



Blue Cross Coordinated Care<sup>SM</sup>

# Care that's centered around you

*Dealing with the day-to-day needs of a chronic or complex condition can be challenging.  
You don't have to go it alone. We're here to help.*

## Help simplifying and connecting it all

Your health plan offers one-on-one, personalized support to help you manage your condition so you can live and feel better. We're ready to help you stay on track with your care plan by:

- **Connecting you to a nurse-led Blue Cross® care team**, which includes pharmacists, dietitians and behavioral health social workers, to support your comprehensive care needs
- **Identifying health risks** and steps you can take to improve your health
- **Helping you understand your condition**, find transportation to appointments, engage with community resources, adhere to medication plans and more

It's free and completely confidential.

**A nurse care manager will contact you if you're eligible for the program. Or call the Customer Service number on the back of your member ID card for more information.**

**READY  
TO HELP**



## Help managing chronic conditions and grief

**Tricia, 55**, has a history of hypertension, rheumatoid arthritis and depression. She doesn't have a primary care provider, so she regularly uses the emergency department for care. Recently, her mom passed away and she's been overwhelmed with grief.

Tricia contacted a nurse care manager who helped her gain a better understanding of her conditions and how to manage them. Her nurse care manager also coordinated care with the Blue Cross<sup>®</sup> care team, including:

- A dietitian who helped her with meal planning
- A pharmacist who helped her find coupons to lower the cost of her medications
- A behavioral health social worker who helped her manage her depression and connect with a free community grief group

The care team also helped Tricia find a primary care provider and schedule her appointments, so she hasn't had to go to the emergency room. She now understands how to monitor the signs and symptoms of hypertension, and her mental well-being has improved through connection with the grief group.

**"Thank you, I have really laughed today and enjoyed connection. I needed it. I appreciate you and knowing there are options available. I would not have known otherwise. I miss my mom so much."**

**— Tricia**



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## Condition Management programs

*Getting healthy is easier with a little help.*

Your health plan includes condition management programs that offer easy-to-use tools and support to help you manage the daily responsibilities of living with chronic conditions. Blue Cross Blue Shield of Michigan and Blue Care Network work with Teladoc Health<sup>®</sup> to provide these programs at no additional cost.

### Diabetes Management

- Advanced blood glucose meter
- Unlimited test strips and lancets
- Personalized tips and expert coaching
- 24/7 real-time support for out-of-range readings

### Diabetes Prevention

- Smart scale
- Expert guidance on nutrition and meal planning

### Hypertension

- Connected blood pressure monitor
- Digital reports
- Goal-based action plans
- Nutrition tips and advice from expert coaches

### Weight management

- Smart scale
- One-on-one expert coaching
- Guidance on creating healthy habits that last

All program resources are available at no extra cost, and you can conveniently stay on track with your care in one place through the Teladoc Health app.

### Get started today

Let us take some of the load off your plate. Our program can help you manage your health while reducing your cost for care.

**To enroll, call 1-800-835-2362. Your registration code is BLUECROSSMI-START. Or scan the QR code to enroll online.**



Teladoc Health<sup>®</sup> is an independent company that provides virtual care solutions on behalf of Blue Cross Blue Shield of Michigan and Blue Care Network. These programs are offered at no cost to you and covered family members with diabetes or hypertension with coverage through a Blue Cross Blue Shield of Michigan or Blue Care Network health plan. The Diabetes Prevention program is offered to you and covered family members who meet specific health criteria and are covered under a Blue Cross Blue Shield of Michigan or Blue Care Network health plan. To enroll in the program, members must complete the Centers for Disease Control and Prevention risk assessment and meet specific criteria. 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](https://bcbsm.com), using our mobile app or going to the *Find A Doctor* tool at [bcbsm.com](https://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](https://bcbsm.com/painmanagement).



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

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

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.

### 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](https://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](https://bcbsm.com)

\*Message and data rates may apply. Visit [enroll.semprehealth.com/bcbsm](https://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**.

[bcbsm.com](https://bcbsm.com)

*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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Price Edge

## Save with instant discounts on some generic medications

Shopping around for the lowest price for your medication can be challenging and time-consuming. Fortunately, you now have a discount program included with your Blue Care Network prescription drug plan. This program will do all the hard work for you.

### Paying less for your prescriptions just got easier

**Price Edge** will save you money on nonspecialty, generic medications, even if they're not covered by your benefits.

Fill your prescriptions as usual and use your current network pharmacy. You'll receive these services at no additional cost.

- **Finding discounts:** Price Edge searches for prices offered by drug discount cards.
- **Reviewing your benefits:** Prices for eligible medications are automatically compared to your prescription drug benefits.
- **Applying the lowest price:** You'll pay the lowest price available for eligible drugs, including nonspecialty, generic medications that your prescription drug benefits don't cover.



## Convenient discounts and comprehensive support

Price Edge will help you manage your health — and your budget.

- **Featuring digital and mobile tools** you can use to check prices and improve your knowledge of costs for certain generic drugs
- **Applying the cost of your covered medications** to your out-of-pocket maximum and deductible balances
- **Retaining your medical history** to make sure our clinical programs and drug safety checks continue to protect your health

To check the price of a medication, log in to your secure member account at [bcbsm.com](https://bcbsm.com) or on our mobile app:

- Click on *My coverage*.
- Click on *Prescription*.
- Click on *Find & price medications*. Select *Find pricing and coverage* on the mobile app.
- In the *Search* section, enter the name of the medication.

The price of your medication may vary as medications are added to or removed from the program.

If your medication is covered, you'll receive the following alert: "Your price has been discounted with Price Edge for a competitive low market price."

If your medication isn't covered, you'll receive the following alert: "This drug is not covered by your plan, but we've discounted the price with Price Edge. The cost for this noncovered medication will not apply to your deductible or out-of-pocket maximum."

