here's what sets Blue Care Network apart:

- The highly recognized and widely accepted Blue ID card
- Easy-to-use benefits with no claim forms
- Low out-of-pocket costs
- Comprehensive hospitalization coverage (A copay and deductible may apply.)
- Covered office visits, preventive care, well-baby visits, physician exams and immunizations (A copay and deductible may apply.)
- Emergency, urgent and follow-up care when you travel

Comprehensive network of providers

Blue Care Network offers access to a comprehensive network of highly credentialed, board-certified primary care physicians and specialists in its network. Our physician partnerships also help improve care and assist with problem solving and policy development.

Quality health care coverage

Blue Care Network offers members high-quality health care coverage. Since 2000 we have consistently received an Excellent Accreditation from the National Committee for Quality Assurance, the organization that rates managed care plans. Excellence is the mark of premier quality.

Member-centered programs

Under our BlueHealthConnection® umbrella of care are an extensive array of health education, disease management and care management programs and services. We help our members make the most of their health, whether they're adopting a healthier lifestyle or coping with a major illness.

Information in the mail and online

We keep you informed so you can make healthy decisions. Members receive health reminder calls and cards as well as informative newsletters. You'll also have online access to many decision-making tools. From our BlueHealthConnection link at **MiBCN.com**, you can:

- Take a health risk appraisal to pinpoint your health risks
- Create a personal health record, available each time you sign
- Develop a health plan and track it with our online health coach
- Register with our Healthcare Advisor™ to research detailed health and medical information as well as compare doctors and hospitals

Living well with illness

Our comprehensive disease management programs help members better manage chronic conditions. We're proud that our disease management programs for asthma, diabetes, cardiovascular disease and congestive heart failure have Full Patient and Practitioner NCQA accreditation.

- We offer nine disease management programs — more than any other managed care plan in Michigan — asthma, cardiovascular disease, congestive heart failure, chronic obstructive pulmonary disease, depression, diabetes, low back pain, migraines and renal management.
- Behavioral health services don't require a referral.
- Our smoking cessation program has higher-than-average quit rates.

Care management

BCN registered nurses work individually with members dealing with a major medical issue or hospitalization. They assist in coordinating care and helping members understand and participate with their treatment. For members diagnosed with one of 14 complex conditions, we offer even more specialized care.

Service quality

Blue Care Network is committed to providing high-quality service to its members. Our members receive:

- Welcome calls within 30 days of becoming a member
- Customer service from 8 a.m. to 5:30 p.m. Monday through Friday
- The *Good Health* magazine
- Online (**MiBCN.com**) self-service 24 hours a day, seven days a week for personal information, primary care physician changes and eligibility and benefit questions

Money-saving offers

In addition, your Blue Care Network membership helps you save money on products and services:

- WeightWatchers® discount — Show your Blues ID card at your local WeightWatchers location to receive a discount on registration fees and an initial plan.
- BlueSafeSM — Receive discounts on safety equipment and products at participating retail stores. Visit **MiBCN.com/bluesafe** for more details.
- Naturally BlueSM — Save money on select alternative medical services and natural health care-related products. Visit **MiBCN.com/natblue** for more information.

