



Care that's centered around you

Blue Cross Coordinated Care CoreSM surrounds you with a team that connects you to the right care for a complex or chronic condition. Your care team does the heavy lifting so you can focus on your health.

Help simplifying and connecting it all

We understand that the journey to better health is personal. What works for someone else may not be what's best for you. That's why Blue Cross Coordinated Care **Core** assigns a registered nurse to work directly with you and your family to coordinate the best care to meet your specific needs. **Core** can help you:

- Gain a better understanding of your condition, medications and treatment options
- Identify health risks and steps you can take to improve your health
- Connect with support and services in your local community
- Find behavioral health services and care for other special needs

Core is included with your health plan at no additional cost.



How does the program work?

Core takes the hassle out of managing your health. A nurse care manager leads a care team that works together to develop a plan to help you better manage your condition. Your care team will schedule appointments and help you find in-network care, saving you time and cutting down on your costs.

The nurse engages doctors, social workers, dietitians and pharmacists, as needed, to connect you to the right care to meet your specific health needs.

Your nurse will check in with you regularly to help coordinate care and answer your health care questions.

Stay connected anytime, anywhere.

The **BCBSM Coordinated Care**SM app gives you a convenient and easy way to manage your health.

Use the app on your smartphone or tablet to:

- Chat with your nurse through secure messaging
- Set reminders to track your appointments and medications
- Read helpful articles about your condition
- View a daily list of tasks to complete to help improve your health

Program participants can visit

[bcbsm.com/ coordinatedcare](https://bcbsm.com/coordinatedcare) on a smartphone or tablet to install the app. Or, search **BCBSM Coordinated Care** in Google PlayTM or the App Store[®]. Your access code is: **mihealth**.



We want to help you get better care.

Now's the best time to start working to improve your health. And, with **Core**, you've got a dedicated team ready to help you succeed. The program is completely confidential.

Stay connected and let's work together to achieve your unique health goals.

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TAKE CHARGE of your diabetes



**READY
TO HELP**



*Living with diabetes can be
challenging, so let us help.*

Your health plan includes Livongo Diabetes Management. It's available at no additional cost to you and your covered dependents who have Type 1 or Type 2 diabetes.

Better diabetes care starts here.

Livongo Diabetes Management makes living with diabetes easier with **FREE**, convenient resources, including:

- A smart glucometer that automatically uploads blood sugar readings, making logbooks a thing of the past
- Unlimited lancets and test strips delivered directly to your home
- 24/7, one-on-one coaching from certified diabetes educators who are ready to answer your questions and give tips on nutrition, lifestyle and more



And everything is available from the comfort of your home!

Get started today.

To learn more or enroll, visit join.livongo.com/BLUECROSSMI-START/register or call **1-800-945-4355**. Your registration code is **BLUECROSSMI-START**.

Resources are also available in Spanish.

Scan to enroll.



Livongo Health Inc. is an independent company contracted by Blue Cross Blue Shield of Michigan and Blue Care Network to provide diabetes management services to their members.

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.



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Blue Cross Blue Shield of Michigan Spine and Joint Care Program

127 million people in the United States live with a condition that affects their muscles, bones, joints and issues with tendons and ligaments*. If you are someone who suffers from these conditions, you know the pain and discomfort that it can cause you. Blue Cross wants to make sure that you get the care you need, that it's safe, medically necessary and will lead to the best possible outcomes. That's why we worked with experts in the field, including our health care providers, to develop our Spine and Joint Care program.

*Source: American Academy of Orthopaedic Surgeons, March 2016

The program is designed with you in mind – to help make sure you get the right care, with the right health care providers.

What type of conditions are considered spine and joint?

These are often called **musculoskeletal conditions** and can include things like:

- **Injuries** – fractures, sprains, strains and tears of tendons and ligaments
- **Degenerative conditions** such as chronic low back pain
- **Chronic overuse** or repetitive strain injuries

Ensuring quality and safety while getting you appropriate care

Through the **Spine and Joint Care program**, you can rest easy knowing that Blue Cross makes sure your care follows guidelines that are used by health care professionals across the country. In this program, when you need treatment for a spine and joint issue, we work with your doctor to make sure that the procedures and services you get are necessary, safe and will deliver the best possible outcomes. We do this through our MSK Surgical and Quality Management Program, where orthopedic specialists help review cases to ensure members receive optimal care and can achieve the best possible outcomes. You may even be able to avoid costly and painful surgeries. Our goal is to get you back to your daily routine with as little pain as possible.

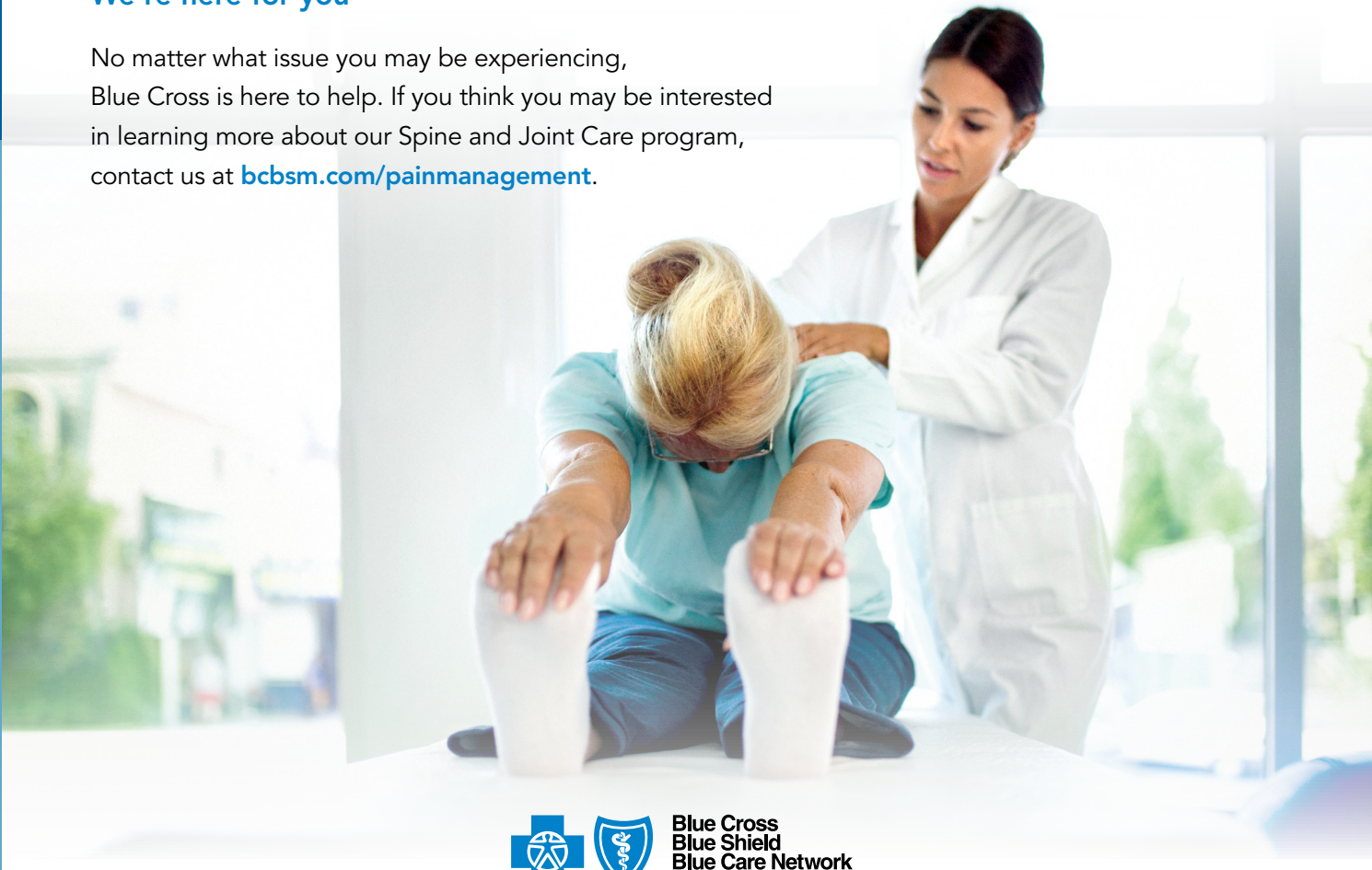
Working with health care providers to find you the answers you need

Blue Cross Blue Shield of Michigan will help connect you with high-performing providers in Michigan and even facilities out of state who have a lot of experience in treating your condition. In addition, because these providers are such experts in treating these conditions, they know how to help you get the care you need.

You can find one of these providers yourself by logging into your member account at bcbsm.com, using our mobile app or going to the *Find A Doctor* tool at bcbsm.com. Look for health care providers who are designated as a *Spine Care Program Participant* or a *Knee/Hip Care Program Participant*.

We're here for you

No matter what issue you may be experiencing, Blue Cross is here to help. If you think you may be interested in learning more about our Spine and Joint Care program, contact us at bcbsm.com/painmanagement.



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Save money on medicine for chronic conditions with our drug discount program

Every medication says it on the label: Take as directed. Yet many people don't. Their health suffers as a result, sometimes leading them to need more intense and expensive health care in the future. The cost of prescription medication is often a barrier that prevents people from refilling and taking their medicine as directed.

Members can save an average of **45%** on their out-of-pocket costs for eligible medications. **The program is free.**

Program expands
Prescriptions for 90-day supplies and those filled through our home delivery pharmacy will be eligible for the discount program, starting Jan. 1, 2022. You'll earn increasing discounts when you refill qualifying prescriptions on time, the same way you do when refilling 30-day prescriptions at retail pharmacies.

We can help

Blue Cross Blue Shield of Michigan and Blue Care Network can give you discounts when you refill your medications regularly as prescribed. We want to help you to take your medicine as prescribed and refill it on time.

This discount program focuses on certain drugs treating common chronic conditions where following doctors' orders can improve your health and prevent serious complications. The program will grow over time and currently includes certain medicines used to treat:

- Diabetes
- Cardiovascular conditions
- Respiratory conditions

How it works

We identify eligible members who have filled a prescription for a qualifying medication. Then, Blue Cross and our vendor, Sempre Health, will send program and enrollment information through letters, postcards and emails. You can also call **1-855-935-1557** or go to enroll.semprehealth.com/bcbsm to enroll.

Once you're enrolled, Sempre Health will send text message* or email reminders when it's time to refill your prescriptions every month. When you refill and pick up your prescription on time, you'll earn a discount on the copay. Monthly discounts grow bigger as you continue to refill prescriptions on time.

Sempre Health sends all the information you need to use the discounts through text messages or emails. Simply give your pharmacist the discount codes from your text messages or emails to save money.

Getting results

Blue Cross started this discount program in late January 2020. In the first year, more than 9,100 eligible members enrolled and together saved nearly

\$2.4 million.

The average discount is \$54 per prescription refill, for an average copay of \$29.

What members are saying

"I'm grateful for this cost saving option as I otherwise would not have been able to afford this prescription that I really need!"

"Thank you very much... I could not have the wonderful benefits of this medication without you."

"Wow. Thank you for this savings. It has truly been a great help and a blessing to me. Since my husband passed it has been a struggle, but you all have definitely helped to fill the gap. Thank you so much for your help. It is much appreciated."

"I hope this program is here next year. I could never afford it otherwise."



This drug discount program is one of the solutions Blue Cross offers to improve member health and lower costs. **Talk to your benefits representative to find out more.**

bcbsm.com

*Message and data rates may apply. Visit enroll.semprehealth.com/bcbsm for Terms and Conditions of Use and Privacy Practices. Blue Cross Blue Shield of Michigan and Blue Care Network have contracted with Sempre Health, an independent company, to provide a drug discount program.



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Save money on specialty and other expensive drugs with our high-cost drug discount program

Specialty and other high-cost prescription drugs have made headlines in recent years for their rising costs nationwide. If you're taking any of these medications regularly, you may be paying hundreds of dollars each time you get a refill. That can make it hard to afford your medicine, even though you know how important it is to take it as your doctor ordered.

We can help

Blue Cross Blue Shield of Michigan and Blue Care Network can help you meet that challenge. Our high-cost drug discount program helps you find and take advantage of manufacturer copayment assistance programs that significantly lower your out-of-pocket costs for these expensive medications. You may even pay nothing for your medicine. You'll never pay more than your usual copayment.

And the program is free.

How it works

- Blue Cross and BCN will identify all members who are taking a qualifying medication.
- Our vendor, PillarRx, will send you introductory information and then call to enroll you.
- A representative will explain how the program works, what to expect at the pharmacy and answer your questions.
- PillarRx sends all the information needed for your discount to your pharmacy.

We'll take care of the rest, and you save money. You don't need to do anything. You simply reap the savings.

What members are saying

"My doctor told me how much this medicine is, and I had no idea how I was going to pay for it. I am so thankful that you are involved. This is easy."

"Thank you so much for your help. You have a great way of explaining everything in a way I understand."

"You have made my day. I didn't know I could get this prescription for free. Thank you so much."

"This is a great program."

This high-cost drug discount program is one of the solutions Blue Cross offers to improve member health and lower costs. If you have questions about your copay assistance at any time, call PillarRx at **1-636-614-3126**.



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PillarRx is an independent company providing Blue Cross Blue Shield of Michigan and Blue Care Network with a high-cost drug discount program.



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