

Confidence comes with every card

You and your dependents can rely on having coverage when you're away from home in the United States. Just show your ID card everywhere you go.

Physicians and hospitals that contract with Blue plans nationwide participate in BlueCard, our care program when you're away from home. You can locate BlueCard providers by using the BlueCard Doctor and Hospital Finder at bcbsm.com or by calling 1-800-810-2583.

Pharmacy coverage

You can fill prescriptions at any Blues participating pharmacy when you travel. Your BCN ID card is accepted at thousands of pharmacies nationwide, including most major chains.

Emergency and urgent care

You're always covered for emergency and urgent care — in Michigan, across the country and around the world. Just show your BCN ID card.

When travelling outside the United States, you may be required to pay for services and then seek reimbursement. To speed reimbursement, bring back an itemized bill and any medical records you can get.



BCN Customer Service

1-800-662-6667

(TTY users: 711)

Or call the number on the back of your ID card.

8 a.m. to 5:30 p.m.

Monday through Friday

bcbsm.com

BlueCard®

1-800-810-BLUE (2583)



Blue Care Network of Michigan

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



Health care coverage that travels — **that's peace of mind**

Whether you're vacationing at a nearby resort or wintering down south, Blue Care Network coverage travels with you.

Coverage that travels

As a Blue Care Network of Michigan member, you can receive benefits when you're away from home. So can your dependents.

Always carry your ID card for access to service. You may have to pay your usual out-of-pocket expenses (deductible, copays and coinsurance) for services. But you shouldn't have any other up-front health care expenses if you use a Blues provider.

Arrange for care before you go

Check with your primary care physician to arrange for coordinated care and required authorizations. For behavioral health services (substance abuse care and mental health services), call the mental health help number on the back of your ID card 24 hours a day, seven days a week. A care manager will evaluate your needs and arrange for services.

Also, call Customer Service for details about your health care benefits.



Away from home

Your coverage includes BlueCard, a program of the Blue Cross and Blue Shield Association. With this program, you have nationwide access to Blue plan physicians and hospitals. Learn more about the BlueCard program by reading the disclosure document online at bcbsm.com/bluecarddisclosure, or call Customer Service at 1-800-662-6667 to have a copy sent to you.

The chart below tells you how to access and arrange care when you're away from home.

If you're traveling	And you need	Here's what you do
In Michigan 	EMERGENCY CARE (The symptoms are severe enough that someone with average health knowledge believes that immediate medical attention is needed.)	Call 911 or go to the nearest emergency room.
	URGENT CARE (The condition requires a medical evaluation within 48 hours.)	To locate a participating urgent care center, call Customer Service, or visit bcbsm.com/find-a-doctor .
	NONURGENT CARE	Call your primary care physician to coordinate services that don't require immediate attention.
In the United States but outside Michigan 	EMERGENCY CARE	Call 911 or go to the nearest emergency room.
	URGENT CARE	Call BlueCard at 1-800-810-BLUE (2583).
	FOLLOW-UP CARE (To treat or monitor a chronic condition)	Call Customer Service for details about your health benefits and required authorizations.
	ROUTINE CARE (Doctor's visit for a minor illness)	Call BlueCard at 1-800-810-BLUE (2583) to find a physician at your destination.
Outside the United States 	OTHER SERVICES (Such as elective surgeries, hospitalizations, mental health or substance abuse services)	Call Customer Service for details about your health benefits and to determine which services require prior authorization.
	EMERGENCY CARE	Go to the nearest emergency room. (You may be required to pay for services and then seek BCN reimbursement.)

The information provided here is for members with the BlueCard benefit who are travelling or temporarily located outside your Michigan network service area. It's not meant for members who permanently live outside their service area.