



We've got you covered.

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

24-hour Nurse Help Line

Call our free 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 free 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.

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**).

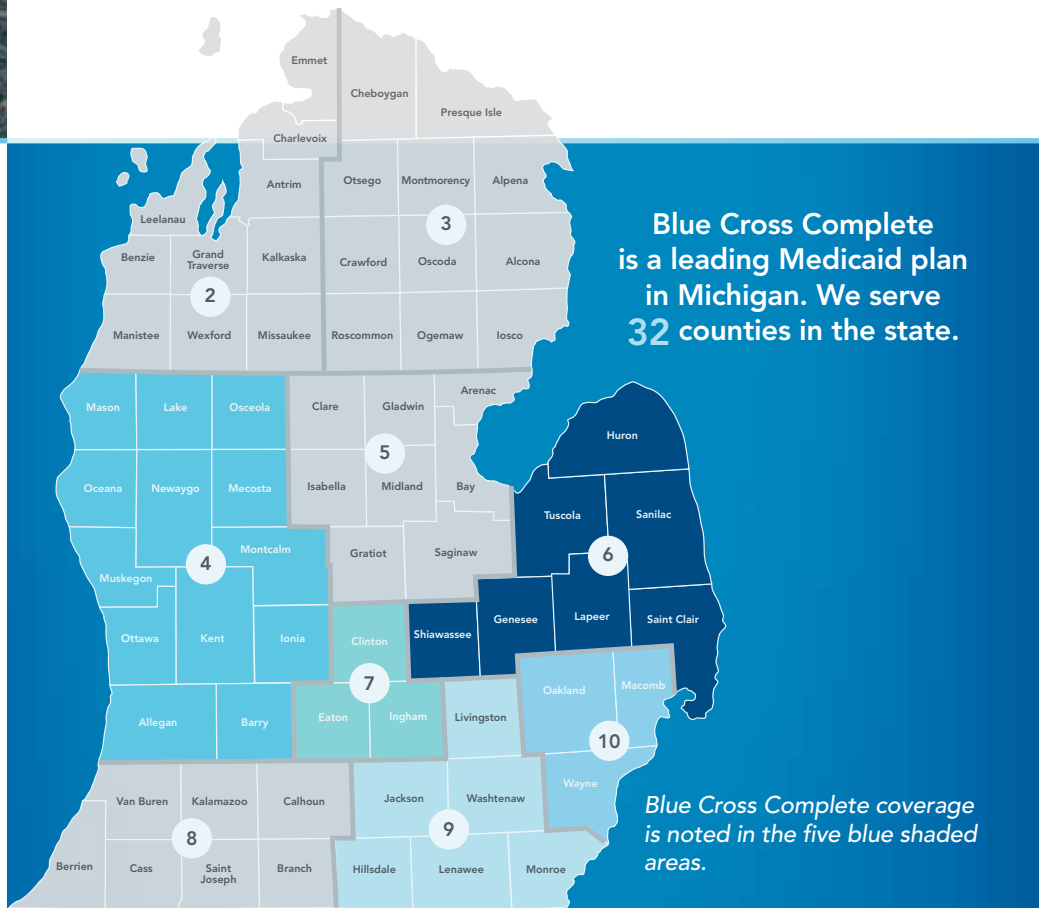
Arabic:

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

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 is a leading Medicaid plan in Michigan. We serve 32 counties in the state.

Blue Cross Complete coverage is noted in the five blue shaded areas.

Find us online at mibluecrosscomplete.com.



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

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.

Healthy Kids Dental

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

For information about additional Medicaid programs supported by Blue Cross Complete, visit our Core Benefits page.

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

BLUE CROSS COMPLETE RECEIVES ABOVE AVERAGE RATING



Blue Cross Complete earned an above average rating in the [MDHHS 2020 Quality Checkup](#). This annual report card scores Michigan Medicaid health plans in five areas. We were rated above average overall, scoring three to four apples out of four apples in all areas.

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** (1-888-367-6557). You can also visit michigan.gov/mibridges⁺.

For more information about Blue Cross Complete, visit mibluecrosscomplete.com. To find a doctor near you, visit mibluecrosscomplete.com/findadoctor.

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

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

Online: mibluecrosscomplete.com/transportation



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

^{*}Some of these services are covered 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.