



**READY
TO HELP**



Blue Care Network's HMO members enjoy peace of mind with health care coverage that travels

Coverage that travels

As a Blue Care Network member*, you can receive benefits from a nationwide network of Blue Plan providers when you're away from home, and so can your dependents.




Because some BCN plans pay only urgent and emergency services outside Michigan, check your coverage before receiving care. Refer to your *Certificate of Coverage* and related riders in your member account at bcbsm.com or call Customer Service at the number on the back of your BCN member ID card.

Arrange for care before you go

Check with your primary care provider to arrange for coordinated care and required authorizations. For behavioral health services — mental health and substance use disorder — call the number on the back of your BCN member ID card 24 hours a day, seven days a week. A care manager will evaluate your needs and help you arrange for services.

*This information is for BCN HMOSM members who are traveling or temporarily located outside Michigan. Please note, different guidelines apply to Blue Elect PlusSM POS and Blue Elect Plus HSASM POS members.

The chart below tells you how to access and arrange for care when you're away from home. You may have to pay your usual out-of-pocket expenses (deductible, copays and coinsurance) for services, but you shouldn't have any other upfront health care expenses if you use a Blue Plan provider.

If you're traveling	And you need	Here's what you do
In Michigan 	EMERGENCY CARE Symptoms are severe enough that someone with average health knowledge believes that immediate medical attention is needed.	Call 911 or go to the nearest emergency room.
	URGENT CARE Condition requires medical evaluation within 48 hours.	Go to the nearest urgent care center. To locate an urgent care center: Visit bcbsm.com/find-a-doctor and select your BCN plan, use your online member account or our mobile app, or call the number on the back of your ID card.
	NONURGENT CARE	Call your primary care provider to coordinate services that don't require immediate attention.
In the United States but outside Michigan 	EMERGENCY CARE	Call 911 or go to the nearest emergency room.
	URGENT CARE	Go to the nearest urgent care center. To locate an urgent care center: Visit bcbsm.com/find-a-doctor and select your BCN plan, use your online member account or our mobile app, or call the number on the back of your ID card.
	ROUTINE CARE To treat or monitor a chronic condition or illness.	Call the number on the back of your ID card for details about your health benefits and required authorizations. To locate a nearby Blue Plan provider: Visit bcbsm.com/find-a-doctor and select your BCN plan, use your online member account or our mobile app, or call the number on the back of your ID card.
OTHER SERVICES Such as elective surgeries, hospitalizations, mental health and substance use disorder services.	Call the number on the back of your ID card for details about your health benefits and to determine which services require authorization.	
Outside the United States 	EMERGENCY CARE	Go to the nearest emergency room. (You may be required to pay for services and then seek BCN reimbursement. <i>Get an itemized bill and medical records to speed reimbursement.</i>)

Pharmacy coverage

If your plan includes pharmacy coverage, your BCN member ID card is accepted at thousands of pharmacies nationwide, including most major chains, that participate with Blue plans.

To locate a nationwide Blue Plan provider

- Use your online member account at bcbsm.com.
- Use our mobile app.
- Visit bcbsm.com/find-a-doctor, and select your BCN plan.
- Call Customer Service using the number on the back of your BCN member ID card.

Find us online:

bcbsm.com | news.bcbsm.com

facebook.com/MiBCN

ahealthiermichigan.org | twitter.com/bcbsm | youtube.com/bcbsmnews



**Blue Care
Network**
of Michigan

A nonprofit corporation and independent licensee
of the Blue Cross and Blue Shield Association