

2025 REGION 8 CONFERENCE



Representatives



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Blue Cross
Blue Shield
Blue Care Network
of Michigan

Medicare Plus BlueSM PPO

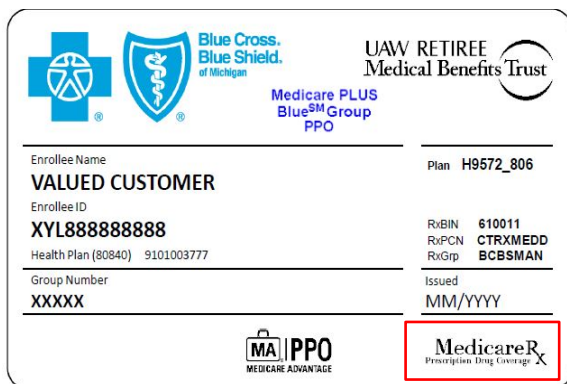
MPB

Medicare Plus Blue PPO

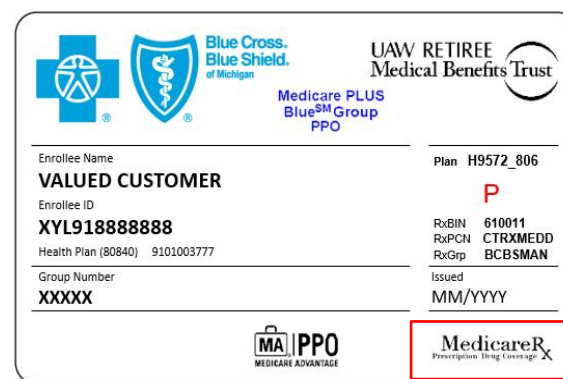


Medicare Plus Blue PPO is an option for Region 8 states: Alabama, Florida and Tennessee.

- Members can enroll in the Medicare Plus Blue PPO program by calling Retiree Health Care Connect (RHCC).
- Members use their Blue Cross MAPD cards for both medical *and* prescription drug coverage.



**General Member
ID Card**



**Protected Member
ID Card**

Medicare Plus Blue 2025 Benefits



Plan Features	In-Network
PCP Office Visit (unlimited) <i>Including virtual and telephonic</i>	\$0
Virtual Care by Teladoc Health®	Plan pays 100%
Specialist Office Visit (unlimited) <i>Including virtual and telephonic</i>	\$10
Outpatient Mental Health	Plan pays 100% in-network and out-of-network

Customer Service

888-322-5616

8 a.m. to 7 p.m. Eastern time

Monday through Friday

TTY users, call **711**.

Prescription Drug Costs



	Retail 30-day/90-day Supply	Mail Order 90-day Supply
Tier 1	\$0/\$0	\$0
Tier 2	\$33/\$99	\$33
Tier 3	\$115/\$345	\$115

Out-of-pocket maximum for prescription coverage

Includes copays for Tier 2 medications. Tier 3 medications are excluded.

\$1,000

Optum Rx home delivery



Members receive:

- Information on how to access the Medicare Part D plan drug list (“formulary”).
- Information on how to get their prescriptions at both retail pharmacies and by home delivery.

How to set up home delivery:

- Go to bcbsm.com/uawtrust and log in to secured member account or log in to our mobile app. First click *Get Started*, then *My Coverage*, *Prescription*, then *Order online* or *Mail Order*. A payment method must be provided. Or,
- Call **855-856-0537**, 24 hours a day, 7 days a week to sign up by phone. A payment method must be provided.

Medicare Plus Blue Care Support Programs



Programs	Description
AMC Health <i>Chronic Condition Management</i>	Management of hypertension, congestive obstructive pulmonary disease, congestive heart failure. Services include telephonic coaching, self-management skills, gap closure and remote monitoring. Targeted communications sent as needed.
Blue Cross Coordinated Care	Connects members with a care team, to help them manage chronic or complex conditions. A community approach with digital channels and multidisciplinary care teams.

Medicare Plus Blue Care Support Programs



Programs	Description
Carelon <i>Palliative Care</i>	Collaborative medical care to support member in last years of life.
GA Foods	Nutrition is key for recovery following an illness or surgery. GA Foods provides 14 days of meals (28 total meals) to help support optimal recovery and reduce readmissions. Meals are tailored to meet member-specific nutritional needs.

Medicare Plus Blue Care Support Programs



Programs	Description
In-Home Visits	A no-cost, complete health and wellness assessment with a licensed medical provider, either in-person, virtually or telephonically in member's home, at their convenience. Members receive a \$75 gift card upon completion.
Lifestyle & Well-Being	Preventive care education and wellness, fitness memberships, tobacco cessation coaching.
Livongo <i>Diabetes management</i>	Members receive an advance glucose meter, unlimited strips and lancets, and 24/7 personalized coaching via phone, text or email in English or Spanish.

Medicare Plus Blue Care Support Programs



Programs	Description
SafeRide	Transportation services for post-discharge members lacking transportation to get to their physician visits, physical therapy appointments, outpatient laboratory services, and pharmacy.
TurningPoint	Provides an innovative musculoskeletal surgical quality and safety management program where patients, payers and providers collaborate to improve the quality and affordability of health care services. Communications are ongoing and are sent based on denials/approvals granted.

800-775-2583

8 a.m. to 6 p.m. Eastern time

Monday through Friday

TTY users, call **711**.

Member Outreach Initiatives



- **CAHPS Survey** – Consumer Assessment of Healthcare Providers and Systems is an annual survey that goes to randomly chosen Medicare Advantage members asking their opinion of the health plan.
- **New Plan Year Welcome Campaign** - Mail/email campaign welcoming members to plan and providing information to help them better understand their plan benefits and features. Pharmacy FAQ (1st delivery). Knowing and tracking out-of-pocket costs (2nd delivery).
- **MAHA Mailing** – Medicare Advantage Health Assessment – encouraging members to complete the annual wellness visit.

Member Outreach Initiatives



- **Q3 Member Gap Mailing** – Reminder sent to notify members who have not completed their annual screenings.
- **Diabetic Mailing** – Educational mailer reminding diabetic members of annual services and notifying them of the eye exam reward opportunity.
- **Stars Medication Adherence** – Letters and calls from Blue Cross pharmacists helping members to follow their prescription drug regimen.
- **Medication Therapy Management** – Blue Cross pharmacists conduct comprehensive reviews of member medication therapies based on qualifying disease states, drug spend and number of maintenance medications.

SilverSneakers

- Access to thousands of participating locations nationwide with the flexibility to enroll in as many locations as you like, at any time.
- Over 11,000 instructors certified to deliver SilverSneakers classes designed for all levels and abilities.
- The SilverSneakers GO app and member portal offer a guided onboarding process and a wide variety of digital programming, including a sample class and optional weekly newsletter with digital exercises.
- At-Home Kits are available to members who are not close to a location or don't have internet access. Four different kits; 1 kit per member per year.

Members call 866-584-7352 to order; TTY users, call 711.

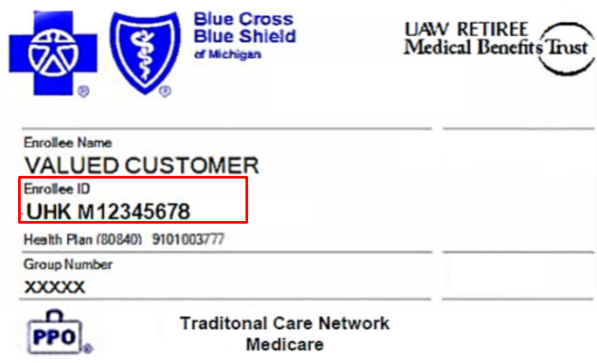
UAW Trust Member enrollment in SilverSneakers in AL, FL, and TN is higher than the other states. **31%**



Traditional Care Network TCN

Traditional Care Network

TCN General Member ID Card



TCN Protected Member ID Card



- For Medicare eligible members in all states
- Members must show **both** their Medicare and Blue Cross member ID cards when receiving services
- Members will receive a separate Optum card for Rx
- New to Blue TCN Members will have a letter 'M' at the beginning of the member ID number

TCN 2025 Benefits



Plan Features	In-Network
Monthly Contribution	\$0
Deductible	\$175 individual / \$350 family
Out-of-Pocket Max	\$175 individual / \$350 family
Primary Care Office Visits <i>Including virtual visits</i>	\$0
Specialist Office Visit <i>Including virtual visits</i>	\$10 copay or 20% (lesser of)
Urgent Care Visit	\$40

Customer Service

1-877-832-2829

8 a.m. to 8 p.m., Eastern time

Monday through Friday

TTY users, call **711**.

TCN Care Support Programs

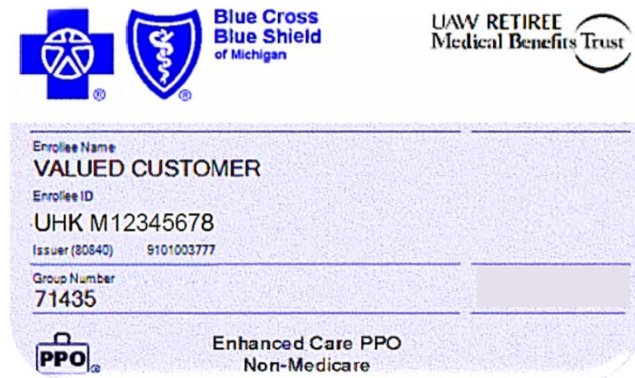


Programs	Description
Blue 365	Save money and live healthier with member discounts and exclusive offers on fitness, healthy eating, travel and recreation and personal care items
Blue Cross Virtual Well-BeingSM	Live, 30-minute, interactive webinars on Thursdays at noon Eastern time focused on inspiring people to enhance their overall well-being.
Lifestyle and Well-being	Tobacco cessation coaching

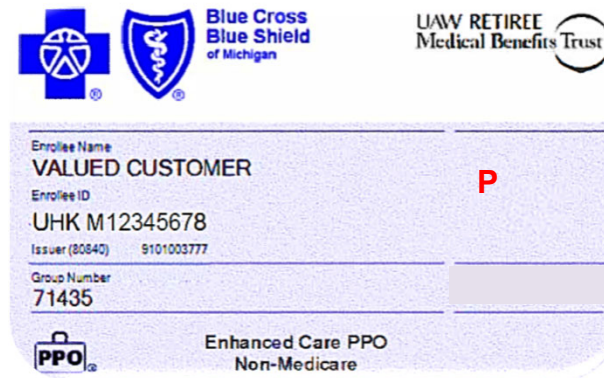
Enhanced Care PPO ECP

Enhanced Care PPO

ECP General member ID card



ECP Protected Member ID card



- For non-Medicare members in all states
- New to Blue member ID cards will have a letter 'M' at the beginning of the enrollee ID number
- ECP members receive a separate Optum Rx Id card

ECP 2025 Benefits



Plan Features	In-Network
Monthly Contribution	\$0
Deductible	\$175 individual / \$350 family
Out-of-Pocket Max	\$175 individual / \$350 family
Primary Care Office Visits <i>Including virtual visits</i>	\$0
Specialist Office Visit <i>Including virtual visits</i>	\$10
Urgent Care Visit	\$40

Health Guide

866-507-2850

8 a.m. to 8 p.m., Eastern time

Monday through Friday

TTY users, call **711**.

ECP Care Support Programs



Programs	Description
2nd MD	This program connects members with board-certified doctors across the country for an expert second opinion via video or phone within 3 to 5 days. The Care Team coordinates all the details to reduce member abrasion and make finding appropriate care easier.
Cecelia Health	A personalized, technology-based approach to improving medical adherence and health outcomes for people living with diabetes and related chronic conditions.

ECP Care Support Programs



Programs	Description
Blue Cross Behavioral Health	<p>Our behavioral health staff is committed to using a population health, member-centric approach that eases the member receiving care at the right time, in the right place, and at the proper level. This program typically lasts 3 months with phone calls between the member and interventionist every 2-4 weeks. Services include coordination of care, treatment recommendations, support systems, and community resources.</p>

ECP Care Support Programs



Programs	Description
Evolent	Advanced directives and end of life discussion support for members and their families.
Health Guide	A comprehensive, integrated customer support program consisting of three components: Enhanced Customer Service, 24/7 Nurse Line, and Complex Case Management.

Health Guide

1-866-507-2850

Monday through Friday

8 a.m. to 8 p.m. Eastern Time

TTY call **711**.

ECP Care Support Programs



Programs	Description
HealthMap	Improve care and lower costs for kidney patients by building a meaningful partnership among kidney patients, providers and the HealthMap clinical team. The goal is individualized and coordinated care.
Lifestyle & Well-Being	Preventive care education, tobacco cessation coaching.

ECP Care Support Programs



Programs	Description
TurningPoint	<p>An innovative musculoskeletal (MSK) surgical quality and safety program where patients, payers and providers collaborate to improve the quality and affordability of health care services. Orthopedic surgeries, pain management and spinal procedures are included in this program. Communications are ongoing and sent based on approvals/denials.</p>

MAPPO, ECP and TCN members can get savings on a variety of health-related products and services.

Member discounts with Blue365 offers exclusive deals like:

- **Fitness Your Way**, a member pay fitness discount program with access to thousands of well-known fitness locations for non-Medicare eligible members.
- Healthy eating: Meal delivery kits and weight-loss programs
- Lifestyle: Travel and recreation
- Personal care: Lasik and eye care services, dental care and hearing aids

Members can access *Blue365 Member Discounts* under the *Programs & Services* menu by logging into their member account at bcbsm.com/uawtrust or on the Blue Cross mobile app.

Digital Engagement

Member Online Portal



Log on to the website, bcbsm.com/uawtrust and click on **LOGIN**

Click ***Register for a new account***

Once the member account is created, member can:

- View virtual ID card
- View and print Explanation of Benefits
- Check current out-of-pocket totals

BCBSM Mobile App

The BCBSM mobile app is available to download on a smartphone or tablet.

- Go to the Apple® App Store or Google Play™ and search BCBSM
- Download the app
- Tap the app icon
- Tap Register



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Google Play is a trademark of Google LLC.*