



Updates to Member Handbook

Refer to this flyer for updated information to the Member Handbook. The Member Handbook and updated pages can be found at **mibluccrosscomplete.com**.

Is your address up to date on MI Bridges? The Michigan Department of Health and Human Services will be starting the Medicaid benefits renewal process in Michigan. Don't miss important information. To prevent a gap in your health coverage, make sure your email, address and phone number are correct with MDHHS. You can update your information online at **michigan.gov/mibridges**. If you don't have an account, you can create one by selecting *Register*. Once you're logged in to your account, make changes in both the profile section and the *Report Changes* area. The *Report Changes* area is what your local MDHHS office will use to update the address for your case.

Part 1: Your Blue Cross Complete health plan

Telehealth: Members have access to MDLive®, a 24/7 telehealth service that allows users to communicate directly with a health care provider to help treat a variety of non-emergency medical conditions, such as sinus infections, the flu and rashes. Providers can prescribe medication if needed.

Members can access and register for MDLive by:

- Downloading the MDLive app from Google Play™ store or the App Store®
- Visiting **mdlive.com/bcc***
- Calling **1-833-599-0443** (TTY: **1-800-770-5531**)
- Texting **TELEDR** to **635483**

Part 3: Your health care benefits

Dental care: Coverage for sealant has been expanded to cover members ages 19 and 20 who are pregnant or part of the Healthy Michigan Plan. Sealant was previously only covered for members under age 19.

Early periodic screening, diagnosis and treatment program:

The following services have been added to the list of screenings covered for children and young adults under the early periodic screening, diagnosis and treatment program, or EPSDT. For updated screening and vaccination recommendations for children, teens and adults visit **mibluccrosscomplete.com/vaccinations**.

- **Depression and suicide risk screening:** ages 12 through 21
- **Hepatitis B virus infection risk assessment, and any necessary follow-up services:** newborn to 21 years of age
- **Sudden cardiac arrest and sudden cardiac death risk assessment:** ages 11 to 21



- **Behavioral/social/emotional screening:** Newborn through 21 years of age at each well child visit
- **Fluoride varnish:** every three to six months once teeth are present, until age 6

Doula services: Pregnant members are covered for doula services from Medicaid-enrolled doulas. Doulas provide physical, emotional and educational support. Members can receive up to six total visits from a doula during the pregnancy and postpartum periods, and one visit for birth. Doula services should be provided in person. However, prenatal and postpartum services may be delivered via telehealth. Members can find a doula in their area using the MDHHS Michigan Doula Registry at michigan.gov/mdhhs/keep-mi-healthy/maternal-and-infant-health/mdhhs-doula-registry. Or members can call Bright Start® at **1-888-288-1722**, 8 a.m. to 4:30 p.m. Monday through Friday. TTY users should call **1-888-987-5832**.

Correction: The maximum number of chiropractic visits covered for members ages 18 and older is 18 visits per year. If more than 18 visits are required, prior authorization is needed. The handbook previously stated that members ages 18 and older had unlimited visits. For members under 18 years old, prior authorization is needed.

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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,
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.

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

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: ܡܠܚܘܙܬܐ: ܐܕܐ ܕܐܢܬܐ ܬܚܕܬܐ ܠܠܓܐ ܥܪܒܝܬܐ, ܐܢ ܚܕܡܬ ܡܥܬܐܠܐ ܠܠܓܐ ܬܘܬܐܪ ܠܟ ܒܐܡܬܐܢܐ. ܐܬܠܥ ܒܪܥܡ **1-800-228-8554** (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).