

Helpful Resources

Medical	<p>24-Hour Nurse Line for free guidance or advice:</p> <ul style="list-style-type: none">• Blue Cross Blue Shield of Michigan members: 1-800-775-BLUE (2583)• Blue Care Network members: 1-855-624-5214
Behavioral health	<p>24-hour mental health hotline for those feeling anxious, depressed and stress:</p> <ul style="list-style-type: none">• Blue Cross Blue Shield of Michigan active members: 1-800-762-2382• Blue Cross Blue Shield of Michigan Medicare members: 1-888-803-4960• Blue Care Network active members: 1-800-482-5982• Blue Care Network Medicare members: 1-800-431-1059
Well-being	<p>A variety of options are available that provide useful information to support overall well-being — financial, mental and physical. Resources include online tools powered by WebMD®* and weekly COVID-19-related well-being webinars.</p>
Additional support	<ul style="list-style-type: none">• The latest COVID-19 news at bcbsm.com/coronavirus• Blue Cross Master Class COVID-19 special edition webinars• Help with COVID-19-related issues for groups with less than 50 contracts and their agents:<ul style="list-style-type: none">○ Helpline: 1-866-582-5052 (Monday-Friday, 8 a.m. to 5 p.m.)○ Email: smallgroupcovid19@bcbsm.com○ Billing Support: SGCovidBillingSupport@bcbsm.com• 24/7 access to plan details and real-time replies to common health care questions, including COVID-19, with MI Blue Virtual Assistant through a Blue Cross member account at bcbsm.com and the Blue Cross mobile app

*WebMD Health Services is an independent company supporting Blue Cross Blue Shield of Michigan by providing health and well-being resources to its members.