

MyBlueHealth

A Magazine for Blue Cross Complete of Michigan Members



Confidence comes with every card.®

SPRING 2018 IN THIS ISSUE:

mibluccrosscomplete.com



Help set the direction of Blue Cross Complete



Hepatitis A outbreak increases in Michigan

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Our website is mibluecrosscomplete.com. While website addresses for other organizations are provided in *My Blue Health* for reference, Blue Cross Complete doesn't control these sites and isn't responsible for their content.

The Healthy Michigan Plan is a health care program from the Michigan Department of Health and Human Services. Blue Cross Complete administers Healthy Michigan Plan benefits to eligible members.

This publication is provided to help you learn about your health condition. It isn't meant to take the place of your doctor. If you have questions, talk with your doctor. If you think you need to see your doctor because of something you've read in this information, please contact your doctor. Never stop or wait to get medical attention because of something you have read in this material.

CRUST-LESS BREAKFAST QUICHE



*Chef Paul K. Penney
for Blue Cross Complete*

The main source of fat in a quiche is not the eggs or milk but the crust. This wonderful dish bakes the potatoes on the bottom as a crustlike base. This will freeze well for later. Serve as a main course or with a side of breakfast potato or salad, for a great brunch or dinner.

Yield: Serves 4 to 5 people

INGREDIENTS

- 4 large eggs
- ½ to ¾ cup milk
- Salt and pepper to taste
- ¼ cup grated cheese – any type
- 2 cups grated potato or frozen hash brown potatoes
- 1 cup assorted vegetables (such as pepper, onion, squash, tomato, spinach, asparagus)

DIRECTIONS

1. Pre-heat oven to 350 degrees
2. Whisk together the first four ingredients in a bowl and prepare a quiche pan by buttering the base and edges. Or, you can spray the pan with an oil or a butter substitute.
3. Place the hash browns or grated/shredded potato in the bottom of the quiche pan.

4. Add the vegetables on top of the potato.

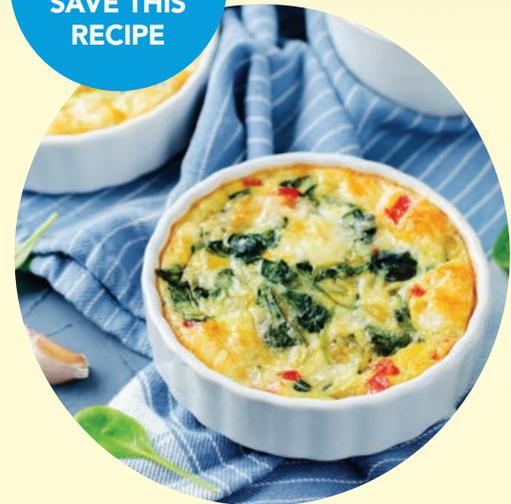
You can add extra protein, like ham, crumbled bacon or cooked breakfast sausage if you like.

5. Place the eggs into a bowl, then whisk in the milk and cheese. Pour into the quiche pan.

6. Bake for about 30 to 40 minutes, until the center is set.

NUTRITIONAL INFORMATION

Per serving: 255.5 calories



We want to hear from you!

Your opinion counts! At *My Blue Health*, we think there's no better way to inspire our readers than by having other members share their real stories. Has your health care plan helped you and your family become healthier? What motivates you to live a healthier life? Send us your story by writing to *My Blue Health* at the editor's address listed on the left side of this page.

Help set the direction of Blue Cross Complete Vote. Participate. Have your voice be heard.

Did you know that you can have a say about how Blue Cross Complete operates? We value our members' opinions and want you to have a voice in our decisions. Read on to learn about all the ways you can participate.

BLUE CROSS COMPLETE BOARD OF MANAGERS ELECTION

The Blue Cross Complete board of managers is looking for a new member. This board oversees the operations of Blue Cross Complete. The board meets about four times a year. It's important for our members to be represented, so the board includes one Blue Cross Complete member. If you're elected by other Blue Cross Complete members, you'll represent them on the board. The board also includes senior health plan leadership. If you're elected, you'll serve on the board for a three-year term. All members 21 and older are able to vote for their member board representative.

The ballot for the election will be included in the summer 2018 issue of *My Blue Health*. The ballot will have a prepaid return envelope, and the deadline will be printed on the ballot. With the ballot, you'll see the names of the candidates, a brief biography about each of them and a statement about why they want to be a member of the board.

Interested in joining the board?

If you would like to apply for the board of managers, fill out the reply card included in this issue. Mail it back to us **by April 13, 2018**. You can also call Customer Service to apply. Results will be announced in our fall 2018 issue.

BLUE CROSS COMPLETE MEMBER ADVISORY COUNCIL

The Blue Cross Complete member advisory council is also looking for new members. This council helps share members' opinions with Blue Cross Complete. The council meets about four times a year. Members serve on the council for a two-year term.

Email us to apply

If you're interested in joining the member advisory council, please send an email to Marjorie Griffin at mgriffin1@mibluccrosscomplete.com. In 100 words or less, tell us why you want to participate. We'll review your email and let you know if we select you. You must send your email **by April 13, 2018**.

If you're interested in being on the board or council, you must be:

- A current Blue Cross Complete enrollee for board membership
- A current Blue Cross Complete enrollee, family member or legal guardian of an enrollee or consumer advocate for council membership
- A Michigan resident
- At least 21 years old
- Able to attend meetings at least four times a year

We provide board and advisory council members rides to the meetings. If you have questions about the board or council or its members, call Customer Service at **1-800-228-8554**. TTY users call **1-888-987-5832**.

Postpartum rewards

Blue Cross Complete will send you a **\$50 Target® gift card** if you have your postpartum visit within three to eight weeks after delivery. And, Blue Cross Complete covers breast pumps for all new moms. Plus, you may also qualify for free diapers.

We'll send a free pack of Cuties™ diapers to women and children who have these services this year:

- **Postpartum visit:** New moms must have this visit 21 to 56 days after the delivery date.
- **Well visits for children 0 to 15 months:** Take your child for six well visits before he or she is 15 months old.

Call our Outreach Team at **1-888-288-1722** for more information. TTY users call **1-888-987-5832**.

Keeping mental health in mind for new moms

The home-based Maternal Infant Health Program is for pregnant women and infants who are enrolled in a Medicaid health plan. The MIHP is staffed with nurses, social workers and dietitians. It can help you and your baby stay healthy during pregnancy and after delivery. MIHP staff can visit you in the home to help you throughout your pregnancy.

But did you know it also includes mental health services? The MIHP includes visits with a mental health specialist and referrals to a mental health provider. This is important for moms who might have postpartum depression or anxiety. To find out more about MIHP, call Customer Service at **1-800-228-8554**. TTY users call **1-888-987-5832**.

Michigan makes breast-feeding a priority

Michigan is leading the way in breast-feeding. In fact, 84 percent of mothers have breast-fed their babies at least once according to an Oct. 9, 2017 press release from the state of Michigan. That's more than the U.S. Department of Health and Human Services' breast-feeding goal for the whole country.

But there's still work to be done. That's why the Michigan Department of Health and Human Services released the first state breast-feeding plan.

Breast-feeding means healthier babies

Getting more women to start and keep breast-feeding will help babies be healthier. This will reduce the number of babies who die before their first birthdays. In addition, breast-feeding can cut health care costs.

Did you know that Blue Cross Complete covers breast pumps for all new moms? Plus, you may also qualify for free diapers. Call our Outreach Team at **1-888-288-1722** for more information. TTY users call **1-888-987-5832**.

Filling the gaps

The breast-feeding rate is high, but some groups of women are less likely to breast-feed. For example, fewer black and teen mothers breast-feed than white mothers. Those age 30 or older are also less likely to breast-feed.

The plan will work with doctors, the community, individuals and families to close these gaps. Other goals of the plan include:

- Advancing breast-feeding rights
- Building community support
- Helping mothers strengthen their skills

To see the plan, visit michigan.gov/infantmortality.



YOU'RE INVITED:
Baby shower and health fair
March 23, 2018
11 a.m. to 2 p.m.
The Northwest Activities Center
18100 Meyers Road
Detroit, MI 48235
RSVP to **1-844-280-9127**

NEW PARENTS: Get the support you need

If you're a pregnant mom or new parent, the Michigan Home Visiting Initiative can help keep your young kids healthy.



Getting a good start

The goal of the program is to help you overcome the challenges you may face raising your kids.

It connects pregnant women and families with professionals. They'll visit your home to help you care for your children. They can also help you build strong bonds with your kids.

The program can show you other resources and services available. You can get the information, support, coaching and encouragement you need to give your child a healthy start.

If you're a pregnant mom or parent with children ages 5 and younger, you could be a good fit for the program.

For more information about the Michigan Home Visiting Initiative, visit michigan.gov/homevisiting.

SAFE DELIVERY LAW: Giving babies a second chance

In January 2001, the state of Michigan's Safe Delivery of Newborns law went into effect. The program protects babies from being abandoned. It's a safe, legal and anonymous way to surrender your baby. The baby must be no more than 3 days old, and you need to give the baby to someone who works at a fire department, police station or hospital, or by calling **911**. The program helps the baby find an adoptive family.

Please spread the word and encourage others to do the same. Please don't abandon your baby.

Call the safe delivery hotline at **1-866-733-7733** if:

- You're feeling unsure about keeping your unborn baby
- You're feeling scared and unsure about your pregnancy
- You're facing an unexpected pregnancy

For more information, visit michigan.gov/safedelivery.

mibluecrosscomplete.com



DID YOU KNOW? Progesterone may prevent premature birth

If a baby is born before 37 weeks of pregnancy, that's considered a premature birth. Premature babies may have more health problems or need longer hospital stays than full-term babies. A baby is considered full-term if it's born between 39 to 40 weeks, plus six days of pregnancy.

Progesterone is a hormone that may help prevent premature birth.

During early pregnancy, progesterone helps your uterus grow. It also helps prevent contractions. Contractions early on may lead to miscarriage. Later in pregnancy, progesterone helps your breasts prepare to make breast milk.

There are two types of progesterone treatment that may reduce your risk for premature birth:

- 1. Vaginal progesterone.** This is prescribed if you have a short cervix and are pregnant with one baby.
- 2. Progesterone shots (also known as 17P).** These are prescribed if you've already had a premature birth and are pregnant with one baby.

Talk with your provider to find out if progesterone might be right for you. If you're pregnant with more than one baby, this treatment isn't recommended.

The state of Michigan's 2016-2019 Infant Mortality Reduction Plan promotes the use of progesterone to reduce premature births and low birth weights.

Businesses doing their part to stop underage smoking

For the 17th year in a row, more than 80 percent of Michigan stores refused to sell tobacco to minors. In fact, almost 90 percent of retailers did not sell tobacco to minors during state inspections according to a Nov. 9, 2017 press release from the state of Michigan.

Improving health

Reducing tobacco sales to youth is important. It can decrease health problems and deaths that smoking can cause. That's why all states need to inspect businesses that sell tobacco.

Doing your part

Retailers are doing their part to keep tobacco out of the hands of minors. But as more and more people use e-cigarettes, there's more to be done. To help, the Michigan Department of Health and Human Services is giving educational materials to all businesses that sell tobacco products.

You can do your part, too. The first step is learning more about the dangers of smoking. Visit michigan.gov/doyourpart to get started.

To join the Blue Cross Complete free tobacco quit program, call **1-800-480-7848**. TTY users call **1-888-229-2182**. This is a free telephone-based support program. After quitting tobacco, many people experience health benefits.

Blue Cross Complete also covers all over-the-counter and prescription medicines to help you quit using tobacco and covers tobacco cessation counseling provided in the doctor's office.



HIV PREVENTION: Undetectable = untransmittable

If you or someone you know is living with HIV, the Michigan Department of Health and Human Services wants you to know that undetectable = untransmittable.

What does that mean? Two major studies in 2016 found that people living with HIV who have undetectable levels of the virus in their blood don't spread it sexually. That's great news for HIV prevention.

Stopping the spread

To be undetectable, people living with HIV need to:

- Take antiretroviral therapy (also known as ART)
- Have an undetectable amount of HIV for at least six months

Treatment is key

ART is important. It helps those living with HIV stay healthy. ART also reduces the risk of passing the virus to others.

The MDHHS has teamed up with agencies throughout the state to help more people living with HIV get the treatment they need. These programs help those with HIV get and stick with medical care.

Stay safe

Although being undetectable prevents the spread of HIV, you should still use condoms. Using condoms the right way every time you have sex protects you against other sexually transmitted diseases. Condoms also prevent pregnancy.

If you're living with HIV and need help finding treatment, visit: michigan.gov/survivehiv.

Hepatitis A outbreak increases in Michigan

Local and state public health officials continue to investigate a large hepatitis A outbreak in Michigan. According to an Oct. 26, 2017 press release from the state of Michigan, there's been a concerning increase in confirmed hepatitis A cases among men who have sex with men. Residents are encouraged to be aware of the associated risk factors. Health officials also stress the importance of hand washing and vaccination to prevent the hepatitis A infection.

Am I at risk?

Anyone can get hepatitis A. Some people are at greater risk though. This group includes those who:

- Use recreational drugs
- Have sexual contact with someone who has hepatitis A
- Are men who have sexual contact with other men
- Are household members or caregivers of a person infected with hepatitis A

In Michigan, cases range in age from 20 to 87 years old, with an average age of 42. The majority are male.

How do I get the vaccine?

The hepatitis A vaccine is a two-shot series. The second dose should be given six to 12 months after the initial dose for full effectiveness. Blue Cross Complete covers the expense of this two-shot vaccine. Members 18 and older can go to their local pharmacies to get these shots.

While you're at the pharmacy, don't forget your free, annual flu shot. All you need is your Blue Cross Complete member ID card. Pneumococcal and Tdap shots are also available for members. Check with your pharmacist or doctor to find out at what age and dose they recommend for these additional vaccines.

For more information about the hepatitis A outbreak in Michigan, visit mi.gov/hepatitisAoutbreak.

Where to get vaccinated



Blue Cross Complete covers the vaccine at no cost to you. To learn how to get the hepatitis A vaccine, talk with your doctor or contact Blue Cross Complete Customer Service at **1-800-228-8554**. TTY users call **1-888-987-5832**.

For general information on hepatitis A, please visit cdc.gov/hepatitis/hav/afaq.htm. You can also find contact information for your local health department at michigan.gov/mdhhs.





Connecting members to community resources

Do you and your family struggle with having enough to eat? Do you need help finding a place to stay, or do you need heating assistance? Do you need a ride to your doctor appointments? Blue Cross Complete can connect you with community resources to solve these problems. We know it's difficult to get to your doctor for important health screenings or other care when you're facing these challenges.

Here are some examples of how we've helped our members:

- We've provided rides for our members to get to their doctor visits, pick up prescriptions, visit the dentist, receive preventive services and more.
- The Bright Start team, which is comprised of Blue Cross Complete pre-natal nurses, assisted a pregnant member who was going to the emergency room every day for care. She was homeless and struggled with behavioral health and other health issues. The Bright Start team helped place her in a shelter and get her to doctor appointments. She had a full-term, uncomplicated delivery and now has permanent housing, thanks to the resources of the Bright Start team.
- A Blue Cross Complete associate connected a member with a local food bank after finding out the member and their family struggled to have enough to eat.

Reach out for help

If you're struggling with a similar problem, or need assistance, reach out to your care manager. If you do not have a care manager, call Customer Service at **1-800-228-8554**. TTY users call **1-888-987-5832**.

News for our Healthy Michigan Plan members



FILL OUT YOUR HEALTH RISK ASSESSMENT TODAY

Avoid losing your Medicaid health plan coverage and moving to a new health care program called the Michigan Marketplace Option

Have you completed your Healthy Michigan Plan health risk assessment this year? Filling out your assessment every year is an important part of being in the HMP program. Here's what you need to know:

What is a health risk assessment?

The HMP health risk assessment is a form that asks you some questions about your health and has you think about what changes you might want to make to be healthier. You can get the HMP health risk assessment form online by visiting mibluecrosscomplete.com. You can also visit michigan.gov/healthymichiganplan.

Why do I need to fill out an assessment?

If your income is above 100 percent of the poverty line, you'll need to complete an assessment and commit to a healthy behavior with your doctor each year. If you don't, you'll lose your Medicaid health plan coverage. This change will not affect everyone. See the back cover of this newsletter to see if you are affected.

How will my benefits change if I lose my Medicaid health plan coverage?

Your current HMP health plan covers certain dental and vision services. Your current plan also has a list of drugs they cover. The MI Marketplace Option will not cover dental and vision services. It may not cover the same drugs and you may have to change your doctor. Your costs may also change.

How can I keep my HMP health plan coverage?

- Call your doctor and ask about doing an HMP health risk assessment.
- Report changes that may affect your coverage to MDHHS.

What if I already did an HMP assessment?

That's great news! Remember that you should do an HMP assessment with your doctor every year. If it has been more than one year since your last HMP assessment, call your doctor to schedule a checkup today.



Routine maintenance for your mouth

Most people wouldn't consider waiting more than a year to change the oil in their cars or get haircuts. Yet, every year 100 million Americans don't visit the dentist.

A dental exam every six months is one of those routine maintenance appointments that shouldn't be put off. And unlike changing your oil or cutting your hair, a visit to the dentist can be good for your overall health.

Important preventive care

Regular dental exams can:

- Find problems with your teeth and gums before they cause you pain or are costly to treat
- Prevent some problems from happening in the first place
- Spot warning signs of diseases or other medical conditions in the mouth that are unrelated to your teeth
- Establish a place to go if you have a dental emergency

For these reasons, it's important to see your dentist twice a year. That's true even if there are no obvious problems or you no longer have your natural teeth.



Just like daily brushing and flossing, make it a habit to schedule and keep regular appointments with your dentist. Taking action now will help you avoid major issues in the future.

Dental emergencies

And what about emergencies? When you have a toothache or other dental problem, your first thought is to get it fixed — and fast. Fast treatment means the emergency room, right?

Not when it comes to problems with your teeth or mouth. The ER can handle

just about anything, but for mouth-related issues, your dentist is the better option. Dentists have the specialized equipment and training to figure out what is wrong and how to fix it.

If you think you have a broken jaw, or if your mouth is bleeding and won't stop, then head to the ER. The same is true if your dentist's office is closed and you can't wait for help. But, in general, when it comes to your teeth or mouth, think of your dentist first, even if all you can think about is getting relief as quickly as possible.

WHO TO CALL FOR DENTAL SERVICES

Traditional Medicaid coverage	<p>Adults – Contact your local dentist to see if they accept FFS Medicaid coverage</p> <p>Children up to age 21 – Healthy Kids Dental</p> <ul style="list-style-type: none"> • To find a dentist, visit HealthyKidsDental.org, or call 1-844-320-8465 for assistance. (TTY: 711)
Healthy Michigan Plan dental services	<p>Covered through Blue Cross Complete</p> <ul style="list-style-type: none"> • To find a dentist, visit mibluecrosscomplete.com, or call 1-844-320-8465 for assistance. (TTY: 711)
MiChild beneficiaries	<ul style="list-style-type: none"> • To find a dentist, visit HealthyKidsDental.org, or call 1-844-320-8465 for assistance. (TTY: 711)



KNOW YOUR MEDICINES

Thinking of spring-cleaning your house? Add your medicine cabinet to your to-do list. This means properly disposing of unused or expired medicine. It's also a good time to take stock of what medicines you use regularly.

Medication use

Make sure all your doctors know about every medicine you take. That includes over-the-counter and prescription medications, herbal remedies and dietary supplements, such as vitamins and minerals. Take all your medications with you to the doctor's office at least once a year.

Tell your doctors if you have any known allergies or side effects to any medications.

Be sure you have the answers to key questions when you receive a new prescription, such as:

- What's the medicine for?
- How much should I take and for how long?
- What side effects might I expect?
- Will this drug interact with any drugs I already take?

Make sure you can read the prescription, too. Always ask your doctor or pharmacist if a generic version of your medication is available. When the pharmacy fills the prescription, make sure it's the medication your doctor ordered.

Going generic

Generic pills may look different, but they match brand-name medicines in dose, safety, strength and quality. Not only do generics cost less, a 2016 study published in *Annals of Internal Medicine* shows more patients stick to their treatment plans when using them. The researchers found, though, that doctors and patients often pass up lower-cost generics for pricier formulas. This adds millions of dollars to drug costs each year.

Not every drug has a generic version, but many do. To find out if yours is among them, ask your doctor or pharmacist. To see a list of new and generic drugs approved by the FDA each week, visit fda.gov. Then search "new and generic drug approvals."

Spring ahead, check your medicines

Medicine that's past the expiration date may not be safe to use or work as it's meant to.

Expiration dates are often printed on the medicine label or stamped on the bottle. You might see the dates set off by the letters "EXP," which is short for "expiration."

If your medicine has expired, call your doctor to see whether it should be renewed if you need more of it.

How do I throw away medicine?

If you don't have the instructions on the patient information, it's best to throw your medicine in the trash. But first:

- Take the medicine out of its original container. Scratch off any personal information on the label.
- Mix the medicine with something unappealing, like kitty litter or used coffee grounds.
- Put the medicine in a container or a plastic bag.

Talk with your pharmacist if you have questions. They may be able to tell you about drug "take back" programs in your area.

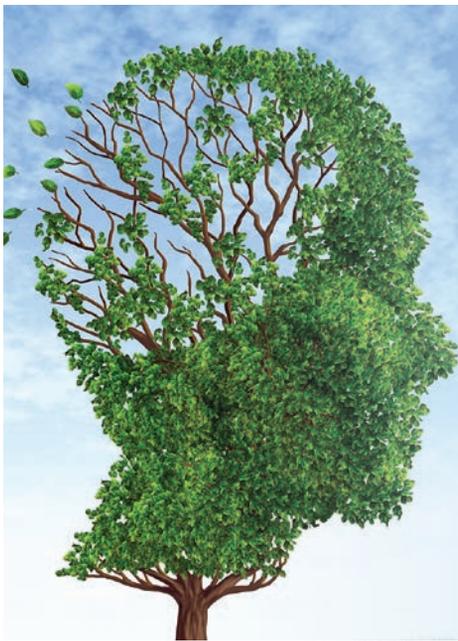
Look online for drug changes

The current list of drugs that Blue Cross Complete covers is available on our website. It's updated at least every three months. You can search the document online or print it out. Another document will show past and pending changes to the drug list.

You can also find this information in the member handbook.

To find the changes:

- Go to mibluecrosscomplete.com
- Select the *Pharmacy* tab at the top
- Choose *Preferred Drug List (PDF)*



Outpatient behavioral health benefit expanding

Did you hear? There's no longer a limit on your behavioral health benefit. This means you can have more than 20 visits per year with a contracted mental health provider and still be covered.

This applies to anyone with mild to moderate behavioral health needs. Talk with your doctor to see if your symptoms meet the definition of mild to moderate behavioral health needs. If you were diagnosed with a chronic behavioral health condition, your services will still come from your community mental health provider. To find community mental health providers near you, call **211**.

For more information about behavioral health services, or to find a doctor, call Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week. TTY users call **1-888-987-5832**. You can also search for a doctor using our online provider directory at miblucrosscomplete.com.

NEED A RIDE? WE'LL PICK YOU UP New online scheduling option available

We understand 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 don't have an emergency,* you can use our free 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
- Durable medical equipment suppliers to pick up your medical supplies
- Dental care visits (for Healthy Michigan Plan members only)
- Outpatient mental health services

***For emergency transportation, you should always call 911.**

A new option for scheduling rides is now available online. You can visit miblucrosscomplete.com to learn more about scheduling transportation.

To schedule online, follow these steps:

1. Go to miblucrosscomplete.com.
2. Select *Resources*.
3. Select *Transportation Services* from the drop-down list.
4. In the middle of the page, click on the blue *LogistiCare* link.
5. Click the green *Log In / Register* tab.

If you need to set up your online account:

- Click *Create My Account*.
- Complete the fields to preregister, then click *Continue*.
- You'll receive an email from LogistiCare. Click on the link provided.
- Complete the fields to verify your member information.
- Click *Find Member* and follow the instructions to finish setting up your account.

If you've already set up your online account and you want to schedule transportation online:

- Sign in with your email and password, then click *Log In*.



Once your reservation is made, please save both your reservation number and your confirmation number. You should receive a confirmation number within 24 hours of submitting your reservation. When you schedule a ride online, make your reservation at least two business days in advance.

Same-day scheduling isn't available online.

If you need to schedule an urgent or same-day ride, call our ride service at **1-888-803-4947**, 24 hours a day, seven days a week. TTY users call **711**.

Blue Cross Complete also provides gas and bus pass reimbursement.

To give feedback about your ride, call Blue Cross Complete Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week. TTY users call **1-888-987-5832**.

Track your health care online

At mibluccrosscomplete.com, you can read your member handbook to learn more about:

- Your benefits and health coverage
- Copays and any charges you may be responsible for (not all members have copays)
- Submitting a claim or reimbursement request for covered services
- Getting help with translations and other language services
- Using in- and out-of-network doctors and getting care
- Getting care when you're outside of the state
- Getting emergency and after-hours care
- How to obtain specialty care, behavioral health care services and hospital services
- Submitting a complaint or appeal
- Prescription drug coverage, including restrictions
- How we add new services to your benefits

You can also learn about:

- Our privacy policy
- Your rights and responsibilities
- How to identify, prevent and report fraud, waste or abuse

We can also send you a member handbook, which includes your rights and responsibilities. To ask for one, call Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week.

Online drug search

Our online drug search includes all the medicines we cover. The drug search lists our guidelines for these drugs, such as:

- Quantity limits
- Prior authorization, meaning Blue Cross Complete needs to give permission for you to get some medicines
- Generic or a brand name

We can also send you this information. Call Pharmacy Customer Service at **1-888-288-3231**. TTY users call **1-888-988-0071**. You can call 8:30 a.m. to 6 p.m., Monday through Friday.



Help fight Medicaid fraud, waste and abuse

Fraud, waste and abuse take money away from adults and children in Michigan who need health care. Fraud, waste and abuse describe misuse of Medicaid resources.

Fraud is purposefully misrepresenting facts. Waste is carelessly or ineffectively using resources. Abuse is excessively or improperly using those resources. Help us fight fraud, waste and abuse.

Blue Cross Complete works to detect, investigate and prevent health care fraud. You can help. Know what to look for when you receive health care services.

To do your part in preventing fraud, waste and abuse:

- Never give personal information, such as your Blue Cross Complete or mihealth card number, to someone you don't know.

- Take a close look at your explanation of benefits statements. Look for charges for services or items you didn't get or that your doctor didn't order. Make sure you haven't been billed twice for the same service.
- Call your health care provider if you don't understand the charges. Also, call if you think a service wasn't needed.
- Contact the Special Investigations Unit at Blue Cross Complete to report a concern:
 - o Call **1-855-232-7640** (TTY users call **711**)
 - o Email **fraudtip@mibluccrosscomplete.com**
 - o Write us at: Blue Cross Complete of Michigan P.O. Box 018 Essington, PA 19029

You may also report or get more information about health care fraud:

- Write to: Office of the Inspector General P.O. Box 30062 Lansing, MI 48909
- Call **1-855-MI-FRAUD (1-855-643-7283)**
- Visit michigan.gov/fraud

Information may be left anonymously.

Minimizing fraud, waste and abuse means Michigan can provide more care to more people and make the Medicaid program even stronger. Together, all of us can work to find, report and end fraud, waste and abuse.

Blue Cross Complete's Market President participates in homelessness sleep out

Blue Cross Complete sponsored the Michigan Coalition Against Homelessness Sleep Out. Market President Heidi Chan took it one step further. Chan slept unsheltered all night outside city hall in Lansing on November 8, 2017. Participants learned about homelessness in Michigan from local experts on homelessness services and listened to personal stories of those who have experienced homelessness.

Of the Sleep Out, Chan said, "I was able to spend a few hours walking in the shoes of those who experience homelessness. But in the morning, I got in my warm car and went home, something others can't do. This experience really renewed my sense of gratitude for the work we do at Blue Cross Complete. We assist our members in all aspects of their lives, beyond health care coverage."

Raising awareness

More than 66,000 individuals experienced homelessness in Michigan last year. The top groups include seniors, single mothers and children. This event hoped to raise awareness and offer more understanding and compassion about homelessness and critical housing needs.

"Support from Blue Cross Complete for the Sleep Out is important because we have members who are affected by homelessness," added Chan. "Opportunities like this give us insight into what they're experiencing. That helps us determine the best ways to assist them in their greatest time of need."

The Community Outreach Team at Blue Cross Complete comes face to face with members at the hundreds of events they sponsor all year. They focus on their members by partnering with organizations that align with their mission. These partnerships reduce health gaps and barriers to the benefits and services that Blue Cross Complete provides.

Sharing much-needed supplies

"Homelessness is just one of the many struggles our members may be facing," said Dena Nagarah, Manager of Community Outreach at Blue Cross Complete. November 11 through 19 was National Hunger & Homelessness Awareness Week. Throughout that week, Blue Cross Complete gave out 800 Snuggle Sacks. Shelters, churches and community health centers helped hand them out in Lansing, Flint, Lapeer, Detroit and Taylor.

"Each sack contained a blanket, socks, hand warmers, hat and gloves, toiletries, water bottles and protein snacks," added Nagarah. "These simple things that we might take for granted, those struggling with homelessness are so grateful to have. It's so fulfilling to be able to help in such a simple way."



Heidi Chan during the Sleep Out



Reach out to the outreach team

If you or someone you know is at risk for homelessness or is currently struggling, please call the Rapid Response Outreach Team at **1-888-288-1722**. TTY users call **1-888-987-5832**.

Suite 210
100 Galleria Officentre
Southfield, MI 48034

HEALTHY MICHIGAN PLAN MEMBERS:

Some members will be required to move to a new health care program called the Michigan Marketplace Option beginning April 2018.

This change will not affect you if one of the following is true:

- You have picked a healthy behavior to work on with your doctor as part of the HMP health risk assessment within the past 12 months.
- You have been in a health plan for less than a year.
- You are younger than 21 years old, are pregnant or are a Native American.
- You are currently in a nursing facility or receiving hospice or home health services.
- You are or could be "medically exempt." Medically exempt means you have a serious or complex health condition or you need help with some of your daily activities.
- Your household income is at or below 100 percent of the federal poverty level.

Read the full article on page 9.

Apply now for summer camp scholarship

The Family Center for Children and Youth with Special Health Care Needs is excited to let you know about a summer camp scholarship opportunity. Starting now, families may apply to receive a summer camp scholarship of up to \$250.

The scholarship helps families send their children with special health care needs to a summer camp of their choice. Applications are being accepted **through the end of March 2018**.

Families must submit a completed application along with the Attendance Confirmation Form. This form needs to be filled out by the camp director. To apply, families may request the forms through the Family Phone Line at **1-800-359-3722**. Funding is limited, so call now to apply.



The National Committee for Quality Assurance is a private, nonprofit organization dedicated to improving health care quality.

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