



Blue Cross Complete of Michigan

A MEDICAID AND HEALTHY MICHIGAN PLAN
MANAGED CARE HEALTH PLAN

Blue Cross Complete carries the widely recognized health care symbols — the Blue Cross and Blue Shield.



Blue Cross complete of Michigan
Confidence comes with every card.®

Multicultural Health Care Distinction

Blue Cross Complete holds a Multicultural Health Care Distinction by the National Committee for Quality Assurance. MHC recognizes organizations that provide culturally and linguistically sensitive services and work to reduce health care disparities. NCQA awards distinction to organizations that meet or exceed its rigorous requirements for multicultural health care.



The right choice is Blue Cross.

ENROLL IN BLUE CROSS COMPLETE OF MICHIGAN.

To find out if you're eligible for Medicaid or the Healthy Michigan Plan through Blue Cross Complete, call Michigan ENROLLS toll-free at **1-888-ENROLLS (367-6557)**. You can also visit michigan.gov/mibridges⁺.

For more information about Blue Cross Complete, visit mibluccrosscomplete.com.

To find a doctor near you, visit mibluccrosscomplete.com/findadoctor.



Blue Cross Complete of Michigan LLC is an independent licensee of the Blue Cross and Blue Shield Association.

Find us online at mibluccrosscomplete.com.

Follow us on social media. Stay up to date on member news, health and well-being tips, events in your community, helpful resources and more.



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.

You can have this information in other languages and formats. You can also have this interpreted over the phone in any language.

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**).

PROGRAMS SUPPORTED BY BLUE CROSS COMPLETE:

Medicaid

Medicaid is complete health care coverage for people of all ages with low income. Some popular Michigan Medicaid programs include Medicaid, Healthy Michigan Plan** and MICHild.

Healthy Michigan Plan

Healthy Michigan Plan is a health care program from the Michigan Department of Health and Human Services for Michigan residents from 19 to 64 years of age. Blue Cross Complete members who also have HMP have additional benefits and responsibilities.

MICHild

MICHild is a health care program from MDHHS for children ages 18 and younger. Blue Cross Complete administers MICHild benefits to eligible members.

Children's Special Health Care Services

Children's Special Health Care Services is a program managed by MDHHS. CSHCS provides extra support for children and some adults who have special health care needs.

Healthy Kids Dental

Healthy Kids Dental provides dental services for members ages 20 and younger at no cost to families. Covered services include checkups, X-rays and fillings. Visit bcbsm.com/healthykids or deltadentalmi.com⁺ for more information.

For more information about Blue Cross Complete's Medicaid programs, visit mibluecrosscomplete.com/benefits.

THE FOLLOWING PROGRAMS AND SERVICES ARE OFFERED TO HELP OUR MEMBERS LIVE HEALTHIER LIVES*:

- Care management and counseling
- Children's Special Health Care services
- Dental care
- Emergency services
- Family planning
- Hearing and speech services
- Home health care
- Hospice care
- Immunizations
- Inpatient and outpatient hospital care
- Lab, X-ray and other imaging
- Maternal and infant health
- Medical supplies
- Mental health services
- Non-emergency medical transportation
- Nursing home care
- Physical, speech and occupational therapy
- Prescription drug coverage
- Primary care doctor visits
- Smoking cessation
- Specialist visits
- Substance use disorder treatment
- Telemedicine
- Vision care

NO-COST TRANSPORTATION IS AVAILABLE FOR MEMBERS TO AND FROM COVERED MEDICAL SERVICES.

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

Online: mibluecrosscomplete.com/transportation

We've got you covered.

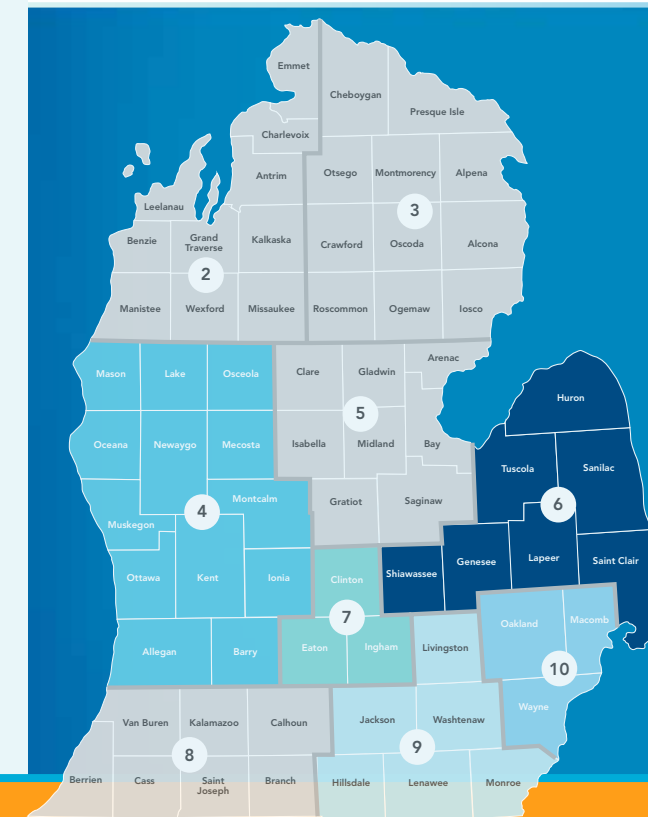
HAVING A BLUE CROSS COMPLETE MEMBER ID CARD MEANS PEACE OF MIND.

24-Hour Nurse Help Line

Call our no-cost 24-Hour Nurse Help Line at **1-888-288-1724** to help get answers to your health questions. TTY users call **1-888-987-5832**. This is a no-cost and confidential service for our members.

Care management programs

For members with chronic conditions, our team of nurses and social workers help you navigate the health care system to access the care you need. It's your choice to work with a care manager.



Through life's journey, we're by our members' side.

Blue Cross  **complete**
of Michigan

Blue Cross Complete serves 32 counties in Michigan. Coverage is noted in the five blue shaded areas.

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

^{*}Some of these services are paid for by Blue Cross Complete, while others are paid for by the state and other entities.

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