



Disease management and complex care programs

We have two special programs to help you stay healthy – Disease Management and Complex Care Management. You don't need a referral for either of these programs.

- **Disease Management:** As a member of Blue Cross Complete of Michigan, you are automatically enrolled in our Disease Management Program if you have one of the conditions listed below:
 - Asthma
 - Chronic obstructive pulmonary disease
 - Diabetes
 - Heart disease

As a part of this program, you'll receive information in the mail and can request a case manager to assist you in managing your health care needs.

- **Complex Care Management:** If you have a serious health condition or multiple medical issues, you may be enrolled in our Complex Care Management Program. This program will provide you with extensive care to better manage your specific needs.

Our programs help you better understand your condition. Don't forget that a care manager is available to help coordinate your care. We can also send you information about your specific medical needs.

To request more information, [log into your member portal.](#)



For questions about our health care management programs:

- Call Customer Service at 1-800-228-8554 24 hours a day, seven days a week. TTY users should call 1-888-987-5832.
- Talk to your primary care physician, specialist or health care provider about your needs.

If you would like to work with a care manager:

- Call Customer Service at 1-800-228-8554 24 hours a day, seven days a week. TTY users should call 1-888-987-5832.
- Write to us at Member Services, 100 Galleria Officentre, Suite 210, Southfield, MI 48034.

If you don't want to be a part of the programs you can opt out. This will let us know not to include you. To opt out, please call Customer Service at 1-888-228-8554, 24 hours a day, seven days a week. TTY users should call 1-888-987-5832. It won't change your benefits, and it won't change the way Blue Cross Complete or the Michigan Department of Health and Human Services treats you.

Blue Cross Complete of Michigan LLC is an independent licensee of the Blue Cross and Blue Shield Association.

Blue Cross Complete of Michigan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

You can have this information in other languages and formats. You can also have this interpreted over the phone in any language.

English: ATTENTION: If you speak English, language assistance services, at no cost, are available to you. Call **1-800-228-8554** (TTY: **1-888-987-5832**).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-228-8554** (TTY: **1-888-987-5832**).

Arabic:

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان.
اتصل برقم **1-800-228-8554** (TTY: **1-888-987-5832**).