



HUMAN RESOURCES AND LABOR RELATIONS DEPARTMENT

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To: County Staff

From: Andrew S. McKinnon, Director
Human Resources and Labor Relations

Date: January 17, 2021

Re: Benefits Update

As we had mentioned previously, we had two issues that were still outstanding from our benefit year rollover on January 1, 2021. Those two were Blue Cross Blue Shield ("BCBSM") VSP (Vision) and our BASIC Flex Spending Accounts.

We are very happy to report that both have been resolved. A huge thank you to Jennifer Smiley for helping to make that happen.

Our upgrade from SVS to BCBSM VSP is complete and hard copy cards are being sent to enrollees. However, as with everything else this year, there could still be some delay in getting your cards. Because of this, we want to remind you that you can get your cards on your smartphone immediately. I actually just downloaded the BCBSM App and it works great. Also, our partners at HAP have a similar app and information on both is below. I would encourage you to look into this as you will then always have your benefit information on you and in real time, as long as you have your smart phone with you.

The links are below and also attachments on this email that can help walk you through the process of getting the apps.

<https://www.hap.org/hap-member>

<https://www.bcbsm.com/employers/resources/employee-toolkits/online-account/>

I will be sending a second memo regarding the issue that affected our BASIC Flex Spending Accounts.

Hope you're all doing well and let us know if you have questions. Take care.



Need your ID card in a pinch?

Did you know you and your covered family members have instant access to your Blue Cross Blue Shield of Michigan or Blue Care Network virtual ID card? If you need your insurance information, you can pull up your card information online or on the Blue Cross mobile app easily.

It's important that all covered family members create a **bcbsm.com** online account to see their card information anytime, anywhere. To access your card, simply login at **bcbsm.com** and you will see the ID cards icon.

Need replacement or extra physical cards?

You can save time by ordering your replacement Blue Cross or BCN ID card online.

1. Log in at **bcbsm.com** and click the icon that says *View your ID cards* on the homepage.
2. Select *Order* below the card image.
3. Make sure your address is correct and select *Confirm order*.

You can also order from the Blue Cross mobile app.

Need to register for a Blue Cross member account?

With a Blue Cross member account, you can check your coverage, out-of-pocket balance, claims and more from your computer, smartphone or tablet. Luckily, there are several easy ways to register for an account.

Go online.

Visit **bcbsm.com/register**.

Use the app.

Download the app on the App Store® or Google Play™ (search **BCBSM**).

Text us.

Text* **REGISTER** to **222764**.

*Message and data rates may apply. Visit **bcbsm.com** for our *Terms and Conditions of Use and Privacy Practices*.

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BCBSM



know. compare. choose.

Tap in to your health care plan — anytime, anywhere

The **Blue Cross mobile app** helps you understand your health care plan and how it works. From deductible to claims to out-of-pocket costs, you'll have the information you need to manage your plan and get the most from your coverage, wherever you go.



View your claims and explanation of benefits statements to understand what providers charged and why. Sign up for email and push notifications.



See what your plan covers, before you make an appointment to receive care.



Know your deductible and how much you've paid toward your out-of-pocket balance.



Find care in your network and compare the cost.* Check doctor and hospital quality.



Show your health plan ID card to your doctor's office staff so they have the information they need to look up your coverage.



Get answers to questions about your plan fast with MIBlue Virtual AssistantSM, an interactive, automated chat feature.

Get the app.



Search BCBSM.

Or, text APP to
222764.

If you text us, you'll be sent a Blue Cross mobile app download link. Message and data rates may apply. Visit bcbsm.com for our Terms and Conditions of Use and Privacy Practices.

*Cost estimates are available to most non-Medicare members.

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Making health care more mobile



Discover the apps worth downloading.



HAP OnTheGo app

With HAP's OnTheGo mobile app, you can review your deductible and claims history, find a doctor, check health reminders and search for prescriptions.

You can also access your ID card, check symptoms, manage health conditions, find a doctor and more.

To gain secure access to the app:

1. Download the app.
2. Enter your HAP ID number.
3. Enter your four-digit year of birth (####).



Amwell: Doctor Visits 24/7 app

With the Amwell app, you can talk to licensed, board-certified doctors who are available 24/7 for live, secure online visits.

Download the app, click Sign Up and enter your information. When prompted for a service key, use: HAPmi.



Assist America app

Assist America offers global emergency medical services if you're ill or injured while traveling more than 100 miles from home, or while in a foreign country.

Log in to hap.org. Go to Quick Links and click on Assist America. You'll see the link to log in to get your exclusive HAP access code.



Wellness at Your Side™ app

The Wellness at Your Side app from WebMD gives you a fast, easy way to access your HAP iStrive® for Better

Health account.

Once you download the app, click on Use your Connection Code instead. Enter "iStrive." When asked for username and password, click on Use your Single Sign-On. When it connects to the hap.org login screen, log in with your username and password. Your hap.org username is generally your HAP ID number.



HAP Member Discounts app

With our HAP Member Discounts, you get savings on health and wellness-related activities and services. You'll also get a mobile alert when you're near an eligible discount.

You can download these apps in Apple's app store or Google's Play app store.

HAP and its subsidiaries do not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation or health status in the administration of the plan, including enrollment and benefit determinations.

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Now that you're a member – let's get personalized on hap.org

Guests are always welcome on our website. But members have access to so much more. Once you register on hap.org, you'll have 24/7 access to free, secure, digital self-service tools. It only takes about five minutes to register for your personalized HAP account. All you need is your health plan ID card and your computer. When you log in at hap.org, you'll have access to your personalized health plan information. Here are just a few things you can see and do:

- **Request a new ID Card** – Instantly request or download an ID card for yourself or a dependent on your contract (under 18)
- **Find a doctor or facility** – Choose or change your PCP. See a list of urgent care centers, hospitals and more
- **My Prescriptions** – Look up a drug, view your prescription and pharmacy history, locate a pharmacy
- **Claims & Referrals** – View your claims, and referral histories up to 18 months
- **Learn what's covered** – View your health plan documents such as your contract/policy, Evidence of Benefits, Summary of Benefits & Coverage, Member Handbook and more
- **Health Reminders** – Learn about screenings and exams that are due
- **Digital Health Coaching** – Take a free health risk assessment and sign up for online member programs with free digital coaching
- **Wellness Events** – Enroll in our free, off-site member programs and events
- **HAP Advantage** – Get codes for HAP Advantage member discounts on a variety of health and wellness purchases

- **Health library** – Link to thousands of health topics, suggested treatments, tests and interactive decision aids
- **Link to Henry Ford Health System MyChart** – View your lab results, schedule appointments, request a prescription refill, pay a bill and more

Register on hap.org in just a few steps:

1. Visit hap.org and click *Register Now*
2. Click on *Member* and complete the Member Information section using your ID Card
3. Create your own password and challenge question to secure your registration
4. Click *Submit* and that's it! You are now ready to log in using your ID number and your password!

Go Mobile with our Free Apps:

- **HAP OnTheGo** – View your ID card in real-time, easily find a doctor or health care facility, check symptoms and manage health conditions
- **Assist America** – Get global emergency travel assistance and identity theft protection services. To use this service, you'll need your HAP reference number. Log in and click *Assist America* in the *Quick Links* section.
- **HAP's Pharmacy Benefit App** – Search "Catamaran" in the App Store or Google Play to manage prescriptions, price medications, view medication history, find a pharmacy and research drug information.

Individual • Group • Medicare • Medicaid

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