



# Traditional Care Network

## 2024 resource guide

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UAW TRUST MEDICARE  
MEMBERS



# Welcome to your Traditional Care plan

We'll keep you informed throughout the year about your plan and your health. Part of our commitment to you is to help you make the best possible use of your plan. Here's what you can expect.



## Member ID card



You'll receive a Blue Cross member ID card by mail. Show your Medicare and Blue Cross member ID card every time you visit a health care provider.

## Blue Cross online member account



From coverage details and claims information to ideas for healthier living, you'll find lots of valuable information online. Be sure to register for your secure Blue Cross member account in one of the following ways:

- Using the Blue Cross mobile app
- At [www.bcbsm.com/uawtrust](http://www.bcbsm.com/uawtrust)
- By texting **REGISTER** to **222764** *Message and data rates may apply.*

## Download our mobile app



Access your electronic Blue Cross member ID card, coverage, claim and cost information anytime, wherever you go.

## Schedule a doctor visit



Make an appointment for your annual wellness visit or physical exam with your provider so you can begin taking advantage of your preventive benefits.

## Explanation of Benefits



When you use your medical or prescription drug coverage, you'll receive an *Explanation of Benefits* the month after the claim is processed.

## Help with healthy living



Our resources, including a tobacco cessation program, well-being webinars and discounts on health products, can help you achieve your health goals.

# Ready to help

Our commitment includes coverage that works for you at every stage. Your benefits aren't just for when you're feeling sick or coping with a chronic condition. They can help you take charge of your health.

## Emotional and mental well-being

Your health is not just determined by your physical fitness, but by your overall well-being. Your physical health improves when you get enough sleep, eat healthy and exercise. Likewise, your emotional well-being improves when you have support through life's trials, manage stress and have positive social interactions. We offer behavioral health care benefits to help you transition through difficult times. This benefit also helps those struggling with substance use disorder. When you call, we'll discuss your needs and arrange for services.



**1-800-775-BLUE (2583)** TTY users, call **711**  
8 a.m. to 6 p.m. Eastern time  
Monday through Friday.

## Quit tobacco for good

Increase your chances for successfully quitting in the next 30 days with support and resources through a phone-based health coach program from WebMD®. You're eligible if you're ready to set a quit date within 30 days and you've used tobacco within seven days of your initial call.



<https://www.bcbsm.com/individuals/help/getting-care/how-do-i-get-help-quitting-tobacco>



**1-855-326-5102** 9 a.m. to 11:30 p.m.  
Eastern time Monday through Thursday;  
9 a.m. to 8 p.m. Eastern time Friday;  
9:30 a.m. to 6 p.m. Eastern time Saturday;  
1 p.m. to 11:30 p.m. Eastern time Sunday.  
TTY users, call **711**.

*WebMD Health Services is an independent company supporting Blue Cross by providing health and well-being services.*

## Blue Cross Health & Well-Being

The Blue Cross Health & Well-Being website, powered by WebMD®, can help you start making the healthy lifestyle changes you'd like to see. We offer six Digital Health Assistant programs available at no additional cost to you. They focus on a variety of health goals, including eating better, conquering stress, feeling happier and enjoying exercise.

Set your goal, choose your level (easy, moderate or challenging) then choose from more than 400 activities. To learn more log in or register for the members-only website at [www.bcbsm.com/uawtrust](http://www.bcbsm.com/uawtrust), or open the Blue Cross mobile app, then click on *Health & Wellness*. From there, click on *My Health Assistant* under the *Healthy Living* tab.

## Check out Blue Cross Virtual Well-Being<sup>SM</sup> webinars

Let Blue Cross Virtual Well-Being webinars give you the guidance and support you need on your personal well-being journey. Virtual Well-Being:

- Features short, high-energy, live webinars every Thursday at noon Eastern time.
- Focuses on a different well-being topic each week.
- Topics include mindfulness, resilience, social connectedness, emotional health, financial well-being, physical health, gratitude, meditation and more.
- Offers informational materials you can download to save and share.

Watch Blue Cross Virtual Well-Being webinars on your computer, tablet or mobile phone.

Learn more, register or watch past webinars at [www.bluecrossvirtualwellbeing.com](http://www.bluecrossvirtualwellbeing.com).

# Make sure screenings and vaccines are up-to-date

Ask your doctor if you need to schedule any of these services.

Preventive screenings			
Breast cancer screening	Colorectal cancer screening	Bone density screening for osteoporosis	Cholesterol
Annually	1 to 10 years depending on test	Every 2 years	Annually

Vaccines				
Flu shot	Pneumonia vaccine	Hepatitis B	COVID-19	Other vaccines
Annually	The number of shots per lifetime will depend on vaccine used and time between doses	If you are at risk	Annually	To treat injury or exposure to a disease

Diabetic services (if applicable)			
A1c test	Diabetic retinal eye exam	Urine protein screening	Treatment for urine protein
2 to 4 times a year	Annually	Annually	As applicable

## Easy ways to get your flu and pneumonia vaccines


There are several places to get vaccines:


- Local pharmacy
- Doctor's office


**Good to know:** The Centers for Disease Control and Prevention recommends getting your flu vaccine in October before the flu season begins because it takes about two weeks after vaccination for the antibodies that protect against the flu to develop in the body. Getting vaccinated later can still be beneficial and vaccinations are offered throughout flu season.


# Know where to go for care

You have smart choices for when and where to get health care. Know your options so you can get the treatment you need, right when you need it. Costs vary for each care option, so it's important to think about what kind of care best fits your needs:

 **Doctor:** Call your doctor first when you're not feeling well. They know you best and understand your health history. Copay may apply.


 **24-Hour Nurse Line:** A good option when you have questions about an illness or injury. There is no cost when you call **1-800-775-BLUE (2583)**. TTY users, call **711**.

 **Retail health clinics:** Get quick, in-person evaluation and treatment for minor illnesses and injuries on a walk-in basis at select drug store chains near your home or workplace. Copay applies. Service covered in-network only.

 **Urgent care:** For non-life-threatening illnesses or issues when you can't get to your doctor. Get non-emergency, in-person care conveniently, after hours or on weekends. Copay applies. Service covered in-network only.

You can save money by going to a convenient retail clinic or urgent care for minor illnesses and injuries, such as:

- Mild allergy symptoms
- Colds and flu
- Earache
- Skin rash
- Painful urination
- Sore throat and cough
- Low-grade fever
- Eye irritation or redness
- Minor burns, cuts and scrapes
- Sprains and strains

 **Emergency room:** For serious or life-threatening illnesses or injuries that require an emergency room visit. Emergency rooms cost more because they are equipped to handle trauma and life-threatening situations. Copay applies. Copay waived if admitted.






## Save with Blue365<sup>®</sup>


You can score big savings on a variety of healthy products and services from businesses in Michigan and across the U.S. All you need is your Blue Cross member ID card. View available discounts on fitness gear, vision care, travel, weight-loss programs, wellness products and healthy groceries in your area by logging in to your online member account at [www.bcbsm.com](http://www.bcbsm.com) or through our mobile app (search BCBSM in the app stores). Once logged in, select *Blue365<sup>®</sup> member discounts* under the *Health & Well-Being* tab.

You can also get great deals on gym memberships. Search for the Fitness Your Way<sup>™</sup> by Tivity Health<sup>™</sup> deal under the *Fitness* tab. With this deal, you can get access to nearly 10,000 gyms nationwide for \$29 a month. It also includes discounts on health and well-being specialists. Check it out using your member account or call Fitness Your Way at **1-888-242-2060**.

# Tap into your health care plan — anytime, anywhere

The Blue Cross mobile app helps you understand your health care plan and how it works. From deductible and claims to out-of-pocket costs, you'll have the information you need to manage your plan and get the most from your coverage, wherever you go.

 Find care in your network and check doctor and hospital quality.

 Show your Medicare and Blue Cross member ID card to your doctor's office staff so they have the information they need to look up your coverage.

## Register for a Blue Cross Blue Shield of Michigan member account:

- Using the app
- At [www.bcbsm.com/uawtrust](http://www.bcbsm.com/uawtrust)
- By texting **REGISTER** to **222764**.  
*Message and data rates may apply*

Download the BCBSM app today.

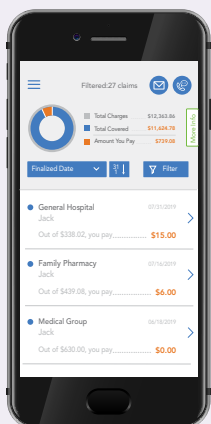


## Blue Cross app questions:

[www.bcbsm.com/app](http://www.bcbsm.com/app) **1-888-417-3479** TTY **711**  
8 a.m. to 8 p.m. Eastern time Monday through Friday

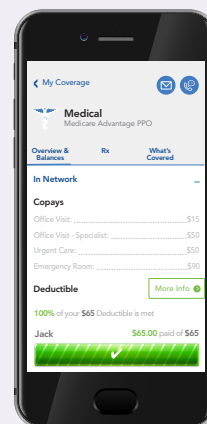
## Manage your costs with confidence

Informed decisions are confident decisions, especially when it comes to health care costs. That's where your Blue Cross online member account can help. When you log in, you'll see how much you'll pay at the doctor. You can also check that past charges are accurate, and more.



### Review your claims and explanation of benefits

Claims and EOBs show you how much a provider charged for services and what portion we've paid. They also tell you what services you've already paid for and if your payment amount is correct.



### Know your out-of-pocket costs

Easily access these costs to let you know where you are regarding your out-of-pocket maximum.

# Contact information

## Blue Cross Blue Shield of Michigan

Hospital, Surgical/Medical Services

8 a. m. - 8 p.m. Eastern time

Monday – Friday

**1-877-832-2829**

Mailing Address (for claim inquiries):

UAW Auto Retiree Service Center

P.O. Box 311088

Detroit, Michigan 48231

## Tobacco Cessation

WebMD® Health Education Center

**1-855-326-5102**

## Retiree Health Care Connect

The UAWTrust eligibility and call center

Eligibility, membership and address changes

**1-866-637-7555**

## Blue Cross Blue Shield Global Core

For international claim and provider services

**1-800-810-2583** or call collect at **1-804-673-1177**

**www.bcbsglobalcore.com**

### Veterans Health Administration

[www.va.gov/health](http://www.va.gov/health)

**1-800-698-2411**

### UAW Retiree Medical Benefits Trust

[www.uawtrust.org](http://www.uawtrust.org)

### Centers for Medicare and Medicaid Services

[www.Medicare.gov](http://www.Medicare.gov)

**1-800-633-4227**



**Blue Cross  
Blue Shield**  
of Michigan

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

UAW RETIREE  
Medical Benefits Trust



Blue Cross Blue Shield  
of Michigan is proudly  
represented by the UAW