



I've selected a plan! Now what happens?

EDUCATE

ENGAGE

EMPOWER

We're excited that you chose a Blue Cross Blue Shield of Michigan plan for your health coverage. Whether you're 'new to Blue', renewing your plan or choosing a different plan, know that Blue Cross is here for you. For over 80 years, we've been the name that you can trust for health care coverage and we want to keep that going.

New to Blue?

If you're new to Blue Cross and you're getting an ID card, it's on its way. While you are waiting for the card, you should take the time to register as a member at bcbsm.com and download our mobile app. Quickly and securely register with the last four digits of your Social Security number. Or, register with your Enrollee ID — it's on the front of your Blue Cross card. The mobile app is available by searching for BCBSM in the App Store or Google Play.

Once you're registered, you'll be able to:

- Find a doctor
- Manage your claims
- Check your coverage and out-of-pocket expenses
- Manage your prescriptions
- Much more – go to bcbsm.com/member for more information about your member account and our mobile app.

Changing plans?

Even if you've been with us for a while, we want to make sure that you're making the most of your health care coverage:

- Register as a member at bcbsm.com and download our mobile app if you haven't already done so (Need help? Go to bcbsm.com/member)
- Check to make sure that your doctor still participates with your new plan – by using our find a doctor tool. Simply type in your doctor's name in the tool and it will show a list of plans that the doctor participates in for Blue Cross and BCN.
- If your new doctor does not participate or you're concerned about disruption of care you're currently receiving, we can help you with the transition of care. Call Blue Cross customer service before your plan is effective so that your transition of care benefit can be coordinated.
- Check to make sure that all your prescriptions are covered. You can find this information by logging into your member account.

Blue Cross Blue Shield of Michigan is a nonprofit corporation and independent licensee of the Blue Cross and Blue Shield Association.