



Blue Care
Network
of Michigan

What to do if your provider leaves your plan's network

Blue Elect PlusSM POS and Blue Elect Plus HSASM POS

EDUCATE

ENGAGE

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You've selected your primary care provider and you have a specialist for care; then one or the other leaves your plan's network. What now?

If you enroll with a Michigan address and your provider no longer participates in the BCN network, you may qualify to continue receiving care from the provider for 90 days, or until your course of treatment is finished. You may qualify as a continuing care patient with your named provider if any of these conditions apply:

- You're undergoing treatment for a serious or complex condition or terminal illness.
- You're undergoing a course of institutional or inpatient care.
- You're scheduled for a nonelective surgery (and postoperative care) with that provider or facility.
- You're pregnant and undergoing a course of treatment for the pregnancy.

If these conditions don't apply, you may receive health care services from an out-of-network provider at the out-of-network rate.

If you live outside Michigan, you can submit a request for continued care with your current provider. However, you may pay more for health care services.

Submitting a request for continuity of care

To request continued care from your specialist, **your request must be submitted within the first 90 days following your plan's start date or within 90 days of your specialist leaving BCN.**

Once we receive your request, we'll provide you and your doctor with a written notification about the status. To submit a request, call the Customer Service number on the back of your member ID card.