



Customer Service





Looking to grow your business? We're here to help.

At Blue Cross Blue Shield of Michigan, our exceptional customer service is available in a variety of ways to help answer you and your employees' questions.

Service centers

We have 10 service centers to provide unparalleled face-to-face customer service in communities across Michigan.

Our knowledgeable representatives are available to talk about:









-  Product and health care coverage options
-  Current plan benefits
-  Claims questions
-  Coordination of benefits

By phone

To speak with a customer service representative, members can call the number on the back of their Blues ID card.

On the Web

Most Blues members can access the following online health services by registering for Member Secured Services on our website:

-  View their *Explanation of Benefit Payments* statements
-  View their benefit information
-  Access their pharmacy information
-  Take an interactive health assessment
-  Participate in online health coaching programs
-  Access up-to-date information on health issues
-  Find and compare doctors and hospitals, based on factors important to them
-  Check out savings on health and wellness programs through Healthy Blue XtrasSM and Blue365[®]



Blue Cross
Blue Shield
of Michigan

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Now that's how a small business grows.