



# Bright Start<sup>®</sup> Welcome Kit





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# Welcome to Bright Start®

Blue Cross Complete of Michigan's Bright Start® program is designed specifically for our pregnant members. It provides you with resources and information for a healthy pregnancy and baby.

Once enrolled, you'll be assigned a nurse or care coordinator who will work with you during every step of your pregnancy.

## Your *Bright Start Welcome Kit* includes information on:

- The Maternal Infant Health Program
- The Keys to Your Care® texting program
- Dental benefits
- Doula services
- Prenatal care
- Postpartum care
- Postpartum depression
- Pregnancy conditions
- Medicine safety
- Transportation
- Important numbers and resources

We're here to answer your pregnancy questions. We can also help you find the resources and services you may need.

We provide this welcome kit to help you learn about your pregnancy. It isn't meant to take the place of your doctor. If you have questions, talk with your doctor.

To enroll in Bright Start, call **1-888-288-1722** and select **option 2**. We're available from 8 a.m. to 4:30 p.m. Monday through Friday. TTY: **1-888-987-5832**.

You can find out more about Blue Cross Complete's maternity care programs at [mibluecrosscomplete.com/maternity](https://mibluecrosscomplete.com/maternity).

# MATERNAL INFANT HEALTH PROGRAM

The Maternal Infant Health Program is Michigan's largest home visiting program. As a member of Blue Cross Complete, you may be able to receive services at no cost that support you during your pregnancy. This program will also help make sure your baby develops into a healthy, full-term baby.

## Program services include:

- Classes about childbirth and parenting
- Free rides to and from your doctor's office, hospital or classes
- Checkups for you and your baby
- Visits with a mental health specialist and referrals to a mental health provider
- Visits to your home to answer questions about being pregnant and caring for your baby
- Lactation or breastfeeding support and counseling services with an International Breastfeeding Certified Lactation Consultant

## During your home visits, the health care professional will:

- Help you with your prenatal care
- Help you get food
- Help you find a place to live
- Teach you how to buy and prepare healthy foods
- Get you care for health problems that could affect your pregnancy, such as diabetes, asthma, high blood pressure, depression or anxiety
- Help you find resources to quit smoking, alcohol or drugs
- Help you find resources if you're concerned about abuse or violence
- Answer questions about family planning (birth control)
- Connect you with community services, such as childbirth education classes; pantries that give out baby items at no cost; the Women, Infants and Children food program; and heat and electricity assistance

## Keeping mental health in mind for new moms

Did you know that the MIHP also includes mental health services? It includes visits with a mental health specialist — either a psychologist, master social worker or professional counselor — as well as referrals to a mental health provider. This is important for moms who might have postpartum depression or anxiety.

To find out more about the MIHP or to enroll, call **1-888-288-1722** and select **option 2**. We're available from 8 a.m. to 4:30 p.m. Monday through Friday. TTY: **1-888-987-5832**.

You can still receive mental health services even if you're not enrolled in the MIHP. For more information, call Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week. TTY: **1-888-987-5832**.

## KEYS TO YOUR CARE® TEXTING PROGRAM



Keys to Your Care® is a texting program for pregnant and postpartum Blue Cross Complete moms. You'll receive texts every week during your pregnancy and for the first few months after your baby is born.

### Topics include:

- How to join the MIHP for in-home services
- Tips for eating right and avoiding certain foods
- The importance of using your dental benefit during pregnancy
- Scheduling free rides to your doctor appointments
- Joining a tobacco quit program if you smoke
- Preparing for your baby's arrival
- Labor signs and symptoms
- Important information to know after your baby is born

To join the program, text "BCCMOM" to **85886**. Or, call our Bright Start team at **1-888-288-1722** and select **option 2**. TTY: **1-888-987-5832**.

### Earn rewards

You could earn Care Card dollars as a reward when you:

- Sign up for Keys to Your Care texting
- Visit the dentist during your pregnancy, if you're 21 or older
- Attend your postpartum visit with your doctor

### QUESTIONS?

Call Bright Start at **1-888-288-1722** and select **option 2**. We're available from 8 a.m. to 4:30 p.m. Monday through Friday. TTY: **1-888-987-5832**.



## DENTAL BENEFITS

### Having a healthy mouth can help you have a healthy pregnancy.

Your body goes through many hormonal changes during pregnancy. These changes can even affect the health of your mouth. This is why it's important to take good care of your teeth and gums while you're pregnant.

Preventive dental visits are important for pregnant women. Healthy Michigan Plan members have dental coverage as long as they're enrolled with Blue Cross Complete. Non-Healthy Michigan Plan members have dental coverage during their pregnancy and for 12 months after their delivery date, as long as they're covered by Blue Cross Complete. If you're under 21 and already have Healthy Kids Dental coverage, you'll continue to get coverage through your current provider.

It's important that you notify your caseworker at the Michigan Department of Health and Human Services of your pregnancy status and due date. You can call your caseworker or report this information on [mibridges.michigan.gov](http://mibridges.michigan.gov).

Periodontal disease is prevalent in pregnant women and can lead to many health complications.

### Follow these tips to prevent periodontal disease:

- Brush your teeth at least twice a day.
- Floss daily.
- Get a dental checkup and teeth cleaning at least twice a year.
- Avoid smoking and other forms of tobacco, candy and sugary foods.
- Eat a well-balanced diet.



## FIND A DENTIST IN YOUR AREA

For dental coverage provided through Blue Cross Complete, visit [mibluecrosscomplete.com/findadoctor](https://mibluecrosscomplete.com/findadoctor). Or call Dental Customer Service at **1-844-320-8465** from 9 a.m. to 5 p.m. Monday through Friday. TTY: **711**.

If you're under 21, your dental benefits are through the Healthy Kids Dental program. For more information, call:

**Healthy Kids Dental**  
**Blue Cross Blue Shield of Michigan**  
**1-800-936-0935 (TTY: 711)**  
8 a.m. to 5 p.m. Monday through Friday  
[bcbsm.com/healthykids](https://bcbsm.com/healthykids)

**Healthy Kids Dental**  
**Delta Dental of Michigan**  
**1-866-696-7441 (TTY: 711)**  
8 a.m. to 8 p.m. Monday through Friday  
[deltadentalmi.com](https://deltadentalmi.com)\*

*\*Blue Cross Complete doesn't own or control this website.*

### Need transportation to your dental appointment?

If you're part of Healthy Kids Dental, you can get free rides to and from the dentist. If you live in Wayne, Oakland or Macomb counties, call ModivCare at **1-866-569-1902** to schedule transportation. If you live outside of these counties, contact your local Michigan Department of Health and Human Services office for transportation assistance.

If you receive dental coverage from Blue Cross Complete, call Transportation Services at **1-888-803-4947 (TTY: 711)** from 8 a.m. to 5:30 p.m. Monday through Friday for same-day transportation. You can also schedule a ride online by visiting [mibluecrosscomplete.com/transportation](https://mibluecrosscomplete.com/transportation). Just be sure to schedule online at least two days before your appointment. In an emergency, always call **911**.

### To keep a healthy mouth during pregnancy:

- See your dentist for a routine checkup as soon as you know you're pregnant.
- Brush your teeth two times a day with a soft-bristled toothbrush. Be gentle, but thorough.
- Floss between your teeth every day.
- Eat a balanced diet of healthy foods and drink at least eight glasses of water daily.
- Eat and drink fewer sugary treats like sodas, candy and cookies.

### Call your dentist right away if:

- Your gums bleed.
- You have pain in your gums.
- You have bad breath that doesn't go away.
- You lose a tooth.
- You have a lump or growth in your mouth.
- You have a toothache.

## PRENATAL CARE

It's important to have a prenatal visit within the first three months of your pregnancy. **If you're a new member, make sure to have your prenatal visit within the first 30 days after becoming a Blue Cross Complete member.** Make sure you schedule this visit regardless of where you're at in your pregnancy.

To stay healthy and have a healthy baby, see your doctor for prenatal visits. If there are any signs of a problem, your doctor can help.

### When should you see your doctor?

- Week 8 — First visit
- Weeks 8 to 28 — Monthly
- Weeks 28 to 36 — Every two weeks
- Weeks 36 to birth — Weekly

You may need to see your doctor more often if you're having problems.

### To have a healthy pregnancy, you should:

- Follow your obstetrician-gynecologist's advice.
- Keep all your doctor appointments.
- Take a prenatal multivitamin with folic acid.
- Drink at least six to eight glasses of water, juice or milk a day.
- Eat three meals and healthy snacks every day to help your baby grow properly.
- Stop or cut back on smoking.
- Don't drink alcohol or take illegal drugs.
- Get some exercise.
- Get plenty of rest.

### Here are some things to be aware of during your pregnancy:

- **Blood pressure** — Your blood pressure is important. It will be checked at each prenatal visit. An abnormal increase may be a sign of problems that can affect you and your baby.
- **Weight** — Weight gain of 25 to 30 pounds during pregnancy is normal. Your doctor will talk to you about how much is good for you. Any rapid or unusual weight gain or swelling should be reported to your doctor.
- **Breast exam** — Your breasts may be examined during your first prenatal visit. If you plan to breastfeed, talk with your doctor about preparing your breasts and nipples.
- **Dental exam** — A healthy mouth is important for you and your unborn baby. Pregnancy raises your risk for dental problems, such as gum disease. Gum disease increases your risk of having a preterm or unhealthy baby. Schedule an exam to have your teeth and gums checked during your pregnancy. Dental care is covered when you're pregnant.

1-20 weeks 1 to 20 weeks



## Kick counts

Most people start to feel their babies move at about 18 weeks (four to five months). The movements will become stronger and easier for you to notice as your pregnancy progresses. When you're at 28 weeks (seven months), start counting your baby's movements daily. It's best to count your baby's movements about one hour after a meal, or at the time of day your baby moves the most.

### Monitor the kicks:

- Count the baby's movements once a day.
- Movements may be a kick, swish or roll.
- Start to count any time the baby is active.
- Count your baby's movements while lying down on your left side.
- You should feel at least 10 movements in two hours.

### Call your doctor if any of the following occurs:

- You don't feel 10 movements within two hours
- It takes longer and longer for your baby to move 10 times
- If you've not felt the baby move all day

## Gestational diabetes

Pregnant women who've never had diabetes but have high blood sugar during pregnancy may have gestational diabetes. Gestational diabetes can hurt you and your baby.

### Signs of gestational diabetes include:

- Unusual thirst
- Frequent urination
- Unusual fatigue
- Increased hunger
- Vision changes

If you have any of these symptoms, talk to your doctor about being tested. Often there are no symptoms. It's important to get tested at 24 to 28 weeks.

If you have gestational diabetes, you'll need to start treatment quickly. This may include daily blood sugar testing, special meal planning and insulin injections. Your doctor will talk to you about your treatment plan.

## Doula services

Doulas give physical, emotional and educational support during pregnancy, labor and delivery, and after birth. During birth, they can make sure you're comfortable. You can receive up to six total visits from a doula during the pregnancy and postpartum periods, and one additional visit for birth. Doula services should be provided in person. However, prenatal and postpartum services may be delivered via telehealth. To find a doula, visit [mibluccrosscomplete.com/findadoctor](https://mibluccrosscomplete.com/findadoctor) and click on Find a doula. Or, call Bright Start at 1-888-288-1722 (TTY: 1-888-987-5832) and select option 2 from 8 a.m. to 4:30 p.m., Monday through Friday.

## Preterm labor

Preterm labor means you have signs of labor before the 37<sup>th</sup> week of pregnancy. Preterm labor can cause your baby to be born too soon. This can lead to health problems for your baby. It's very important to call your OB-GYN or go to the hospital if you think you're in preterm labor.

### Signs of preterm labor include:

- Regular contractions, with or without pain, more than five to six times an hour (some women say this feels like their belly is tightening or the baby is balling up)
- Strong contractions
- Constant cramping like you would have with a heavy period
- Low, dull back pain that doesn't go away
- Bloody show (bleeding or spotting)
- Diarrhea
- Any leaking or gush of fluid (clear, yellow, brownish or pink)

If you're in preterm labor, it's very important that you follow your doctor's instructions. You may be put on bed rest and given medicine to stop the contractions.

## Preeclampsia

High blood pressure during pregnancy is called preeclampsia.

### Signs of preeclampsia include:

- A severe or constant headache that doesn't go away with rest or medicine
- Changes in vision, such as sensitivity to light, blurred vision, double vision or flashing lights
- Nausea, throwing up or pain in the upper stomach
- Sudden weight gain and swelling, especially in the hands, face and around the eyes
- Decrease in the amount of urine, or the absence of urine

Follow your doctor's instructions if you're diagnosed with preeclampsia.



# 30-40 weeks

## Babies need time

It's best for you to wait to have your baby until at least 39 to 40 weeks. Babies born too early may have more health problems at birth and later in life than babies born at full-term. Being pregnant 39 weeks gives your baby time to grow.

### At 39 weeks:

- Organs, such as the brain, lungs and liver get the time they need to develop.
- The baby is less likely to have vision and hearing problems after birth.
- The baby has time to gain more weight, which helps him or her stay warm after birth.
- The baby can suck and swallow and stay awake long enough to eat after birth.

### Babies born early are more likely to:

- Have breathing problems, such as apnea. Apnea is when a baby stops breathing.
- Die of sudden infant death syndrome. SIDS is when a baby dies suddenly, often during sleep.



## QUESTIONS?

Call Bright Start at  
**1-888-288-1722** and select  
**option 2**. We're available  
from 8 a.m. to 4:30 p.m.  
Monday through Friday.  
TTY: 1-888-987-5832.

## POSTPARTUM CARE

The time after you have your baby is called postpartum. Try to take it easy the first few weeks after your baby's birth. If you have family and friends who can help you, let them. You should be given discharge instructions and follow-up appointments for you and your baby before leaving the hospital.

### Important things to do before you leave the hospital:

- Enroll your baby in Blue Cross Complete's Bright Start® program.
- Contact your Medicaid caseworker to complete enrollment for your baby.
- Make a follow-up appointment with your baby's doctor.
- Make an appointment with your OB-GYN for your postpartum visit within seven to 84 days after the delivery date.
- Make an appointment with Women, Infants and Children. Your caseworker can help you.

WIC is a Special Supplemental Nutrition program for women, infants and children up to 5 years old. Each participant can get \$30 to \$112 in WIC food per month. Participants redeem WIC food benefits at approved retail grocery stores and pharmacies. Apply for WIC by calling **211** to find the nearest WIC agency.

Blue Cross Complete covers a breast pump for all new moms. Talk to your doctor about how to get one. If you have questions about breastfeeding, call Bright Start at **1-888-288-1722** and select **option 2**.



## REWARDS\*

See your doctor for a postpartum visit seven to 84 days after you deliver your baby. Then we'll send you a pack of Cuties™ diapers and Blue Cross Complete's Care Card with reward dollars loaded. Here's how:

1. Have your postpartum visit seven to 84 days after you deliver your baby.\*
2. After your visit, we'll send you a form to choose the size diaper you need.
3. Return the card and we'll send your diapers to you. You'll get them about a week after we get your order.
4. Your Care Card will be mailed to you separate from the diaper pack. A Care Card works like a gift card and can be used to purchase healthy living items at participating stores.

*\*To get your rewards, your visit must be between seven and 84 days after your delivery date.*

## POSTPARTUM DEPRESSION

About half of new moms have a little sadness for a few days after giving birth. Baby blues are caused by a rapid drop in hormone levels. You may find yourself crying for no reason, feeling anxious, irritable and moody or not having any energy. These symptoms often go away within two weeks. However, postpartum depression is more serious and can happen during or after your pregnancy.

**Symptoms of postpartum depression are different for everyone, but may include:**

- Inability to sleep for several days
- Wanting to sleep all the time
- Feeling like you can't care for your baby
- Difficulty concentrating
- Feeling sad or angry
- Losing interest in things you used to enjoy
- Crying more often than usual
- Feeling distant from your loved ones
- Feeling disconnected from your baby
- Feeling guilty or worthless
- Thinking you're not a good mom
- Thinking you may hurt your baby, by accident or on purpose

Talk to your OB-GYN if you have any of the feelings listed here for more than a few days.

**If you're having thoughts of harming yourself or your baby, get help right away!**

- Call 911 or go to the nearest emergency room.
- Call the **National Suicide Prevention Lifeline** at 1-800-273-8255 (TTY: 1-800-799-4889).

**Postpartum depression is treatable. These are also things you can do to help yourself feel better:**

- Talk to your doctor about how you feel.
- Talk to a therapist or join a support group.
- Take all your medicines as directed by your doctor.
- Eat healthy foods and get enough sleep each night.
- Stay active.
- Make time for yourself to do something fun.
- Talk to trusted family members and friends about how you feel.

We cover medically necessary outpatient mental health services. This applies to members with mild to moderate mental health needs. These visits may be with a network therapist, such as a counselor, licensed clinical social worker or psychologist. Customer Service can help you find a network mental health provider, you can also use our online search or call a network provider directly. You don't need a referral.

For assistance, call Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week.  
TTY: **1-888-987-5832**.

## PREGNANCY CONDITIONS

### Diabetes

Diabetes is an illness where your blood sugar is too high. If it's not taken care of by a doctor, you can have lifelong health problems. High blood sugar in the beginning of your pregnancy can raise your risk of problems for you and your baby. Keeping your blood sugar in control will lower your risk of problems.

### Hyperemesis

You may have hyperemesis if you have nausea and are throwing up so severely that you're losing a lot of weight during your pregnancy.

Signs of hyperemesis include:

- Weight loss from vomiting
- Inability to keep food or liquids down for more than 24 hours
- Very dark yellow urine, or infrequent urination
- Stomach pain or a fever
- Feeling faint or weak

If you think you have any of these issues, tell your OB-GYN. You may need medical treatment.

### Hydroxyprogesterone Caproate – 17P injections

If you've previously had a baby before 37 weeks, you may need weekly shots of 17P. 17P is a progesterone (hormone) medicine for pregnant women who have already had a preterm (early) birth. Extra progesterone for some women can help stop a preterm birth. Women should begin getting the shots between 16 and 20 weeks and continue until the 36<sup>th</sup> week. These shots can help protect your baby.

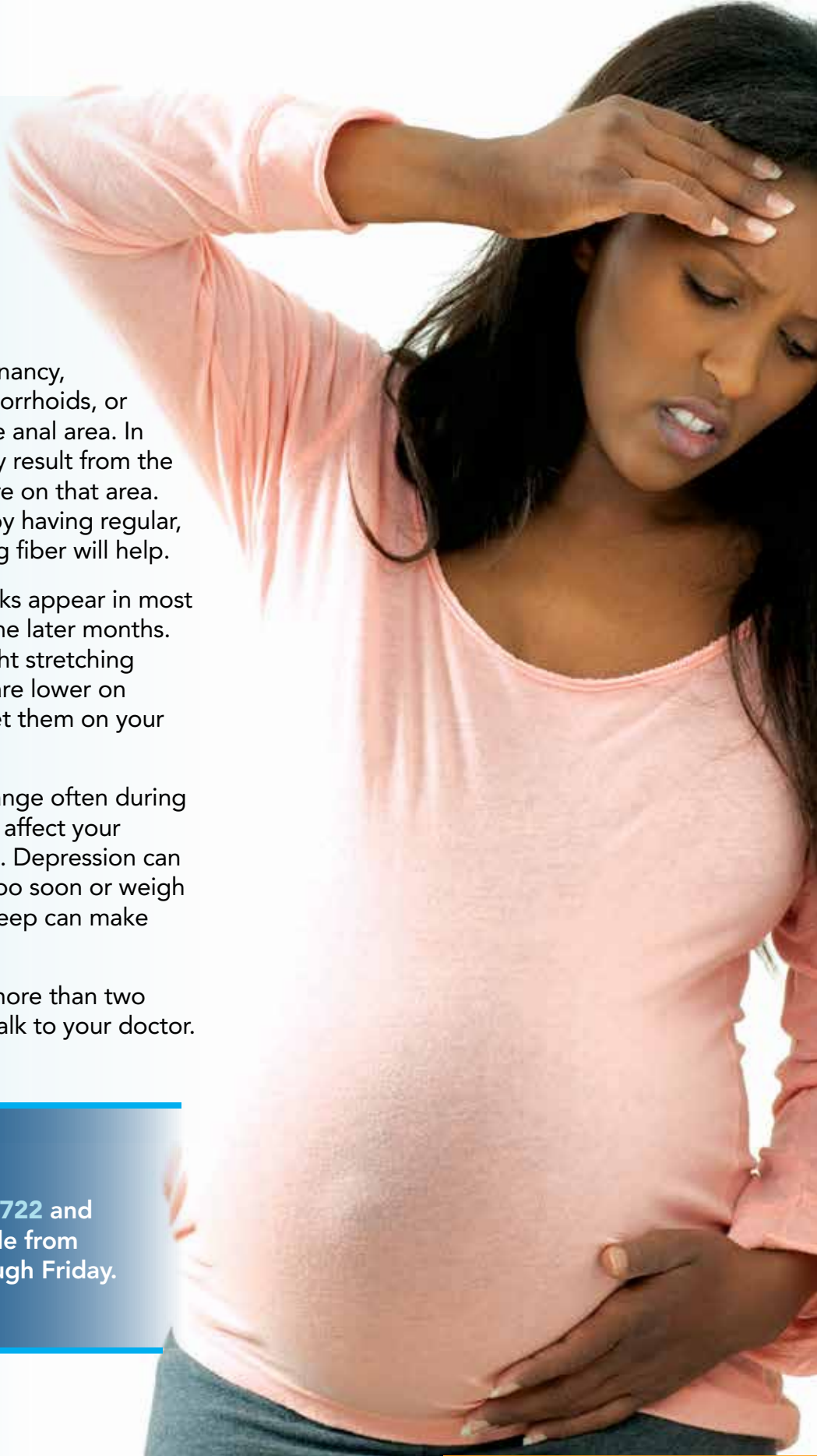
Talk to your doctor about 17P injections if you've had a preterm birth.

### Common aches and pains

Aches and pains are a normal part of pregnancy. As your baby grows, your aches and pains may increase.

Some of the most common aches and pains experienced during pregnancy include:

- **Abdominal pain** — Some women may occasionally feel sharp muscular pain in the stomach. This is usually because your growing baby causes stretching.
- **Low back pain** — Because you're carrying more weight, you may notice low back pain. To stay comfortable, keep your back straight, hold your head up when you walk and wear comfortable, supportive shoes.
- **Shortness of breath** — You may become short of breath during some activities. As your baby grows, breathing space gets smaller. Take your time with activities and breathe slowly.
- **Heartburn** — Heartburn, or indigestion, is common late in pregnancy. The growing baby presses against your stomach. This makes it harder for the food to properly digest. You may feel more comfortable eating small, frequent meals and avoiding spicy foods.
- **Constipation** — Constipation in late pregnancy is very common. Drink plenty of water and eat fruits, vegetables and whole-grain cereals. Fiber helps prevent constipation. Your doctor may prescribe medicine if it becomes serious.

- 
- **Hemorrhoids** — During pregnancy, constipation may trigger hemorrhoids, or swollen tissue and veins in the anal area. In some cases, hemorrhoids may result from the growing baby putting pressure on that area. You may avoid hemorrhoids by having regular, soft bowel movements. Eating fiber will help.
  - **Stretch marks** — Stretch marks appear in most pregnant women, usually in the later months. They're caused by extra weight stretching the skin. Most stretch marks are lower on the stomach. You may also get them on your breasts, thighs and arms.
  - **Depression** — Hormones change often during and after pregnancy. This can affect your mood and lead to depression. Depression can cause your baby to be born too soon or weigh too little. Stress and lack of sleep can make depression worse.

If you have any of these signs for more than two weeks during or after pregnancy, talk to your doctor.

## QUESTIONS?

Call Bright Start at 1-888-288-1722 and select option 2. We're available from 8 a.m. to 4:30 p.m. Monday through Friday. TTY: 1-888-987-5832.

## MEDICINE SAFETY

Blue Cross Complete wants you to be safe when taking your medicine.

Here are some hints about medicine safety:

- Check your medicine bottle before you leave the pharmacy. If you don't have the right medicine, tell your pharmacist.
- Keep your medicine away from children.
- Use safety caps on your medicine bottles if you have children.
- Follow the directions on your medicine bottle.
- Call your pharmacy if your prescription doesn't look the same as before.
- Make sure you throw out old or expired medicine. If you're not sure if the medicine is expired, call your pharmacist.
- Keep a list of medicines and vitamins that you take.
- Make sure you tell your doctor which prescriptions, vitamins or over-the-counter medicines you're taking. Over-the-counter means medicines you can buy without a prescription. We cover some over-the-counter medicines if you have a prescription from your doctor.
- Check with your doctor or pharmacist when taking over-the-counter medicines or vitamins.
- Call your doctor or pharmacist if you miss a medicine dose.
- Never take someone else's medicine.
- Talk to your doctor or pharmacist if you have questions about any medicine.

## TRANSPORTATION

Need a ride? We'll pick you up.

There may be times when you need a ride to your doctor's office, to pick up a prescription or for other covered medical services. Blue Cross Complete can help you get there. If you need a ride to and from covered medical services, call Transportation Services at **1-888-803-4947** from 8 a.m. to 5:30 p.m. Monday through Friday. TTY: **711**.

If you have an emergency, call **911**.

If you don't have an emergency, you can use our ride service for:

- Ongoing or regular doctor visits
- Sick visits and other medical care needs
- Preventive services, such as physicals or mammograms
- Pharmacies to pick up your prescriptions

To schedule a ride, you'll need:

- Your Blue Cross Complete member ID card
- The date and time of your appointment
- The address and phone number of your doctor's office

Once your reservation is made, save both your reservation number and your confirmation number. For more information, visit [mibluecrosscomplete.com/transportation](https://mibluecrosscomplete.com/transportation).



## IMPORTANT NUMBERS AND RESOURCES

### 24-hour Nurse Help Line

1-888-288-1724 (TTY: 1-888-987-5832)

24 hours a day, seven days a week

### Bright Start® maternity program

1-888-288-1722, select option 2

(TTY: 1-888-987-5832)

8 a.m. to 4:30 p.m. Monday through Friday

### Customer Service

1-800-228-8554 (TTY: 1-888-987-5832)

24 hours a day, seven days a week

### Dental Customer Service

1-844-320-8465 (TTY: 711)

9 a.m. to 5 p.m. Monday through Friday

### Healthy Kids Dental — Blue Cross Blue Shield of Michigan

1-800-936-0935 (TTY: 711)

8 a.m. to 5 p.m. Monday through Friday

### Healthy Kids Dental — Delta Dental of Michigan

1-866-696-7441 (TTY: 711)

8 a.m. to 8 p.m. Monday through Friday

### Pharmacy Customer Service

1-888-288-3231 (TTY: 1-888-988-0071)

8:30 a.m. to 6 p.m. Monday through Friday

### Rapid Response Outreach Team

1-888-288-1722 (TTY: 1-888-987-5832)

8 a.m. to 5:30 p.m. Monday through Friday

### Tobacco Quit Program

1-800-480-7848 (TTY: 1-888-229-2182)

24 hours a day, seven days a week

### Transportation Services

1-888-803-4947 (TTY: 711)

8 a.m. to 5:30 p.m. Monday through Friday

### Blue Cross Complete mobile app

Find your health information anytime, anywhere on our mobile app. It's available for iPhone and Android smartphones at no cost. Visit Google Play™ or the App Store® to download.\* Simply type "BCCMI" in the search bar.

### Your online account

Managing your health is as easy as going online. Visit [mibluecrosscomplete.com](https://mibluecrosscomplete.com) and log in to your Blue Cross Complete online account. You'll be able to see your health history and a list of your current medicines.

*\*Google Play is a trademark of Google LLC. App Store is a service mark of Apple Inc., registered in the U.S. and other countries.*

### Find resources close to home

Use our Community Resource Hub at [mibluecrosscomplete.com/resources](https://mibluecrosscomplete.com/resources) to find resources you need close to home. Enter your ZIP code in the search box, then select the category that fits your need.

### Tools and Resources

Learn more about your benefits at [mibluecrosscomplete.com](https://mibluecrosscomplete.com). There you can find quizzes and tools to help you learn more about your health in our Health Library, learn about community discounts through the Blue365® program, find a doctor and more.



## Nondiscrimination Notice and Language Services

### Discrimination is against the law

Blue Cross Complete of Michigan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Blue Cross Complete of Michigan does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Blue Cross Complete of Michigan:

- Provides free (no cost) aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Information in other formats (large print, audio, accessible electronic formats)
- Provides free (no cost) language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Blue Cross Complete of Michigan Customer Service, 24 hours a day, 7 days a week at **1-800-228-8554** (TDD/TTY: **1-888-987-5832**).

If you believe that Blue Cross Complete of Michigan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

- **Blue Cross Complete of Michigan Member Grievances**

P.O. Box 41789

North Charleston, SC 29423

**1-800-228-8554**

**(TDD/TTY: 1-888-987-5832)**

- If you need help filing a grievance, Blue Cross Complete of Michigan Customer Service is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, through the Office for Civil Rights Complaint Portal available at

**[ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)**,

by mail or phone at:

### **U.S. Department of Health and Human Services**

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

**1-800-368-1019**

**(TDD/TTY: 1-800-537-7697)**

Complaint forms are available at:

**[hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html)**.

## Multi-language interpreter services

**English:** ATTENTION: If you speak English, language assistance services, at no cost, are available to you.

Call **1-800-228-8554**  
(TTY: 1-888-987-5832).

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-228-8554** (TTY: 1-888-987-5832).

### Arabic:

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-800-228-8554** (TTY: 1-888-987-5832).

**Chinese Mandarin:** 注意: 如果您说中文普通话/国语, 我们可为您提供免费语言援助服务。请致电: **1-800-228-8554** (TTY: 1-888-987-5832)。

**Chinese Cantonese:** 注意: 如果您使用粵語, 您可以免費獲得語言援助服務。請致電 **1-800-228-8554** (TTY: 1-888-987-5832)。

### Syriac:

ܐܘܪܘܝܬܐܢܐ: ܝܘܫܬܐ ܕܟܘܪܕܝܘܬܐܢܐ ܝܘܫܬܐ ܕܟܘܪܕܝܘܬܐܢܐ ܝܘܫܬܐ ܕܟܘܪܕܝܘܬܐܢܐ ܝܘܫܬܐ ܕܟܘܪܕܝܘܬܐܢܐ  
ܝܘܫܬܐ ܕܟܘܪܕܝܘܬܐܢܐ ܝܘܫܬܐ ܕܟܘܪܕܝܘܬܐܢܐ ܝܘܫܬܐ ܕܟܘܪܕܝܘܬܐܢܐ ܝܘܫܬܐ ܕܟܘܪܕܝܘܬܐܢܐ  
**1-800-228-8554** ܝܘܫܬܐ ܕܟܘܪܕܝܘܬܐܢܐ  
(TTY: 1-888-987-5832)

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-228-8554** (TTY: 1-888-987-5832).

**Albanian:** VINI RE: Nëse flisni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-800-228-8554** (TTY: 1-888-987-5832).

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-228-8554** (TTY: 1-888-987-5832) 번으로 전화해 주십시오.

**Bengali:** লক্ষ্য করুন: যদি আপনি বাংলায় কথা বলেন, তাহলে নিঃখরচায় ভাষা সহায়তা পেতে পারেন। **1-800-228-8554** (TTY: 1-888-987-5832) নম্বরে ফোন করুন।

**Polish:** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-800-228-8554** (TTY: 1-888-987-5832).

**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: **1-800-228-8554** (TTY: 1-888-987-5832).

**Italian:** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-800-228-8554** (TTY: 1-888-987-5832).

**Japanese:** 注意事項: 日本語を話される場合、無料の通訳サービスをご利用いただけます。**1-800-228-8554** (TTY: 1-888-987-5832) まで、お電話にてご連絡ください。

**Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-800-228-8554** (TTY: 1-888-987-5832).

**Serbo-Croatian:** PAŽNJA: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite **1-800-228-8554** (TTY: 1-888-987-5832).

**Tagalog:** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-228-8554** (TTY: 1-888-987-5832).

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