

Traditional Care Network

Our website is bcbsm.com/uawtrust.



2025 Resource Guide



Medicare Plus BlueSM Group is a PPO plan with a Medicare contract. Enrollment in Medicare Plus Blue Group depends on contract renewal.

Welcome! Get started

Whether you're new to Blue Cross or an existing member, you've made a smart choice by enrolling in Traditional Care PPO. We value your participation and strive to do our best to serve you. You might be wondering how you can make the most out of your coverage this year. Here's an easy guide to help you maximize your Blue Cross benefits.

These helpful charts show you how to begin taking advantage of the benefits of your plan.

Steps you can take to get started with your PPO plan

	By mail	By phone	By mobile device	By computer or tablet	By BCBSM mobile app
Sign up for your secure member account at bcbsm.com/register .				✓	
Download our BCBSM mobile app.			✓		
Find a provider.		✓	✓	✓	✓
Take your health assessment.	✓		✓	✓	✓
Make an appointment for your preventive visit with your primary doctor.		✓			
Sign up in your member account to receive plan documents and other special program information by email.			✓	✓	✓

What you'll receive from Blue Cross now that you're a member

	In the mail	By email*	By phone call	In your online member account	In the Blue Cross mobile app
Blue Cross member ID card	✓				✓
Explanation of benefits statements	✓			✓	✓
Special program information	✓	✓	✓		

*When you register for your secure, online member account and provide your email address.



Sign up for your secure online member account

One perk of being a Blue Cross member is our members-only website. Our online tools make it easy to manage your account and stay informed about your benefits. With your secure member account, you can:

- Keep track of your out-of-pocket costs.
- View plan details and track claims.
- Select the paperless plan document option.
- Find a doctor.
- Take your health assessment.
- Access a library of helpful health information.



To register for your online member account:

- Visit our website at bcbsm.com/register or scan the QR code.
- Click **Register Now**.
- Answer a few simple questions and start using your member account — have your Blue Cross member ID card handy.

Download our BCBSM mobile app

Once you've registered for your online member account, download the mobile app at the Apple® App Store or the Google Play™ store on your smart phone (requires an online member account to use the mobile app). You'll get instant access to your member ID card, explanation of benefits statements, plan information and more.

To download the app:

- Open Apple® App Store or the Google Play™ store.
- Search for "BCBSM."
- Click download.

Or, text APP to 222764.

If you text us, we'll send you a link to download the app. Message and data rates may apply.

Visit bcbsm.com/app for our *Terms and Conditions of Use and Privacy Practices*.

For help downloading or using the mobile app, visit bcbsm.com/app or call us at **1-888-417-3479**, from 8 a.m. to 8 p.m. Eastern time Monday through Friday. TTY users, call **711**.



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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.

Maintaining your 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 manage your stress, have support through life's trials and have positive social interactions. We offer behavioral health care to help you transition through difficult times. We also offer help to those struggling with substance use disorder. Call us to discuss your needs and arrange for services.

1-800-431-1059 from 8 a.m. to 6 p.m. Eastern time Monday through Friday. TTY users, call **711**.

If you or someone you know is experiencing an immediate mental health crisis, call the **Suicide and Crisis Lifeline at 988**.

Quit tobacco for good

Increase your chances of becoming tobacco free with the tobacco cessation coaching program offered by Personify™ Health. You'll be paired with an experienced coach who offers support personalized to your specific interests and needs. You can connect with your coach online or through the mobile app.

To enroll:

1. Log in to your member account at bcbsm.com or our mobile app.
2. Then select *Wellness* under the *Programs & Services* tab. Scroll down and select *Blue Cross Well-Being*. Select the *Programs* tab.
3. Select the *Tobacco Cessation Coaching Program – Get Support: Break a Nicotine Habit*.
4. Select *Start Now* for live support in your journey to becoming tobacco free.

Coaches are available:

Monday through Thursday, 8 a.m. to 11 p.m. Eastern time
Friday, 8 a.m. to 7 p.m. Eastern time
Saturday, 9 a.m. to 3 p.m. Eastern time

Journeys

Journeys, powered by Personify Health, can help you start making the healthy lifestyle changes you'd like to see. We offer personalized digital coaching 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. All tips come straight from Personify Health's expert health coaches. Choose from more than 400 activities that appeal to your lifestyle, interests and schedule.

To learn more or to start working on a program, log in to or register for the members-only website at bcbsm.com/uawtrust, or open the BCBSM mobile app. Then select *Wellness* under the *Programs & Services* tab. Scroll down to *Blue Cross Well-Being* and click or tap *Go to Blue Cross Well-Being*.

Blue Cross Virtual Well-BeingSM

Let Blue Cross Virtual Well-Being webinars give you guidance and support 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
- Includes topics such as 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

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

Learn more, register or watch past webinars at bluecrossvirtualwellbeing.com.

Personify Health® is an independent company supporting Blue Cross Blue Shield of Michigan and Blue Care Network by providing well-being services.

Make sure you're up to date on screenings

Ask your doctor if you need to schedule any of these regular 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	Shingles	COVID-19
Annually	The number of shots per lifetime will depend on vaccine used and time between doses	2 doses*	Talk to your doctor

Diabetic services (if applicable)			
A1c test	Diabetic retinal eye exam	Urine protein screening	Fasting plasma glucose test
2 to 4 times a year	Annually	Annually	Annually



Easy ways to get your flu and pneumonia vaccines

Present your OptumRx pharmacy card to get vaccines at:

- Local pharmacy
- Doctor's office (may be subject to office visit copay)

Good to know: The Centers for Disease Control and Prevention recommend 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. It's important to think about what kind of care best fits your needs.



Primary care provider

Call your doctor first when you're not feeling well. They know you best and understand your health history.



24-Hour Nurse Line

There is no cost when you call **1-855-624-5214**. TTY users, call **711**. This is a good option when you have questions about an illness or injury.



Virtual care visits

Virtual care is available through Teladoc Health®, an independent company. It's as simple as using your smartphone, tablet or computer anywhere in the U.S. to meet with:

- A provider for minor illnesses such as a cold, flu or sore throat when your primary care provider isn't available
- A behavioral health professional or psychiatrist to help work through different challenges such as anxiety or grief

Visit bcbsm.com/virtualcare or call **1-800-835-2362**, 24 hours a day, seven days a week, 365 days a year. TTY users, call **1-855-636-1578**. Behavioral health services are available by appointment from 7 a.m. to 9 p.m. Eastern time, seven days a week.



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. Copay may apply. Service covered in-network only.



Urgent care

Get non-emergency, in-person care conveniently, after hours or on weekends for conditions 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

Copay applies. Service covered in-network only.



Emergency room

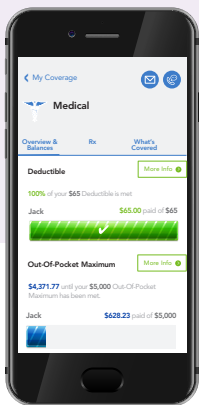
Visit for serious or life-threatening illnesses or injuries. Copay may apply. Copay waived if admitted.

Manage your costs with confidence

Your online member account will help you make informed, confident decisions about your health care costs and more.

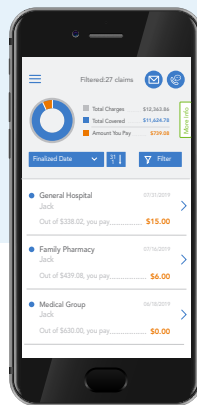
Keep track of your deductible and out-of-pocket maximum

Your deductible is how much you'll pay for care before we start to pay. Your out-of-pocket max is the most you'll pay before we cover the cost completely. You can see how close you are to meeting both.



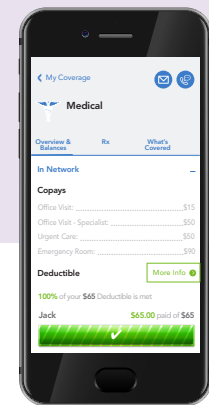
Review your claims and explanation of benefits

Claims and explanation of benefits statements show 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 copays before you visit a provider

Easily access copayment information for commonly used services, including office visits and urgent care.



Blue365[®]

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 bcbsm.com or through our mobile app (search BCBSM in the app stores). Once logged in, select *Blue365[®] member discounts* under the *Health & Well-Being* tab.

You can also get great deals on gym memberships. Search for the *Fitness Your Way[™] by Tivity Health[™]* 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**.

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

Blue Cross Blue Shield Global Core

For International claim and provider services

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

bcbsglobalcore.com

Retiree Health Care Connect

The UAW Trust eligibility and call center

Eligibility, membership and address changes

1-866-637-7555

8:30 a.m. to 4:30 p.m. Eastern time

Monday through Friday

TTY users, call **711**

Tobacco Cessation

1-833-380-8436

Member service support: 8am to 9pm Eastern time

Monday through Friday (excluding holidays)

Coaching: 8am to 11pm Eastern time Monday through

Thursday, 8am to 7pm Friday, 9am to 3pm Saturday

Veterans Health Administration

va.gov/health

1-800-698-2411

UAW Retiree Medical Benefits Trust

uawtrust.org



**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