



## HIV Resources and Support

Human immunodeficiency virus, or HIV, attacks the body's immune system. Without treatment, HIV can lead to AIDS. There is no cure for HIV. Proper medical care can help control the virus. If you are living with HIV, resources and support are available.

**Testing** — The Centers for Disease Control and Prevention recommends that everyone ages 13 to 64 get an HIV test at least once as part of routine health care. Pregnant people and those with other risk factors may need to test more often. You can get this test at no cost.

**Care management** — If you need help managing your health or navigating HIV health services, Blue Cross Complete of Michigan's care management team can help. Call **1-888-288-1722** from 8 a.m. to 7 p.m. Monday through Thursday, or 8 a.m. to 5 p.m. on Friday. TTY users, call **1-888-987-5832**. You can talk with a nurse for individual assistance. Our 24-hour Nurse Helpline is also available seven days a week. Call **1-888-288-1724**. (TTY: **1-888-987-5832**).

**PrEP medication** — Medicaid and Blue Cross Complete cover PrEP medication. If you have questions about your coverage, call our Pharmacy Customer Service at **1-888-288-3231** from 8:30 a.m. to 6 p.m. Monday through Friday. TTY users, call **1-888-988 0071**. For more information, visit Michigan PrEP at [Michigan.gov/miprep](https://Michigan.gov/miprep) or call the Michigan HIV/STI hotline at **1-800-872-2437**.

**Mental health services** — It's important to take care of your mental health when managing HIV. No-cost counseling services are available if you are experiencing anxiety, depression or substance abuse. Talking about personal topics is a normal part of health care. Sharing how you feel can be a good conversation starter. Visit Blue Cross Complete's [Find a Doctor](#) page to find a mental health provider. Some providers may offer telehealth or flexible hours. If you're having a mental health crisis, call or text **988**. If you might harm yourself or others, call **911**.

**Community resources** — Blue Cross Complete works with supportive organizations that can connect you to resources including food banks, financial assistance, and housing services. To search, go to our [Community Resource Hub](#) and type in your ZIP code. You can also learn more about Blue Cross Complete's LGBTQ+ services and resources by visiting [mibluecrosscomplete.com/lgbtq+](https://mibluecrosscomplete.com/lgbtq+).

**Transportation** — You can get transportation to covered services, including mental health visits and trips to the pharmacy. Visit our [Transportation](#) page to schedule a ride. Or download the Modivcare mobile app on Google Play™ or the App Store®.\* You'll need an email address to create the account. You can also learn how to get reimbursed if you drive yourself.

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## Nondiscrimination Notice and Language Services

### Discrimination is against the law

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. Blue Cross Complete of Michigan does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Blue Cross Complete of Michigan:

- Provides free (no cost) aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Information in other formats (large print, audio, accessible electronic formats)
- Provides free (no cost) language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Blue Cross Complete of Michigan Customer Service, 24 hours a day, 7 days a week at **1-800-228-8554** (TDD/TTY: **1-888-987-5832**).

If you believe that Blue Cross Complete of Michigan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

- **Blue Cross Complete of Michigan Member Grievances**

P.O. Box 41789

North Charleston, SC 29423

**1-800-228-8554**

**(TDD/TTY: 1-888-987-5832)**

- If you need help filing a grievance, Blue Cross Complete of Michigan Customer Service is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, through the Office for Civil Rights Complaint Portal available at

**[ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)**,  
by mail or phone at:

### **U.S. Department of Health and Human Services**

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

**1-800-368-1019**

**(TDD/TTY: 1-800-537-7697)**

Complaint forms are available at:

**[hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html)**.

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**[mibluccrosscomplete.com](https://mibluccrosscomplete.com)**

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