

One amazing card

You and your dependents can rely on the Cross® and Shield® when you're away from home in the United States. Just show your ID card everywhere you go.

Physicians and hospitals that contract with Blue plans nationwide participate in BlueCard, our care program when you're away from home. You can locate BlueCard providers by using the BlueCard Doctor and Hospital Finder at bcbs.com or by calling 1-800-810-2583.

Pharmacy coverage

You can fill prescriptions at any Blues participating pharmacy when you travel. Your BCN ID card is accepted at thousands of pharmacies nationwide, including most major chains.

Emergency care

You're always covered for emergency care — in Michigan, across the country and around the world. Just show your BCN ID card. When travelling outside the United States, you may be required to pay for services and then seek reimbursement. To speed reimbursement, bring back an itemized bill and any medical records you can obtain.



BCN Customer Service

1-800-662-6667

(TTY users: 1-800-357-9980)

Or call the number on the back of your ID card.

8 a.m. to 5:30 p.m.

Monday through Friday

MiBCN.com

BlueCard®

1-800-810-BLUE (2583)



Blue Care Network of Michigan

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



Health care coverage that travels — that's peace of mind

Whether you're vacationing at a nearby resort or wintering down south, Blue Care Network coverage travels with you.



Blue Care Network of Michigan

Coverage that travels

As a Blue Care Network of Michigan member, you can receive benefits when you're away from home. So can your dependents.

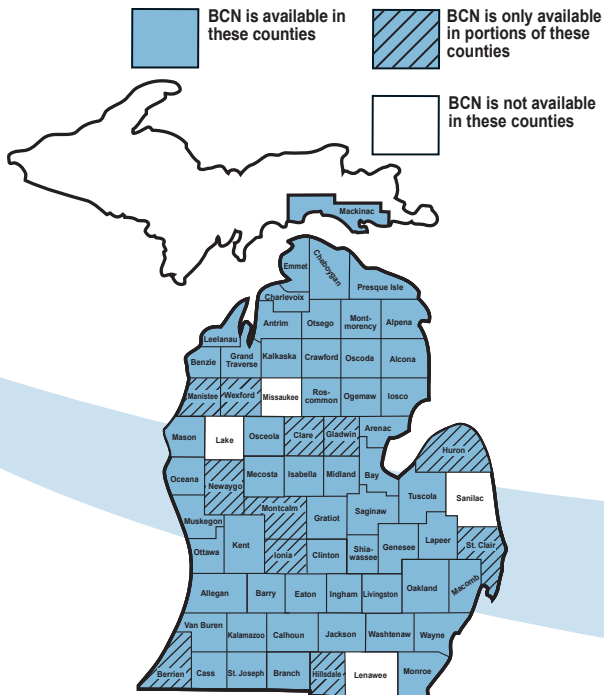
Always carry your ID card for access to service. You should not have to complete claim forms or pay up-front health care expenses, except for your usual out-of-pocket expenses (copayments, coinsurance and deductibles).

Arrange for care before you go

Check with your primary care physician to arrange for coordinated care and required authorizations. For behavioral health services (substance abuse care and mental health services), call the mental health help number on the back of your ID card 24 hours a day, seven days a week. A care manager will evaluate your needs and arrange for services.

Also, call Customer Service for more details about your health care benefits. The options for members vary depending on coverage type.





BCN service area



Away from home

Your BCN coverage includes BlueCard, a program of the Blue Cross and Blue Shield Association. With this program, you have nationwide access to Blue plan physicians and hospitals.

The chart below tells you how to access and arrange care when you're away from home.

If you're traveling	And you need	Here's what you do
In Michigan where BCN is offered 	EMERGENCY CARE (The symptoms are severe enough that someone with average health knowledge believes that immediate medical attention is needed.)	Call 911 or go to the nearest emergency room.
	URGENT CARE (The condition requires a medical evaluation within 48 hours.)	Call your primary care physician. To locate a participating urgent care center, call Customer Service, or visit MiBCN.com/find .
	NONURGENT CARE	Call your primary care physician to coordinate services that don't require immediate attention.
In Michigan where BCN is not offered (You are covered for emergency care only.) 	EMERGENCY CARE	Call 911 or go to the nearest emergency room.
In the United States but outside Michigan 	EMERGENCY CARE	Call 911 or go to the nearest emergency room.
	URGENT CARE	Call BlueCard at 1-800-810-BLUE (2583).
	FOLLOW-UP CARE (To treat or monitor a chronic condition)	Call Customer Service for details about your health benefits and required authorizations.
	ROUTINE CARE (Doctor's visit for a minor illness)	Call BlueCard at 1-800-810-BLUE (2583) to find a physician at your destination.
	OTHER SERVICES (Such as elective surgeries, hospitalizations, mental health or substance abuse services)	Call Customer Service for details about your health benefits and to determine which services require prior authorization.
Outside the United States 	EMERGENCY CARE	Go to the nearest emergency room. (You may be required to pay for services and then seek BCN reimbursement.)