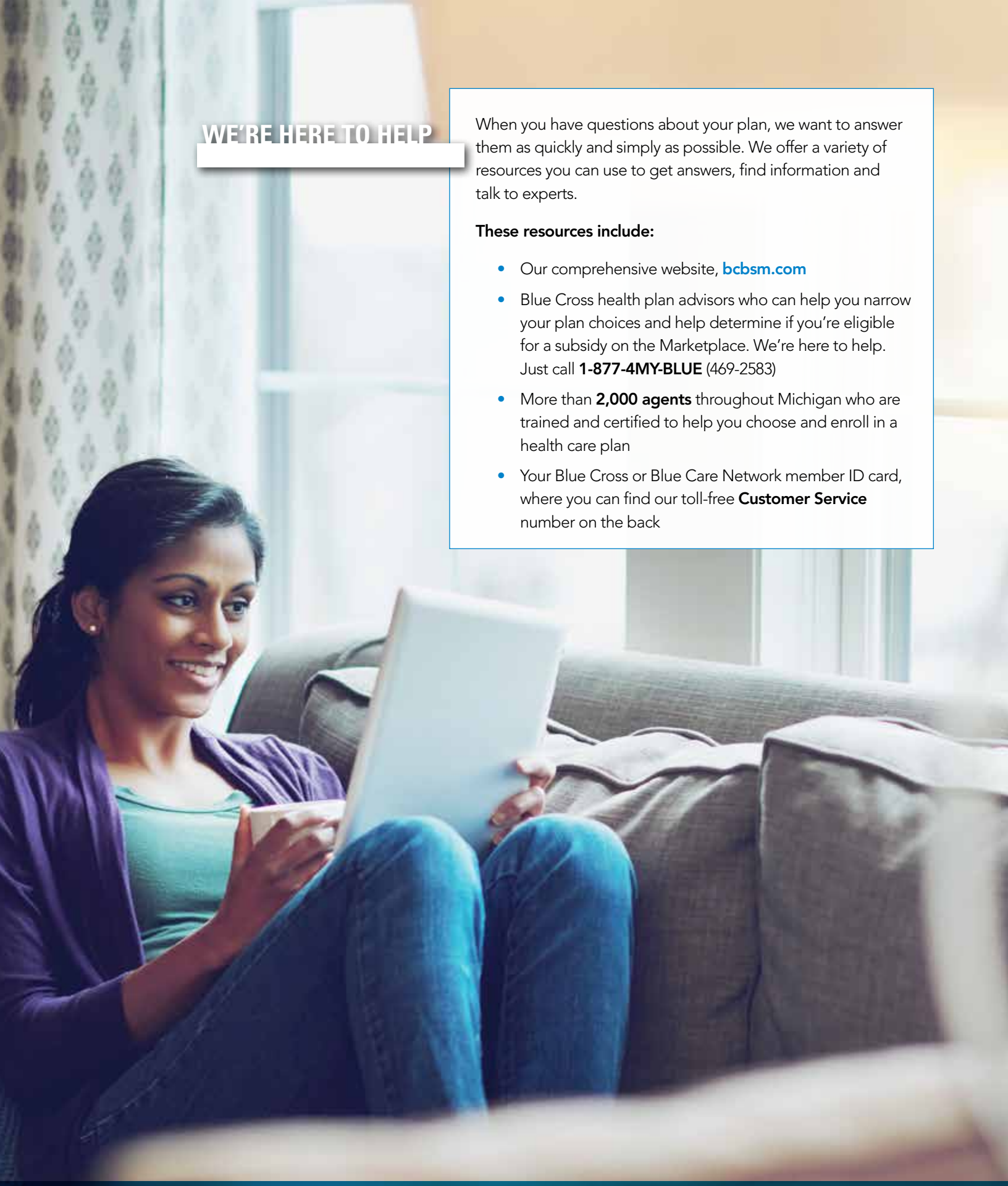
MyBlue℠ 2021

Blue Cross Blue Shield Blue Care Network of Michigan

Confidence comes with every card.®

Health care plan comparison guide

INDIVIDUALS and FAMILIES



WE'RE HERE TO HELP

When you have questions about your plan, we want to answer them as quickly and simply as possible. We offer a variety of resources you can use to get answers, find information and talk to experts.

These resources include:

- Our comprehensive website, **bcbsm.com**
- Blue Cross health plan advisors who can help you narrow your plan choices and help determine if you're eligible for a subsidy on the Marketplace. We're here to help. Just call **1-877-4MY-BLUE** (469-2583)
- More than **2,000 agents** throughout Michigan who are trained and certified to help you choose and enroll in a health care plan
- Your Blue Cross or Blue Care Network member ID card, where you can find our toll-free **Customer Service** number on the back

The Blue Cross difference

There should be more to your health care coverage than deductibles, copays and out-of-pocket costs. The experience, reputation and resources behind that coverage should make you feel confident every time you use your plan's ID card.

As the largest and one of the most reputable and reliable health care companies in Michigan, Blue Cross Blue Shield of Michigan and our HMO partner, Blue Care Network, are confident that we can help you get the most from your health care plan. Throughout our 83-year history, we've worked to maintain this promise by building a hard-earned reputation, in-depth experience, and quality selection of health care plans. That's why we're the right choice for your health plan needs.

What other health care company in Michigan can give you first-class coverage that's universally recognized around the country? **Only Blue Cross.** This reputation is one of the many reasons people in this state choose us more than any other health care company.

The numbers add up:

- Blue Cross is Michigan's largest health care company, serving **4.23 million people** here and almost 1.6 million more in other states. We have the **largest network of doctors and hospitals in Michigan** with 137 hospitals and more than 34,000 doctors.
- Blue Care Network is the largest HMO in Michigan with more than **914,000 members**, and a provider network that includes more than **5,000 primary care physicians**, over **22,000 specialists** and most of the state's leading hospitals.
- Blue Dental℠ members have access to more than **540,000 dental locations** around the country.

Inside ...

Highlights for 2021

New services and savings

- $0 copay for Blue Cross medical online visits
- Copay same for behavioral health or medical office visit

BCBSM mobile app

Your health information is secure when you use the BCBSM mobile app. **Protecting your information is our top priority.** You can be sure that using the mobile app is a safe and secure way to access information about your health plan.

We protect all information through secured connections, and regularly update our information systems to stay current and ensure the security of your data.

What you can do with the app:

- View deductible and other plan balances
- Check claims and explanation of benefits statements
- See medical, dental and vision coverage
- Research drug prices
- Access HealthEquity® spending account balances
- View and share member ID card
- Find doctors and hospitals and compare costs for services
- Access to Blue365® member discounts

Download the app now
Get the BCBSM mobile app wherever you normally download apps for your device. For more information, visit **bcbsm.com/app**.

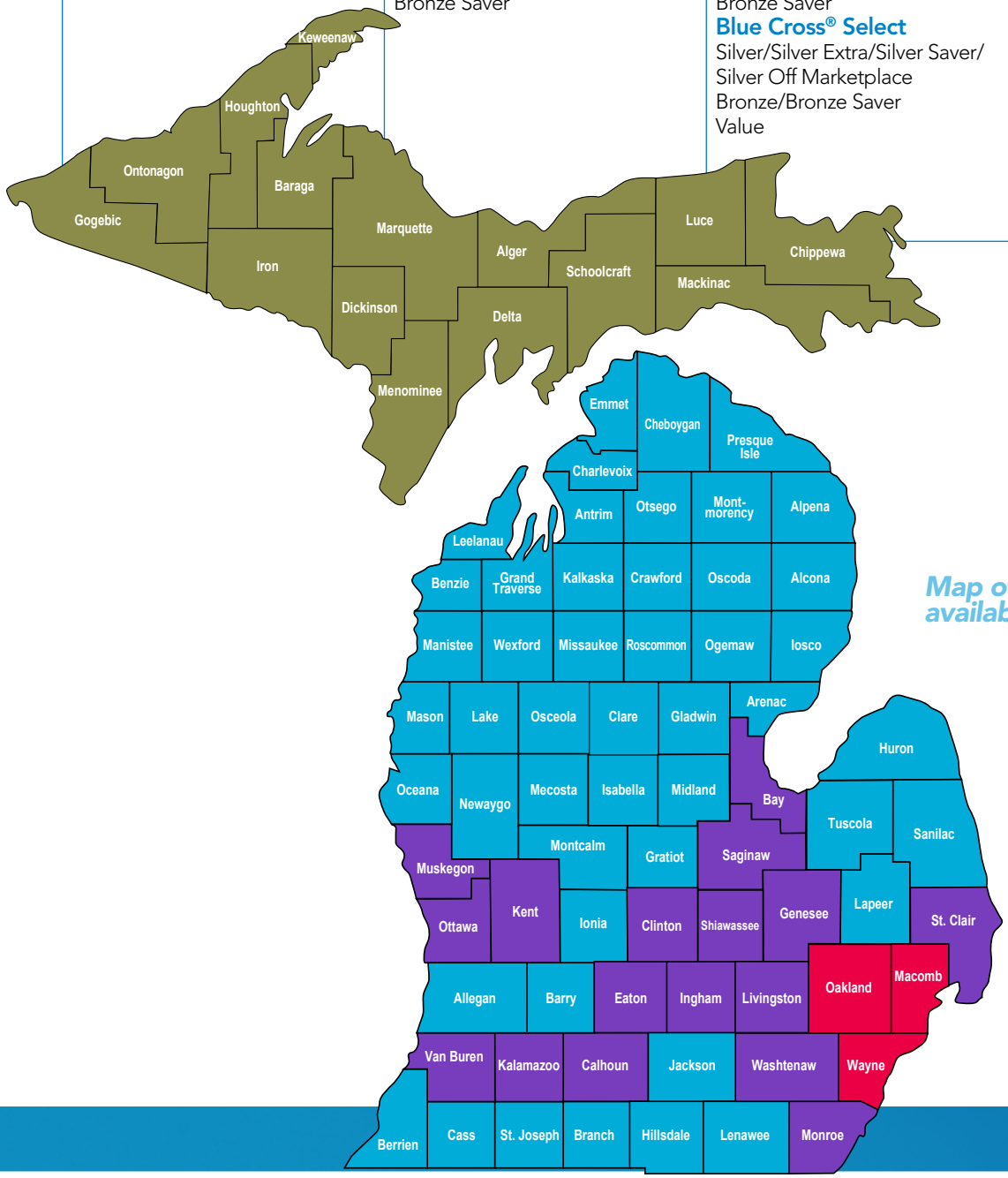
2021 Key plan benefits

	HSA-plans	*PPO non-HSA plans*	*HMO non-HSA plans*
Free Annual visit	X	X	X
Free Wellness visits for kids	X	X	X
Free Vaccinations	X	X	X
Free Health Savings Accounts (HSAs)	X		
Free Diabetes test strips, lancets and monitors through Diabetes Management Program	X	X	X
Free online visits	X (after deductible)	X	X
Free app — access to cost and transparency tools	X	X	X
Discounts at gyms	X	X	X
Blue 365 Discounts on vitamins, food, retailers, etc.	X	X	X
Access to virtual visits and retail health clinics	X	X	
Urgent care with a copay before deductible		X	X
Free laboratory and pathology tests			X
Primary and mental health office visits including Virtual with a copay before deductible			X
Retail health visit with a copay before deductible (same as primary office visit copay)			X

2021 Health plans available in Michigan by county

In 2021, Blue Cross is the only health care company to offer plan choices that meet Affordable Care Act standards in all 83 Michigan counties.

PPO options	PPO options	PPO options	PPO options
Blue Cross® Premier Gold Silver Saver Bronze/Bronze Extra/Bronze Saver Value	**Blue Cross® Premier** Gold Silver/Silver Extra/Silver Saver/ Silver Off Marketplace Bronze/Bronze Extra/Bronze Saver Value	**Blue Cross® Premier** Gold Silver/Silver Extra/Silver Saver/ Silver Off Marketplace Bronze/Bronze Extra/Bronze Saver Value	**Blue Cross® Premier** Gold Silver/Silver Extra/Silver Saver/ Silver Off Marketplace Bronze/Bronze Extra/Bronze Saver Value
HMO options	**HMO options**	**HMO options**	**HMO options**
Blue Cross® Preferred Gold Silver Saver Bronze Bronze Saver	**Blue Cross® Preferred** Gold Silver/Silver Extra/Silver Saver/ Silver Off Marketplace Bronze Bronze Saver	**Blue Cross® Preferred** Gold Silver/Silver Extra/Silver Saver/ Silver Off Marketplace Bronze Bronze Saver **Blue Cross® Select** Silver/Silver Extra/Silver Saver/ Silver Off Marketplace Bronze/Bronze Saver Value	**Blue Cross® Preferred** Gold Silver/Silver Extra/Silver Saver/ Silver Off Marketplace Bronze Bronze Saver **Blue Cross® Select** Silver/Silver Extra/Silver Saver/ Silver Off Marketplace Bronze/Bronze Saver Value **Blue Cross® Metro Detroit HMO** Silver/Silver Extra/Silver Saver/ Silver Off Marketplace Bronze/Bronze Saver



Map of health plans available in your county.

Network comparison chart

Network type	***PPO***
	A PPO, or preferred provider organization, has a broad network of doctors and hospitals. You can choose any doctor you want, both in and out of network, and don't need referrals from a primary care physician to see a specialist. With a PPO, you'll pay less out of pocket when you use an in-network provider.
Network name	***Premier***
Network description	You'll have a broad choice of doctors and hospitals within Blue Cross' statewide PPO network, including nationwide coverage for medical emergency, accidental injury or urgent care. You may receive services from hospitals or doctors outside the network within Michigan, but you'll pay less if you use providers within the network.
Plan offered by	Blue Cross Blue Shield of Michigan
Out-of-network coverage Care you receive from an out-of-network hospital or doctor while traveling within Michigan	Yes
Coverage outside of Michigan Includes traveling abroad	Emergencies and accidental injuries have in-network cost sharing. Scheduled services from a participating provider will apply out-of-network cost sharing (2x in-network cost sharing plus providers will be able to balance bill members the difference between the Blue Cross-approved amount and the provider's charges.)
Participating primary care physicians Numbers are estimates and subject to change	6,216*
Participating hospitals and systems Numbers are subject to change	137 Michigan hospitals

*PPO Here are some changes that reduced the # of PCP s in PPO:

1) Only doctors self-reported as PCPs are included for the network. Prior to June 2019, PCPs with traditional primary care specialties (internal medicine, family practice, pediatrics, etc.) were used to calculate PCPs. This new method has led to greater accuracy of those serving as PCPs. Although our overall count has decreased, we still review our PCPs multiple times a year against NCQA, DIFS and CMS access standards to ensure we continually meet standards. Effective June 2019, we began using PCP Selectable to identify PCP providers.

2) Effective August 2019, we count OB-GYNs as specialists, not PCPs.

3) Effective August 2019, nurse practitioner's are no longer counted as PCPs.

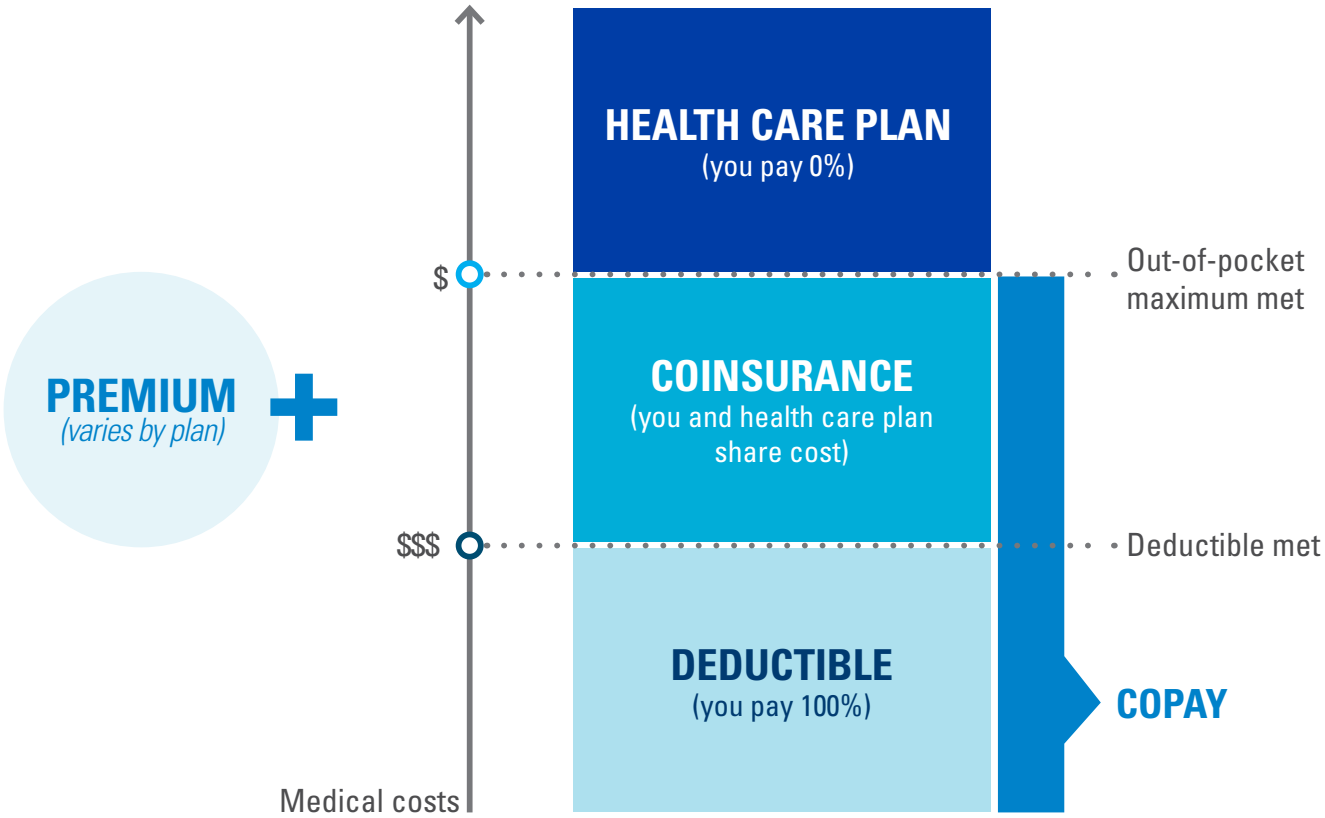
HMO

With an HMO, or health maintenance organization, you choose a primary care physician who coordinates your care and provides referrals to specialists. You'll need to pick a Blue Care Network primary care physician in the HMO network and only use hospitals that participate in your plan's network. Other than emergency services and accidental injuries, health care services provided outside the network aren't covered.

Preferred HMO	Select HMO	Metro Detroit HMO
This plan offers a broad choice of doctors and hospitals from BCN's entire network, the largest HMO network in Michigan. Your primary care physician will coordinate care and refer you to specialists when necessary. Other than emergency services and accidental injuries, care outside the network isn't covered.	You may choose from a select network of quality, primary care physicians and have complete access to specialists and hospitals within BCN's network, the largest HMO network in Michigan. Your primary care physician will coordinate care and refer you to specialists when necessary. Other than emergency services and accidental injuries, care outside the network isn't covered.	This plan offers care within a select network of quality doctors and hospitals in Wayne, Oakland and Macomb counties. A primary care physician will coordinate your care. Care within BCN's entire HMO network, but outside the Metro Detroit HMO network, will require primary care physician and plan authorization. Other than emergency services and accidental injuries, care outside the network isn't covered.
Blue Care Network	Blue Care Network	Blue Care Network
Emergencies and accidental injuries only	Emergencies and accidental injuries only	Emergencies and accidental injuries only
Emergencies and accidental injuries only	Emergencies and accidental injuries only	Emergencies and accidental injuries only
6,267	4,507	904
133 participating hospitals	133 participating hospitals	20 participating hospitals, including: • St. Joseph Mercy Hospital • St. Mary Mercy Hospital • St. John Hospital • Botsford Hospital • Children's Hospital of Michigan • DMC • Providence Hospital • Oakwood Hospital

Health plan costs explained

Understanding how your costs work will help you know when and how much you need to pay for care.



Premium: The monthly amount you pay Blue Cross to keep your coverage

Copayment (or copay): A fixed amount you pay for a covered health care service, usually when you get the service, such as a doctor visit

Deductible: The amount you owe for covered health care services before Blue Cross begins to pay

Coinsurance: Your share, or percentage, of the allowable costs for a covered health care service

Out-of-pocket maximum: The most you'll pay in deductibles, copayments and coinsurance during the year

Take advantage of savings with

Blue Cross Blue Shield Blue Care Network of Michigan | Blue365®

Because health is a big deal℠

You can score big savings on a variety of healthy products and services from with our member discount program, Blue365®. Get exclusive discounts on things like:

- **Fitness and wellness:** Health magazines, fitness gear and gym memberships
- **Healthy eating:** Cookbooks, cooking classes and weight-loss programs
- **Lifestyle:** Travel and recreation
- **Personal care:** Lasik and eye care services, dental care and hearing aids

Log in to your member account or visit ***Blue365deals.com*** *to learn more.*

Gold health plan comparison

Network type	PPO	HMO
Plan name	**Blue Cross® Premier PPO Gold**	**Blue Cross® Preferred HMO Gold**
	In network	**In network**
Annual deductible Medical and drug expenses are combined to meet the integrated deductible.	$750 per individual plan $1,500 per family plan	$850 per individual plan $1,700 per family plan
Coinsurance	20% after deductible for most services	20% after deductible for most services
Out–of–pocket maximum The integrated deductible, coinsurance and copays for all medical and drug expenses accumulate to the out–of–pocket maximum.	$7,200 per individual plan $14,400 per family plan	$8,500 per individual plan $17,000 per family plan
HSA qualified	No	No
Preventive medical, prescription drugs and immunizations	Covered 100% with no deductible	Covered 100% with no deductible
Physician office visits	$30 copay per doctor visit after deductible; $50 copay per specialist visit after deductible Diagnostic and laboratory services are subject to deductible and coinsurance	$30 copay per primary care office visit with no deductible $50 copay per specialist office visit after deductible Radiology and diagnostic services are subject to deductible and coinsurance
Retail health clinic visit Ex: Going to the clinic at a major pharmacy or retail store for basic health care services on a walk-in basis.	$30 copay after deductible Diagnostic and laboratory services are subject to deductible and coinsurance	$30 copay with no deductible Radiology and diagnostic services are subject to deductible and coinsurance
Blue Cross Online Visits℠ Blue Cross' enhanced 24/7 online health care, accessed through smartphone, tablet or computer, includes visits with medical doctors and behavioral health therapists.	$0 copay with no deductible for medical online visits, $30 copay after deductible for behavioral health online visits	$0 copay with no deductible for medical online visits, $30 copay with no deductible for behavioral health online visits
Laboratory tests and pathology	Covered 80% after deductible	Covered 100% with no deductible
Diagnostic tests, X-rays, imaging services, CT scans, MRIs Approval required.	Covered 80% after deductible	Covered 80% after deductible
Inpatient hospital care – semi-private room	Covered 80% after deductible	Covered 80% after deductible
Surgical care	Covered 80% after deductible	Covered 80% after deductible
Emergency room	$250 copay after deductible, then covered 80% Copay waived if admitted	$250 copay after deductible, then covered 80% Copay waived if admitted
Transportation by ambulance	Covered 80% after in-network deductible	Covered 80% after deductible
Urgent care visits at urgent care centers or outpatient locations	$75 copay with no deductible Diagnostic and laboratory services are subject to deductible and coinsurance	$40 copay with no deductible Radiology services are subject to deductible and coinsurance
Pediatric vision	Covered 100%: One vision exam per pediatric member per year Covered 100%: Standard lenses and frames or contact lenses Frequency limits apply	Covered 100%: One vision exam per pediatric member per year Covered 100%: Standard lenses and frames or contact lenses Frequency limits apply
Prescription drugs 1–30 days Includes retail network pharmacies and mail-order providers. *Any coupon, rebate or other credits received directly or indirectly from the drug manufacturer may not be applied to deductibles, cost-sharing or out of pocket maximums.*	**Tier 1** – Generic: $15 copay after integrated deductible **Tier 2** – Preferred brand: $100 copay after integrated deductible **Tier 3** – Nonpreferred brand: $150 copay after integrated deductible **Tier 4** – Preferred specialty: 40% coinsurance after integrated deductible **Tier 5** – Nonpreferred specialty: 45% coinsurance after integrated deductible	**Tier 1a** – Preferred generic: $4 copay after integrated deductible **Tier 1b** – Generic: $20 copay after integrated deductible **Tier 2** – Preferred brand: $100 copay after integrated deductible **Tier 3** – Nonpreferred brand: $150 copay after integrated deductible **Tier 4** – Preferred specialty: 40% coinsurance after integrated deductible **Tier 5** – Nonpreferred specialty: 45% coinsurance after integrated deductible

Please visit **bcbsm.com/sbc** or log in to your account at **bcbsm.com** to view additional plan details and documentation.

Silver health plan comparison

Network type	PPO			
Plan name	**Blue Cross® Premier PPO Silver Extra**	**Blue Cross® Premier PPO Silver**	**Blue Cross® Premier PPO Silver Off Marketplace**	**Blue Cross® Premier PPO Silver Saver HSA**
	In network	**In network**	**In network**	**In network**
Annual deductible Medical and drug expenses are combined to meet the integrated deductible (not including Blue Cross PPO and HMO Silver Extra plans).	$4,800 per individual plan $9,600 per family plan	$2,500 per individual plan $5,000 per family plan	$2,200 per individual plan $4,400 per family plan	$3,500 per individual plan $7,000 per family plan
Coinsurance	20% after deductible for most services	20% after deductible for most services	20% after deductible for most services	20% after deductible for most services
Out–of–pocket maximum The integrated deductible, coinsurance and copays for all medical and drug expenses accumulate to the out-of-pocket maximum.	$8,500 per individual plan $17,000 per family plan	$8,500 per individual plan $17,000 per family plan	$7,800 per individual plan $15,600 per family plan	$6,950 per individual plan $13,900 per family plan
HSA qualified	No	No	No	Yes
Preventive medical, prescription drugs and immunizations	Covered 100% with no deductible	Covered 100% with no deductible	Covered 100% with no deductible	100% with no deductible
Physician office visits	$30 copay per primary care office visit with no deductible and a $65 copay per specialist office visit with no deductible Diagnostic and laboratory services subject to deductible and coinsurance	$30 copay per primary care office visit after deductible and a $50 copay per specialist office visit after deductible Diagnostic and laboratory services subject to deductible and coinsurance	$30 copay per primary care office visit after deductible and a $50 copay per specialist office visit after deductible Diagnostic and laboratory services subject to deductible and coinsurance	$30 copay per primary care office visit after deductible and a $50 copay per specialist office visit after deductible Diagnostic and laboratory services subject to deductible and coinsurance
Retail health clinic visit Ex: Going to the clinic at a major pharmacy or retail store for basic health care services on a walk-in basis.	$30 copay with no deductible Diagnostic and laboratory services subject to deductible and coinsurance	$30 copay after deductible Diagnostic and laboratory services subject to deductible and coinsurance	$30 copay after deductible Diagnostic and laboratory services subject to deductible and coinsurance	$30 copay after deductible Diagnostic and laboratory services subject to deductible and coinsurance
Blue Cross Online Visits℠ Blue Cross' enhanced 24/7 online health care, accessed through smartphone, tablet or computer, includes visits with doctors and behavioral health therapists.	$0 copay with no deductible for medical online visits, $30 copay with no deductible for behavioral health online visits	$0 copay with no deductible for medical online visits, $30 copay after deductible for behavioral health online visits	$0 copay with no deductible for medical online visits, $30 copay after deductible for behavioral health online visits	$0 copay after deductible for medical online visits, $30 copay after deductible for behavioral health online visits
Laboratory tests and pathology	Covered 80% after deductible	Covered 80% after deductible	Covered 80% after deductible	Covered 80% after deductible
Diagnostic tests and X-rays including EKG, chest X-ray	Covered 80% after deductible	Covered 80% after deductible	Covered 80% after deductible	Covered 80% after deductible
Inpatient hospital care – semi-private room	Covered 80% after deductible	Covered 80% after deductible	Covered 80% after deductible	Covered 80% after deductible

HMO			
Blue Cross® Preferred HMO Silver Extra **Blue Cross® Select HMO Silver Extra** **Blue Cross® Metro Detroit HMO Silver Extra**	**Blue Cross® Preferred HMO Silver** **Blue Cross® Select HMO Silver** **Blue Cross® Metro Detroit HMO Silver**	**Blue Cross® Preferred HMO Silver Off Marketplace** **Blue Cross® Select HMO Silver Off Marketplace** **Blue Cross® Metro Detroit HMO Silver Off Marketplace**	**Blue Cross® Preferred HMO Silver Saver** **Blue Cross® Select HMO Silver Saver** **Blue Cross® Metro Detroit HMO Silver Saver**
In network	**In network**	**In network**	**In network**
$4,800 per individual plan $9,600 per family plan	$3,000 per individual plan $6,000 per family plan	$2,800 per individual plan $5,600 per family plan	$4,000 per individual plan $8,000 per family plan
20% after deductible for most services	30% after deductible for most services	30% after deductible for most services	30% after deductible for most services
$8,500 per individual plan $17,000 per family plan	$8,500 per individual plan $17,000 per family plan	$7,700 per individual plan $15,400 per family plan	$7,500 per individual plan $15,000 per family plan
No	No	No	No
Covered 100% with no deductible	Covered 100% with no deductible	Covered 100% with no deductible	Covered 100% with no deductible
$30 copay per primary care office visit with no deductible $65 copay per specialist office visit with no deductible Diagnostic and laboratory services subject to deductible and coinsurance	$30 copay per primary care office visit with no deductible $50 copay per specialist office visit after deductible Radiology and diagnostic services subject to deductible and coinsurance	$30 copay per primary care office visit with no deductible $50 copay per specialist office visit after deductible Radiology and diagnostic services subject to deductible and coinsurance	$30 copay per primary care office visit with no deductible $50 copay per specialist office visit after deductible Radiology and diagnostic services subject to deductible and coinsurance
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$0 copay with no deductible for medical online visits, $30 copay with no deductible for behavioral health online visits	$0 copay with no deductible for medical online visits, $30 copay with no deductible for behavioral health online visits	$0 copay with no deductible for medical online visits, $30 copay with no deductible for behavioral health online visits	$0 copay with no deductible for medical online visits, $30 copay with no deductible for behavioral health online visits
Covered 80% after deductible	Covered 100% with no deductible	Covered 100% with no deductible	Covered 100% with no deductible
Covered 80% after deductible	Covered 70% after deductible	Covered 70% after deductible	Covered 70% after deductible
Covered 80% after deductible	Covered 70% after deductible	Covered 70% after deductible	Covered 70% after deductible

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Network type	PPO			
Plan name	**Blue Cross® Premier PPO Silver Extra**	**Blue Cross® Premier PPO Silver**	**Blue Cross® Premier PPO Silver Off Marketplace**	**Blue Cross® Premier PPO Silver Saver HSA**
	In network	**In network**	**In network**	**In network**
Surgical care	Covered 80% after deductible	Covered 80% after deductible	Covered 80% after deductible	Covered 80% after deductible
Emergency room	Covered 80% after deductible	$250 copay after in-network deductible, then covered 80% Copay waived if admitted	$250 copay after in-network deductible, then covered 80% Copay waived if admitted	$250 copay after in-network deductible, then covered 80% Copay waived if admitted
Transportation by ambulance	Covered 80% after deductible	Covered 80% after deductible	Covered 80% after deductible	Covered 80% after deductible
Urgent care visits at urgent care centers or outpatient locations	$75 copay with no deductible Diagnostic and laboratory services subject to deductible and coinsurance	$75 copay with no deductible Diagnostic and laboratory services subject to deductible and coinsurance	$75 copay with no deductible Diagnostic and laboratory services subject to deductible and coinsurance	$75 copay after deductible Diagnostic and laboratory services subject to deductible and coinsurance
Maternity benefit	Covered 80% after deductible	Covered 80% after deductible	Covered 80% after deductible	Covered 80% after deductible
Pediatric vision	Covered 100%: One vision exam per pediatric member per calendar year Covered 100%: Standard lenses and frames or contact lenses Frequency limits apply	Covered 100%: One vision exam per pediatric member per calendar year Covered 100%: Standard lenses and frames or contact lenses Frequency limits apply	Covered 100%: One vision exam per pediatric member per calendar year Covered 100%: Standard lenses and frames or contact lenses Frequency limits apply	Covered 100%: One vision exam per pediatric member per calendar year Covered 100%: Standard lenses and frames or contact lenses Frequency limits apply
Prescription drugs 1–30 days Includes retail network pharmacies and mail-order providers. *Any coupon, rebate or other credits received directly or indirectly from the drug manufacturer may not be applied to deductibles, cost-sharing or out of pocket maximums.*	**Tier 1** – Generic: $15 copay with no deductible **Tier 2** – Preferred brand: $100 copay with no deductible **Tier 3** – Nonpreferred brand: $150 copay with no deductible **Tier 4** – Preferred specialty: 40% coinsurance after integrated deductible **Tier 5** – Nonpreferred specialty: 45% coinsurance after integrated deductible	**Tier 1** – Generic: $15 copay after integrated deductible **Tier 2** – Preferred brand: $100 copay after integrated deductible **Tier 3** – Nonpreferred brand: $150 copay after integrated deductible **Tier 4** – Preferred specialty: 40% coinsurance after integrated deductible **Tier 5** – Nonpreferred specialty: 45% coinsurance after integrated deductible	**Tier 1** – Generic: $15 copay after integrated deductible **Tier 2** – Preferred brand: $100 copay after integrated deductible **Tier 3** – Nonpreferred brand: $150 copay after integrated deductible **Tier 4** – Preferred specialty: 40% coinsurance after integrated deductible **Tier 5** – Nonpreferred specialty: 45% coinsurance after integrated deductible	**Tier 1** – Generic: $15 copay after integrated deductible **Tier 2** – Preferred brand: $100 copay after integrated deductible **Tier 3** – Nonpreferred brand: $150 copay after integrated deductible **Tier 4** – Preferred specialty: 40% coinsurance after integrated deductible **Tier 5** – Nonpreferred specialty: 45% coinsurance after integrated deductible

HMO			
Blue Cross® Preferred HMO Silver Extra **Blue Cross® Select HMO Silver Extra** **Blue Cross® Metro Detroit HMO Silver Extra**	**Blue Cross® Preferred HMO Silver** **Blue Cross® Select HMO Silver** **Blue Cross® Metro Detroit HMO Silver**	**Blue Cross® Preferred HMO Silver Off Marketplace** **Blue Cross® Select HMO Silver Off Marketplace** **Blue Cross® Metro Detroit HMO Silver Off Marketplace**	**Blue Cross® Preferred HMO Silver Saver** **Blue Cross® Select HMO Silver Saver** **Blue Cross® Metro Detroit HMO Silver Saver**
In network	***In network***	***In network***	***In network***
Covered 80% after deductible	Covered 70% after deductible	Covered 70% after deductible	Covered 70% after deductible
Covered 80% after deductible	$250 copay after deductible, then covered 70% Copay waived if admitted	$250 copay after deductible, then covered 70% Copay waived if admitted	$250 copay after deductible, then covered 70% Copay waived if admitted
Covered 80% after deductible	Covered 70% after deductible	Covered 70% after deductible	Covered 70% after deductible
$75 copay with no deductible Diagnostic and laboratory services subject to deductible and coinsurance	$40 copay with no deductible Radiology and diagnostic services subject to deductible and coinsurance	$40 copay with no deductible Radiology and diagnostic services subject to deductible and coinsurance	$40 copay with no deductible Radiology and diagnostic services subject to deductible and coinsurance
Covered 80% after deductible	Covered 70% after deductible	Covered 70% after deductible	Covered 70% after deductible
Covered 100%: One vision exam per pediatric member per calendar year Covered 100%: Standard lenses and frames or contact lenses Frequency limits apply	Covered 100%: One vision exam per pediatric member per calendar year Covered 100%: Standard lenses and frames or contact lenses Frequency limits apply	Covered 100%: One vision exam per pediatric member per calendar year Covered 100%: Standard lenses and frames or contact lenses Frequency limits apply	Covered 100%: One vision exam per pediatric member per calendar year Covered 100%: Standard lenses and frames or contact lenses Frequency limits apply
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Bronze health plan comparison

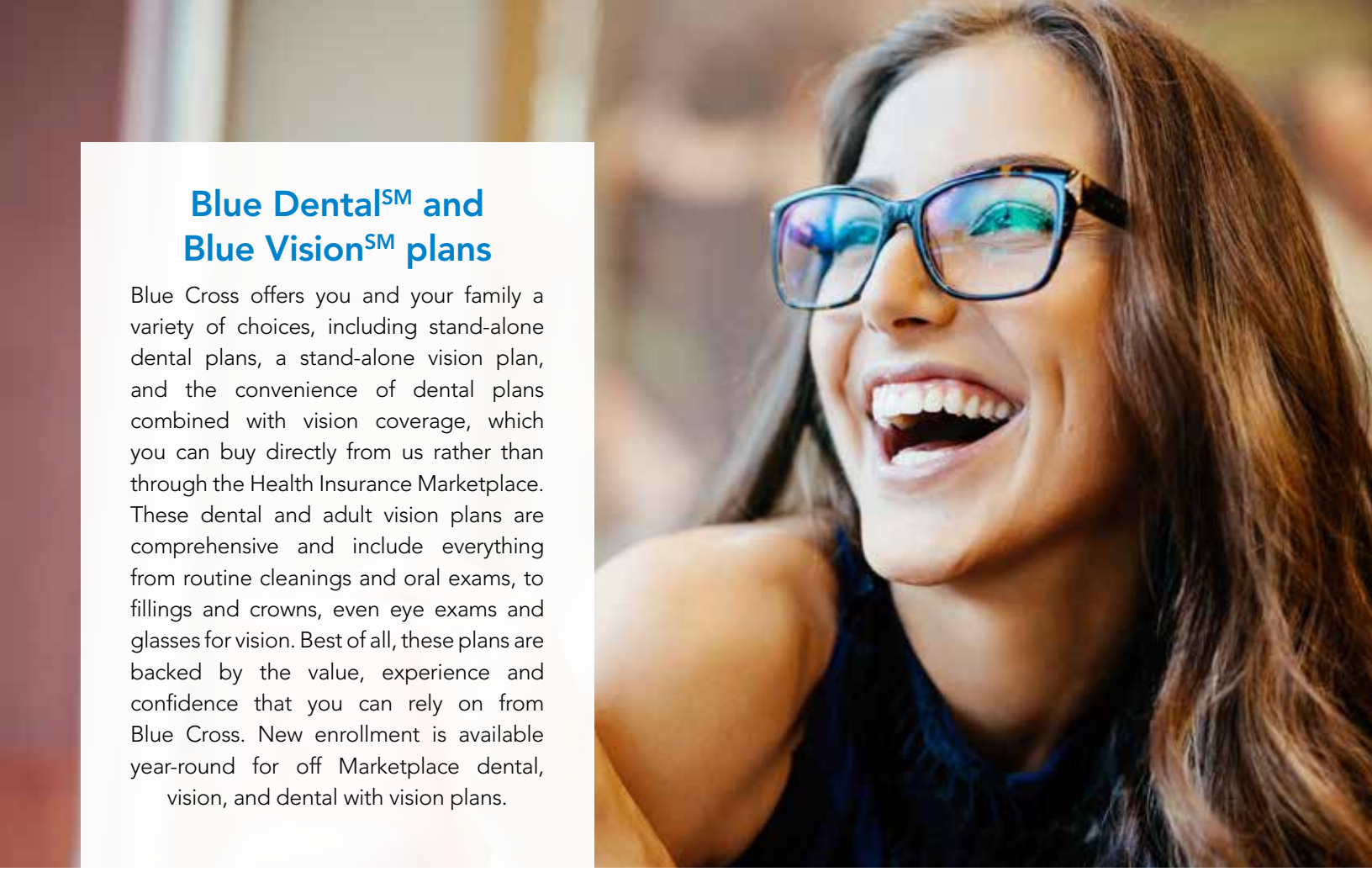
Network type	PPO	
Plan name	**Blue Cross® Premier PPO Bronze Extra**	**Blue Cross® Premier PPO Bronze HSA**
	In network	**In network**
Annual deductible Medical and drug expenses are combined to meet the integrated deductible.	$8,000 per individual plan $16,000 per family plan	$6,950 per individual plan $13,900 per family plan
Coinsurance	40% after deductible for most services	None
Out–of–pocket maximum The integrated deductible, coinsurance and copays for all medical and drug expenses accumulate to the out-of-pocket maximum.	$8,500 per individual plan $17,000 per family plan	$6,950 per individual plan $13,900 per family plan
HSA qualified	No	Yes
Preventive medical, prescription drugs and immunizations	Covered 100% with no deductible	Covered 100% with no deductible
Physician office visits	$40 copay per primary care visit with no deductible $100 copay per specialty visit with no deductible Diagnostic and laboratory services subject to deductible	Primary care and specialist office visits are covered 100% after deductible Diagnostic and laboratory services subject to deductible
Retail health clinic visit Ex: Going to the clinic at a major pharmacy or retail store for basic health care services on a walk-in basis.	$40 copay with no deductible Diagnostic and laboratory services subject to deductible and coinsurance	Covered 100% after deductible Diagnostic and laboratory services subject to deductible
Blue Cross Online Visits℠ Blue Cross' enhanced 24/7 online health care, accessed through smartphone, tablet or computer, includes visits with doctors and behavioral health therapists.	$0 copay with no deductible for medical online visits, $40 copay with no deductible for behavioral health online visits	Covered 100% after deductible
Laboratory tests and pathology	Covered 60% after deductible	Covered 100% after deductible
Diagnostic tests, X-rays, imaging services, CT scans, MRIs Approval required.	Covered 60% after deductible	Covered 100% after deductible
Inpatient hospital care – semi-private room	Covered 60% after deductible	Covered 100% after deductible
Surgical care	Covered 60% after deductible	Covered 100% after deductible
Emergency room	Covered 60% after in-network deductible	Covered 100% after in-network deductible
Transportation by ambulance	Covered 60% after in-network deductible	Covered 100% after in-network deductible
Urgent care visits at urgent care centers or outpatient locations	Covered $100 copay with no deductible Diagnostic and laboratory services subject to deductible and coinsurance	Covered 100% after deductible
Maternity benefit	Covered 60% after deductible	Covered 100% after deductible
Pediatric vision	Covered 100%: One vision exam per pediatric member per calendar year Covered 100%: Standard lenses and frames or contact lenses Frequency limits apply	Covered 100%: One vision exam per pediatric member per calendar year Covered 100%: Standard lenses and frames or contact lenses Frequency limits apply
Prescription drugs 1-30 days Includes retail network pharmacies and mail-order providers. *Any coupon, rebate or other credits received directly or indirectly from the drug manufacturer may not be applied to deductibles, cost-sharing or out of pocket maximums.*	**Tier 1** – Generic: $35 copay with no deductible **Tier 2** – Preferred brand: $100 copay after integrated deductible **Tier 3** – Nonpreferred brand: $150 copay after integrated deductible **Tier 4** – Preferred specialty: 40% coinsurance after integrated deductible **Tier 5** – Nonpreferred specialty: 45% coinsurance after integrated deductible	**Tier 1** – Generic: Covered 100% after integrated deductible **Tier 2** – Preferred brand: Covered 100% after integrated deductible **Tier 3** – Nonpreferred brand: Covered 100% after integrated deductible **Tier 4** – Preferred specialty: Covered 100% after integrated deductible **Tier 5** – Nonpreferred specialty: Covered 100% after integrated deductible

PPO	HMO	
Blue Cross® Premier PPO Bronze Saver	**Blue Cross® Preferred HMO Bronze Blue Cross® Select HMO Bronze Blue Cross® Metro Detroit HMO Bronze**	**Blue Cross® Preferred HMO Bronze Saver HSA Blue Cross® Select HMO Bronze Saver HSA Blue Cross® Metro Detroit HMO Bronze Saver HSA**
In network	**In network**	**In network**
$8,500 per individual plan $17,000 per family plan	$8,500 per individual plan $17,000 per family plan	$6,950 per individual plan $13,900 per family plan
None	None	None
$8,500 per individual plan $17,000 per family plan	$8,500 per individual plan $17,000 per family plan	$6,950 per individual plan $13,900 per family plan
No	No	Yes
Covered 100% with no deductible	Covered 100% with no deductible	Covered 100% with no deductible
Primary care and specialist office visits are covered 100% after deductible Diagnostic and laboratory services subject to deductible	$35 copay per primary care visit with no deductible Specialist office visits covered 100% after deductible Diagnostic and radiology services subject to deductible	Primary care and specialist office visits covered 100% after deductible Diagnostic and radiology services subject to deductible
Covered 100% after deductible Diagnostic and laboratory services subject to deductible	$35 copay with no deductible Diagnostic services subject to deductible and coinsurance	Covered 100% after deductible Diagnostic services subject to deductible and coinsurance
$0 copay with no deductible for medical online visits, $0 copay after deductible for behavioral health online visits	$0 copay with no deductible for medical online visits, $35 copay with no deductible for behavioral health online visits	Covered 100% after deductible
Covered 100% after deductible	$10 copay with no deductible	Covered 100% after deductible
Covered 100% after deductible	Covered 100% after deductible	Covered 100% after deductible
Covered 100% after deductible	Covered 100% after deductible	Covered 100% after deductible
Covered 100% after deductible	Covered 100% after deductible	Covered 100% after deductible
Covered 100% after in-network deductible	Covered 100% after deductible	Covered 100% after deductible
Covered 100% after in-network deductible	Covered 100% after deductible	Covered 100% after deductible
$75 copay with no deductible Diagnostic and laboratory services subject to deductible and coinsurance	$75 copay with no deductible Radiology and diagnostic services subject to deductible	Covered 100% after deductible
Covered 100% after deductible	Covered 100% after deductible	Covered 100% after deductible
Covered 100%: One vision exam per pediatric member per calendar year Covered 100%: Standard lenses and frames or contact lenses Frequency limits apply	Covered 100%: One vision exam per pediatric member per calendar year Covered 100%: Standard lenses and frames or contact lenses Frequency limits apply	Covered 100%: One vision exam per pediatric member per calendar year Covered 100%: Standard lenses and frames or contact lenses Frequency limits apply
Tier 1 – Generic: Covered 100% after integrated deductible **Tier 2** – Preferred brand: Covered 100% after integrated deductible **Tier 3** – Nonpreferred brand: Covered 100% after integrated deductible **Tier 4** – Preferred specialty: Covered 100% after integrated deductible **Tier 5** – Nonpreferred specialty: Covered 100% after integrated deductible	**Tier 1a** – Preferred generic: Covered 100% after integrated deductible **Tier 1b** – Generic: Covered 100% after integrated deductible **Tier 2** – Preferred brand: Covered 100% after integrated deductible **Tier 3** – Nonpreferred brand: Covered 100% after integrated deductible **Tier 4** – Preferred specialty: Covered 100% after integrated deductible **Tier 5** – Nonpreferred specialty: Covered 100% after integrated deductible	**Tier 1a** – Preferred generic: Covered 100% after integrated deductible **Tier 1b** – Generic: Covered 100% after integrated deductible **Tier 2** – Preferred brand: Covered 100% after integrated deductible **Tier 3** – Nonpreferred brand: Covered 100% after integrated deductible **Tier 4** – Preferred specialty: Covered 100% after integrated deductible **Tier 5** – Nonpreferred specialty: Covered 100% after integrated deductible

Value health plan comparison

Network type	PPO	HMO
Plan name	**Blue Cross® Premier PPO Value**	**Blue Cross® Select HMO Value**
	In network	**In network**
Annual deductible Medical and drug expenses are combined to meet the integrated deductible.	$8,550 per individual plan $17,100 per family plan	$8,550 per individual plan $17,100 per family plan
Coinsurance	None	None
Out–of–pocket maximum The integrated deductible, coinsurance and copays for all medical and drug expenses accumulate to the out-of-pocket maximum.	$8,550 per individual plan $17,100 per family plan	$8,550 per individual plan $17,100 per family plan
HSA-qualified	No	No
Preventive medical, prescription drugs and immunizations	Covered 100% with no deductible	Covered 100% with no deductible
Physician office visits	$30 copay per primary care visit (applies to the first three primary care visits per member per calendar year) Additional primary care visits subject to the deductible Specialist office visits subject to the deductible Diagnostic and laboratory services subject to deductible After deductible is met, office visits covered at 100%	$30 copay per primary care visit with no deductible Specialist office visits covered 100% after deductible Diagnostic and radiology services subject to deductible
Retail health clinic visit Ex: Going to the clinic at a major pharmacy or retail store for basic health care services on a walk-in basis	$30 copay with no deductible for the first three visits, including primary care and retail health clinic visits, per member per calendar year Additional visits and diagnostic and laboratory services subject to deductible	$30 copay with no deductible Diagnostic services subject to deductible
Blue Cross Online Visits℠ Blue Cross' enhanced 24/7 online health care, accessed through smartphone, tablet or computer, includes visits with doctors and behavioral health therapists	$0 copay medical online visits $30 copay behavioral health online visits with no deductible for the first three visits, including primary care and retail health clinic visits, per member per calendar year Additional visits and diagnostic and laboratory services subject to deductible	$0 copay with no deductible for online medical visits, $30 copay with no deductible for mental health online visits
Laboratory tests and pathology	Covered 100% after deductible	Covered 100% with no deductible
Diagnostic tests, X-rays, imaging services, CT scans, MRIs Approval required for imaging services	Covered 100% after deductible	Covered 100% after deductible
Urgent care visits at urgent care centers or outpatient locations	Covered 100% after deductible	$40 copay with no deductible
Inpatient and surgical care	Covered 100% after deductible	Covered 100% after deductible
Transportation by ambulance and emergency room visit	Covered 100% after deductible	Covered 100% after deductible
Maternity benefit	Covered 100% after deductible	Covered 100% after deductible
Pediatric vision	Covered 100%: One vision exam per pediatric member per calendar year Covered 100%: Standard lenses and frames or contact lenses Frequency limits apply	Covered 100%: One vision exam per pediatric member per calendar year Covered 100%: Standard lenses and frames or contact lenses Frequency limits apply
Prescription drugs 1-30 days Includes retail network pharmacies and mail-order providers *Any coupon, rebate or other credits received directly or indirectly from the drug manufacturer may not be applied to deductibles, cost-sharing or out of pocket maximums.*	**Tier 1** – Generic: Covered 100% after integrated deductible **Tier 2** – Preferred brand: Covered 100% after integrated deductible **Tier 3** – Nonpreferred brand: Covered 100% after integrated deductible **Tier 4** – Preferred specialty: Covered 100% after integrated deductible **Tier 5** – Nonpreferred specialty: Covered 100% after integrated deductible	**Tier 1a** – Preferred generic: Covered 100% after integrated deductible **Tier 1b** – Generic: Covered 100% after integrated deductible **Tier 2** – Preferred brand: Covered 100% after integrated deductible **Tier 3** – Nonpreferred brand: Covered 100% after integrated deductible **Tier 4** – Preferred specialty: Covered 100% after integrated deductible **Tier 5** – Nonpreferred specialty: Covered 100% after integrated deductible

Please visit **bcbsm.com/sbc** or log in to your account at **bcbsm.com** to view additional plan details and documentation.



Blue Dental℠ and Blue Vision℠ plans

Blue Cross offers you and your family a variety of choices, including stand-alone dental plans, a stand-alone vision plan, and the convenience of dental plans combined with vision coverage, which you can buy directly from us rather than through the Health Insurance Marketplace. These dental and adult vision plans are comprehensive and include everything from routine cleanings and oral exams, to fillings and crowns, even eye exams and glasses for vision. Best of all, these plans are backed by the value, experience and confidence that you can rely on from Blue Cross. New enrollment is available year-round for off Marketplace dental, vision, and dental with vision plans.

Choosing your dentist

Choosing the right dentist for your dental needs is important. That's why our dental plans give you a variety of options that make finding the right dentist easy.

Depending on whether you choose a PPO or an EPO dental plan, your monthly premiums and how you pay for services will vary. It's important to know which plan is right for you.

- **PPO network dentists:** When you visit dentists in network, or within the preferred provider organization, you can save up to 30% on services. Members in our EPO plans have to see PPO dentists for their services to be covered. Because EPO plans only cover services received in network, costs are reduced and your monthly payments are lower.
- **Blue Par Select℠ dentists:** Although not part of our network, you'll still save as much as 16% if you see one of these dentists. As Blue Par Select dentists aren't a part of our PPO network, EPO plans don't cover their services.
- **Out-of-network dentists:** For dental visits completely outside the Blue Cross network, the process is somewhat different. You cover the cost of care up front, then file a claim and we reimburse you for the share of the cost your dental plan covers. Keep in mind that if the dentist charges more than we pay for a service, you may be responsible for the difference.

Looking for a dentist in your area? Go to **mibluedentist.com**, or call us at **1-888-826-8152**.

Individual dental plan options

All of our Blue Dental plans offer the same quality benefits, but with different premiums and cost-sharing amounts, allowing you to choose the plan that best fits your needs and budget.

Plan name	Blue Dental EPO 80/50/50		Blue Dental PPO 80/50/50		Blue Dental PPO 100/50/50	
Deductible (1 person/ 2 person/3 person) Applies to Class II & Class III services only	In network: $25/$50/$75	Out of network: Not covered	In network: $25/$50/$75	Out of network: $50/$100/$150	In network: $25/$50/$75	Out of network: $50/$100/$150
Class I Preventive services						
Coinsurance	In network: 20%	Out of network: Not covered	In network: 20%	Out of network: 50%	In network: 0%	Out of network: 50%
Dental checkup – Child	**Cleaning –** 3x per calendar year; **Exams –** 2x per calendar year **Bitewing X-rays –** One set (up to 4) per calendar year; **Fluoride –** 2x per calendar year Pediatric members 18 or younger when coverage begins					
Routine dental – Adult	**Cleaning –** 2x per calendar year; **Exams –** 2x per calendar year; **Bitewing X-rays –** One set (up to 4) per calendar year; **Fluoride –** Not covered Members 19 or older when coverage begins are considered nonpediatric.					
Class II Minor restorative services*						
Coinsurance	In network: 50%	Out of network: Not covered	In network: 50%	Out of network: 50%	In network: 50%	Out of network: 50%
Basic dental care – Child	**Sealants –** 1x per permanent molars, every three years **Fillings –** 1x per 24 months for primary teeth, 1x per 48 months for permanent teeth **Periodontal maintenance –** 3x per calendar year in combination with routine cleaning **Simple extractions –** 1x per lifetime per tooth; **Root canals –** 1x per lifetime per tooth Pediatric members 18 or younger when coverage begins.					
Basic dental care – Adult	**Periodontal maintenance –** 2x per calendar year in combination with routine cleaning; **Sealants –** Not covered; **Fillings –** 1x per 24 months for primary teeth, 1x per 48 months for permanent teeth **Simple extractions –** 1x per lifetime per tooth; **Root canals –** 1x per lifetime per tooth Members 19 or older when coverage begins are considered nonpediatric. Six-month waiting period on Class II services for nonpediatric members except for sealants and emergency palliative treatments.					
Class III Major restorative services*						
Coinsurance	In network: 50%	Out of network: Not covered	In network: 50%	Out of network: 50%	In network: 50%	Out of network: 50%
Major dental care – Child	**Scaling and root planing –** 1x per quadrant, per 24 months; **Onlays, crowns, veneers –** 1x every 84 months; **Bridges and dentures –** 1x every 84 months; **Implants –** Not covered Pediatric members 18 or younger when coverage begins					
Major dental care – Adult	**Scaling and root planing –** 1x per quadrant, per 36 months; **Onlays, crowns, veneers –** 1x every 84 months; **Bridges and dentures –** 1x every 84 months; **Implants –** Not covered Members 19 or older when coverage begins are considered nonpediatric. Twelve-month waiting period on Class III services for nonpediatric members					
Annual maximum – Adult**	$1,200	N/A	$1,200	$800	$1,200	$800
Class IV Orthodontic services						
Orthodontic services	Not covered					

Note: Pediatric out-of-pocket maximum for all dental plans is $350 for one pediatric member and $700 for two or more pediatric members.

Out-of-pocket maximum applies only to essential health benefits provided by PPO (in-network) dentists for pediatric members.

*Services are subject to waiting periods as follows; Class II services = six-month waiting period for nonpediatric members.
Class III services = Twelve-month waiting period for nonpediatric members.

**The amount listed under In network is the total annual maximum available to members. The amount listed under Out of network is the portion of the total that can be used for services provided by non-PPO (out-of-network) dentists.

Blue Dental PPO Extra 100/70/50		Blue Dental PPO Plus 80/60/50		Blue Dental PPO Pediatric 80/50/50	
In network: $0/$0/$0	Out of network: $50/$100/$150	In network: $75/$150/$225	Out of network: $75/$150/$225	In network: $25/$50/$75	Out of network: $50/$100/$150
In network: 0%	Out of network: 20%	In network: 20%	Out of network: 20%	In network: 20%	Out of network: 50%
Cleaning – 3x per calendar year; **Exams –** 2x per calendar year **Bitewing X-rays –** One set (up to 4) per calendar year; **Fluoride –** 2x per calendar year Pediatric members 18 or younger when coverage begins					
Cleaning – 2x per calendar year; **Exams –** 2x per calendar year; **Bitewing X-rays –** One set (up to 4) per calendar year; **Fluoride –** Not covered Members 19 or older when coverage begins are considered nonpediatric.				Not covered	
In network: 30%	Out of network: 40%	In network: 40%	Out of network: 40%	In network: 50%	Out of network: 50%
Sealants – 1x per permanent molars, every three years **Fillings –** 1x per 24 months for primary teeth, 1x per 48 months for permanent teeth **Periodontal maintenance –** 3x per calendar year in combination with routine cleaning **Simple extractions –** 1x per lifetime per tooth; Root canals – 1x per lifetime per tooth Pediatric members 18 or younger when coverage begins.					
Periodontal maintenance – 2x per calendar year in combination with routine cleaning; **Sealants –** Not covered; **Fillings –** 1x per 24 months for primary teeth, 1x per 48 months for permanent teeth; **Simple extractions –** 1x per lifetime per tooth; **Root canals –** 1x per lifetime per tooth Members 19 or older when coverage begins are considered nonpediatric. Six-month waiting period on Class II services for nonpediatric members except for sealants and emergency palliative treatments				Not covered	
In network: 50%	Out of network: 50%	In network: 50%	Out of network: 50%	In network: 50%	Out of network: 50%
Scaling and root planing – 1x per quadrant, per 24 months; **Onlays, crowns, veneers –** 1x every 84 months; **Bridges and dentures –** 1x every 84 months; **Implants –** Not covered Pediatric members 18 or younger when coverage begins					
Scaling and root planing – 1x per quadrant, per 36 months; **Onlays, crowns, veneers –** 1x every 84 months; **Bridges and dentures –** 1x every 84 months; **Implants –** Not covered Members 19 or older when coverage begins are considered nonpediatric. Twelve-month waiting period on Class III services for nonpediatric members					
$1,200	$1,000	$1,000	$1,000	N/A	N/A
Not covered					

Blue Dental members can choose from almost 3,400 dentists in 11,000 locations in Michigan.

Individual vision plan options

Choosing your eye doctor

Blue Cross members can purchase a packaged dental with adult vision plan, or a stand-alone adult vision plan by itself.

And, if you see a VSP Choice in-network eye doctor, you can save big on vision care. If you choose a provider who doesn't participate with VSP, you're responsible for additional charges. This may include the difference between our approved amount and the doctor's charge and copayments required by your plan.

Choosing a doctor who participates in the VSP Choice network is easy. Visit **bcbsm.com**, then click *Find a Doctor*. You can also call VSP member services at **1-800-877-7195**.

Packaged individual dental and vision plans

Plan name	*Benefit overview*
Blue Dental℠ PPO 80/50/50 with Vision	Offers same dental benefits of the Blue Dental℠ PPO 80/50/50 dental plan as well as packaged adult vision benefits
Blue Dental℠ PPO 80/60/50 with Vision	Offers same dental benefits of the Blue Dental℠ PPO 80/60/50 plans as well as packaged adult vision benefits
Blue Dental PPO 100/50/50 with Vision	Offers same dental benefits of the Blue Dental℠ PPO 100/50/50 plans as well as packaged adult vision benefits
Blue Dental℠ EPO 80/50/50 with Vision	Offers same dental benefits of the Blue Dental℠ EPO 80/50/50 dental plan as well as packaged adult vision benefits
Blue Dental℠ PPO 100/70/50 with Vision	Offers same dental benefits of the Blue Dental℠ PPO 100/70/50 dental plan as well as packaged adult vision benefits

IMPORTANT NOTE: DentaQuest is an independent company that provides dental claims processing/payment and customer service for Blue Cross Blue Shield of Michigan and Blue Care Network.

VSP is an independent company that provides vision benefit services for Blue Cross Blue Shield of Michigan and Blue Care Network customers. VSP is a registered trademark of Vision Service Plan.

Packaged and stand-alone benefit options

	Packaged adult vision benefits **Benefits you receive if you purchase vision coverage as a package with dental**	***Stand-alone adult vision benefits*** **Benefits you receive if you purchase the Blue Cross® Vision for Adults stand-alone plan**
Eligibility	Nonpediatric members 19 or older have coverage on the start date of the plan	Nonpediatric members 19 or older have coverage on the start date of the plan
Benefits	Exams every 12 months	Exams every 12 months
	Lenses every 12 months	Lenses every 12 months
	Frames every 24 months	Frames every 12 months
Allowance	$130 allowance for frames or elective contact lenses	$150 allowance for frames or elective contact lenses
Copayments	$10 exam, $25 materials	$15 exam, $25 materials
Network	VSP Choice	VSP Choice
Notes	When purchasing a package, canceling dental will also cancel adult vision overage and vice versa	Stand-alone adult vision offers two premium payment options, monthly and annual

Helpful links

Enroll in a Blue Cross or Blue Care Network plan
bcbsm.com/myblue • 1-877-4MY-BLUE (469-2583)

Eligible for savings?
bcbsm.com/subsidy

Find a doctor or hospital:
bcbsm.com/findcare

Find a dentist:
mibluedentist.com

Summary of benefits and coverage:
bcbsm.com/sbc

Billing, claims and benefits:
Look for the Customer Service number on the back of your member ID card

Pay my bill:
bcbsm.com/paybill
bcbsm.com/payments

Search or select a primary care physician:
bcbsm.com/find-a-doctor

See a doctor now with Blue Cross Online Visits. Go to **bcbsmonlinevisits.com** to login, or create an account.

Download our Blue Cross mobile app at **bcbsm.com/app**. Use it to select your primary care physician and many more useful features.

We speak your language

If you, or someone you're helping, needs assistance, you have the right to get help and information in your language at no cost. To talk to an interpreter, call the Customer Service number on the back of your card, or 877-469-2583, TTY: 711 if you are not already a member.

Si usted, o alguien a quien usted está ayudando, necesita asistencia, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al número telefónico de Servicio al cliente, que aparece en la parte trasera de su tarjeta, o 877-469-2583, TTY: 711 si usted todavía no es un miembro.

إذا كنت أنت أو شخص آخر تساعده بحاجة لمساعدة، فلديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك دون أية تكلفة. للتحدث إلى مترجم اتصل برقم خدمة العملاء الموجود على ظهر بطاقتك، أو برقم 877-469-2583 TTY:711، إذا لم تكن مشتركا بالفعل.

如果您，或是您正在協助的對象，需要協助，您有權利免費以您的母語得到幫助和訊息。要洽詢一位翻譯員，請撥在您的卡背面的客戶服務電話；如果您還不是會員，請撥電話 877-469-2583, TTY: 711。

ܐܢ ܐܢܬܘܢ، ܝܢ ܚܕ ܦܪܨܘܦܐ ܕܗܝܪܝܬܘܢ، ܣܢܝܩܝ ܠܗܘܢ ܗܝܪܬܐ، ܐܢܬܘܢ ܐܝܬܠܟܘܢ ܙܕܩܘܬܐ ܕܡܩܒܠܝܬܘܢ ܗܝܪܬܐ ܘܡܕܥܢܘܬܐ ܒܠܫܢܘܟܘܢ ܕܠܐ ܦܘܠܚܢܐ. ܠܡܡܠܠܐ ܥܡ ܚܕ ܡܬܪܓܡܢܐ، ܩܪܘܢ ܥܠ ܡܢܝܢܐ ܕܚܕܡܬܐ ܕܐܒܢܐ ܥܠ ܚܨܐ ܕܟܪܛܝܣܟܘܢ ܝܢ 877-469-2583 TTY:711 ܐܢ ܗܠܐ ܠܝܬܘܢ ܗܕܡܐ.

Nếu quý vị, hay người mà quý vị đang giúp đỡ, cần trợ giúp, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi số Dịch vụ Khách hàng ở mặt sau thẻ của quý vị, hoặc 877-469-2583, TTY: 711 nếu quý vị chưa phải là một thành viên.

Nëse ju, ose dikush që po ndihmoni, ka nevojë për asistencë, keni të drejtë të merrni ndihmë dhe informacion falas në gjuhën tuaj. Për të folur me një përkthyes, telefononi numrin e Shërbimit të Klientit në anën e pasme të kartës tuaj, ose 877-469-2583, TTY: 711 nëse nuk jeni ende një anëtar.

만약 귀하 또는 귀하가 돕고 있는 사람이 지원이 필요하다면, 귀하는 도움과 정보를 귀하의 언어로 비용 부담 없이 얻을 수 있는 권리가 있습니다. 통역사와 대화하려면 귀하의 카드 뒷면에 있는 고객 서비스 번호로 전화하거나, 이미 회원이 아닌 경우 877-469-2583, TTY: 711로 전화하십시오.

যদি আপনার, বা আপনি সাহায্য করছেন এমন কারো, সাহায্য প্রয়োজন হয়, তাহলে আপনার ভাষায় বিনামূল্যে সাহায্য ও তথ্য পাওয়ার অধিকার আপনার রয়েছে। কোনো একজন দোভাষীর সাথে কথা বলতে, আপনার কার্ডের পেছনে দেওয়া গ্রাহক সহায়তা নম্বরে কল করুন বা 877-469-2583, TTY: 711 যদি ইতোমধ্যে আপনি সদস্য না হয়ে থাকেন।

Jeśli Ty lub osoba, której pomagasz, potrzebujecie pomocy, masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Aby porozmawiać z tłumaczem, zadzwoń pod numer działu obsługi klienta, wskazanym na odwrocie Twojej karty lub pod numer 877-469-2583, TTY: 711, jeżeli jeszcze nie masz członkostwa.

Falls Sie oder jemand, dem Sie helfen, Unterstützung benötigt, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer des Kundendienstes auf der Rückseite Ihrer Karte an oder 877-469-2583, TTY: 711, wenn Sie noch kein Mitglied sind.

Se tu o qualcuno che stai aiutando avete bisogno di assistenza, hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per parlare con un interprete, rivolgiti al Servizio Assistenza al numero indicato sul retro della tua scheda o chiama il 877-469-2583, TTY: 711 se non sei ancora membro.

ご本人様、またはお客様の身の回りの方で支援を必要とされる方でご質問がございましたら、ご希望の言語でサポートを受けたり、情報を入手したりすることができます。料金はかかりません。通訳とお話される場合はお持ちのカードの裏面に記載されたカスタマーサービスの電話番号(メンバーでない方は877-469-2583, TTY: 711)までお電話ください。

Если вам или лицу, которому вы помогаете, нужна помощь, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по номеру телефона отдела обслуживания клиентов, указанному на обратной стороне вашей карты, или по номеру 877-469-2583, TTY: 711, если у вас нет членства.

Ukoliko Vama ili nekome kome Vi pomažete treba pomoć, imate pravo da besplatno dobijete pomoć i informacije na svom jeziku. Da biste razgovarali sa prevodiocem, pozovite broj korisničke službe sa zadnje strane kartice ili 877-469-2583, TTY: 711 ako već niste član.

Kung ikaw, o ang iyong tinutulungan, ay nangangailangan ng tulong, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa numero ng Customer Service sa likod ng iyong tarheta, o 877-469-2583, TTY: 711 kung ikaw ay hindi pa isang miyembro.

Important disclosure

Blue Cross Blue Shield of Michigan and Blue Care Network comply with Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue Cross Blue Shield of Michigan and Blue Care Network provide free auxiliary aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and information in other formats. If you need these services, call the Customer Service number on the back of your card, or 877-469-2583, TTY: 711 if you are not already a member. If you believe that Blue Cross Blue Shield of Michigan or Blue Care Network has failed to provide services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, by mail, fax, or email with: Office of Civil Rights Coordinator, 600 E. Lafayette Blvd., MC 1302, Detroit, MI 48226, phone: 888-605-6461, TTY: 711, fax: 866-559-0578, email: CivilRights@bcbsm.com. If you need help filing a grievance, the Office of Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health & Human Services Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal available at *https://ocrportal.hhs.gov/ocr/portal/lobby.jsf*, or by mail, phone, or email at: U.S. Department of Health & Human Services, 200 Independence Ave, S.W., Washington, D.C. 20201, phone: 800-368-1019, TTD: 800-537-7697, email: OCRComplaint@hhs.gov. Complaint forms are available at *http://www.hhs.gov/ocr/office/file/index.html*.

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Call a health plan advisor at **1-877-4MY-BLUE (469-2583)**, or contact your Blue Cross or Blue Care Network agent.

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