

2026 REGION 8 CONFERENCE



John Dowsley

Manager

UAW Trust Account Team

Blue Cross Blue Shield of Michigan

jdowsley@bcbsm.com

313-448-8221



Krysta Silveri

Director

UAW Trust Account Team

Blue Cross Blue Shield of Michigan

ksilveri@bcbsm.com

313-448-0107

Enhanced Care PPO

(non-Medicare plan available in all states)

Care Support Programs

Available to all members as needed, at no cost.

Programs	Description
2nd MD	Available at no additional cost, 2 nd MD connects members with doctors across the country for expert medical consultation.
Blue Cross Behavioral Health	Services include coordination of care, treatment recommendations, support systems, and community resources.
Cecelia Health	Diabetes management – a personalized approach to improve medical adherence and health outcomes.

Care Support Programs

Programs	Description
Blue Cross Coordinated Care	Comprehensive customer support programs including 24/7 Nurse Line and complex case management.
Blue Cross Virtual Well-BeingSM	<p>Well-Being Webinars: 30-minute live discussions with a different topic each week to support your well-being journey.</p> <p>Guided Meditations: A variety of techniques to help you practice mindfulness and breathwork offered in under 20 minutes.</p> <p>15-Minute Insights: Short, live discussions on a variety of health topics.</p>

Programs	Description
HealthMap	Kidney care – partnership among kidney patients, providers and the HealthMap clinical team, providing individualized and coordinated care.
Personify Health	Preventive care education, tobacco cessation coaching.
TurningPoint	Musculoskeletal (MSK) surgical quality and safety program connecting patients, payers and providers. Program includes orthopedic surgeries, pain management and spinal procedures.

Traditional Care Network

(Medicare plan available in all states)

Care Support Programs

Available to all members as needed, at no cost.

Programs	Description
Blue Cross Virtual Well-BeingSM	Well-Being Webinars: 30-minute live discussions with a different topic each week to support your well-being journey. Guided Meditations: A variety of techniques to help you practice mindfulness and breathwork offered in under 20 minutes. 15-Minute Insights: Short, live discussions on a variety of health topics.
Personify Health	Tobacco cessation coaching

Medicare Plus BlueSM PPO

(Medicare Advantage plan available in Alabama, Florida, and Tennessee)

Care Support Programs

Available to all members as needed, at no cost.

Programs	Description
AMC Health	Chronic condition management of hypertension, COPD, congestive heart failure. Telephonic coaching, self-management skills, gap closure and remote monitoring.
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.
Blue Cross Behavioral Health	Services include coordination of care, treatment recommendations, support systems, and community resources.

Care Support Programs

Programs	Description
Blue Cross Virtual Well-BeingSM	<p>Well-Being Webinars: 30-minute live discussions with a different topic each week to support your well-being journey.</p> <p>Guided Meditations: A variety of techniques to help you practice mindfulness and breathwork offered in under 20 minutes.</p> <p>15-Minute Insights: Short, live discussions on a variety of health topics.</p>
Carelon Palliative Care	Collaborative medical care to support members in last years of life.
GA Foods Available post illness or surgery	14 days of meals (28 total meals) to help support optimal recovery and reduce readmissions. Meals are tailored to meet member-specific nutritional needs.

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.
Personify Health	Preventive care, wellness education and tobacco cessation coaching.
Diabetes management*	Members receive an advanced glucose meter, unlimited strips and lancets, and 24/7 personalized coaching via phone, text or email in English or Spanish.

*Effective June 1, 2026, diabetes management will move from Livongo to Blue Cross care management.

Care Support Programs

Programs	Description
SafeRide Available post hospital discharge	Transportation services for post-discharge members to get to physician visits, physical therapy appointments, outpatient laboratory services, pharmacy.
TurningPoint	Musculoskeletal (MSK) surgical quality and safety program connecting patients, payers and providers. Program includes orthopedic surgeries, pain management and spinal procedures.
Careforth Caregiver Support	Ongoing support from a professional coach to answer questions and give guidance to caregivers and dementia caregivers. 24/7 access to resources through secure mobile app.

Medicare Advantage Rewards

This program offers our Medicare Advantage members gift cards for taking certain healthy actions.

Activity	Reward
Annual Wellness Visit	\$75
Diabetic Retinal Eye Exam	\$50
Breast Cancer Screening	\$25
In-Home Visits	\$75

- **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.
- **MAHA Mailing** – Medicare Advantage Health Assessment – encouraging members to complete the annual wellness visit.
- **Q3 Member Gap Mailing** – Reminder sent to notify members who have not completed their annual screenings (i.e. diabetic eye exam, breast cancer, etc.)
- **Healthy Member Campaign** – Mail/email campaign focusing on importance of annual wellness visit and preventive screenings

- 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%**

Digital Engagement

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



*Apple® App Store® is a service mark of Apple Inc., registered in the U.S. and other countries.
Google Play is a trademark of Google LLC.*

Contact Information

Enhanced Care PPO

Member Services

1-888-800-6403 8 a.m. to 8 p.m. ET, Monday - Friday

Union Benefit Rep Hotline

1-800-348-6559 8 a.m. to 8 p.m. ET, Monday - Friday

Traditional Care Network

Member Services

1-877-832-2829 8 a.m. to 8 p.m. ET, Monday - Friday

Union Benefit Rep Hotline

1-800-348-6559 8 a.m. to 8 p.m. ET, Monday - Friday

Medicare Plus Blue

Member Services

1-888-322-5616 8 a.m. to 7 p.m. ET, Monday - Friday

Union Benefit Rep Hotline

1-855-232-7648 8 a.m. to 7 p.m. ET, Monday - Friday