Chronic Condition Management
Members receive a welcome kit upon enrollment and get a newsletter twice a year. Some programs offer additional resources such as referrals to health education and case management. Every program will help members better manage their condition and offer the resources and support essential to taking charge of their health. We have programs for asthma (adult and child), chronic obstructive pulmonary disease, diabetes, kidney health management, heart disease and heart failure.

To learn more about these programs, call our Chronic Condition Management department at 1-800-392-4247 between 8:30 a.m. and 5 p.m. Monday through Friday, excluding holidays. Or visit bcbsm.com/bcnccmreferral to request a call from one of our nurses.

Member communications
Members receive wellness and plan information that can help them make the most of their coverage, and help them get or stay healthy.

What we send:
- Customized Member Handbook
- Good Health magazine, mailed twice a year, with the latest health and benefit news for members
- Exam and screening reminders
Savings and Support

We offer an array of programs designed to enhance members’ health through interactive tools, local area discounts, help with quitting tobacco and more.

Member discounts
Members have access to exclusive discounts on a variety of healthy products and services from groceries and fitness gear to travel and gym memberships. Take advantage of these offers and more — visit bcbsm.com/xtras today.

Tobacco Cessation Coaching, powered by WebMD®
This telephone-based program is available at no extra cost to any Blue Care Network member. It includes five calls from a health coach over a 12-week period and unlimited access to call your health coach anytime if you need additional support.

If you’re ready to set a quit date within 30 days, call Tobacco Cessation Coaching at 1-855-326-5102.

Tools on bcbsm.com
Register and log in at bcbsm.com. Then click on the Health & Wellness tab, which will take you to the Blue Cross Health & Wellness website. From here, you’ll be able to:

- Take a health assessment
- Participate in Digital Health AssistantSM programs
- Sync your favorite fitness and medical devices and apps with the website
- Track your personal health information
- Watch informational videos
- Access quizzes, slide shows and other interactive tools
- Find healthy recipes

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ahealthiermichigan.org

WebMD Health Services is an independent company supporting Blue Care Network by providing health and wellness services.