

# Phone numbers you may need



If you're a Blue Cross Blue Shield of Michigan or Blue Care Network member and need to reach Customer Service:

For fastest service, call the phone number on the back of your Blue Cross Blue Shield of Michigan or Blue Care Network ID card.



## BCN Advantage<sup>SM</sup>

800-450-3680  
(TTY users call 800-430-3211)  
8 a.m. to 8 p.m. seven days a week

## Blue Care Network

800-662-6667  
(TTY users call 800-257-9980)  
8 a.m. to 5:30 p.m. Monday through Friday

## Medicare Plus Blue<sup>SM</sup>

877-241-2583  
(TTY users call 800-579-0235)  
8 a.m. to 8 p.m. seven days a week

## Personal Dental

800-848-5101  
8:45 a.m. to 5 p.m. Monday through Friday  
To locate a Dentemax dentist, call 800-848-5101 or go to [dentemax.com](http://dentemax.com)

## Prescription Blue<sup>SM</sup>

800-565-1770  
(TTY/TDD users call 800-579-0235)  
8 a.m. to 8 p.m. seven days a week

Other important Blues numbers:

## Anti-Fraud Hot Line

888-650-8136, Medicare  
800-482-3787, all others  
8:30 a.m. to 4:30 p.m. Monday through Friday

## BlueCard<sup>®</sup>

To locate a provider if you are traveling  
800-810-BLUE (2583)  
24 hours a day, seven days a week

## BlueHealthConnection<sup>®</sup> for BCBSM members

Health coach hot line  
800-775-2583  
24 hours a day, seven days a week

## BlueHealthConnection for BCN members

Health education and disease management information  
800-637-2972  
Message line available 24 hours a day, seven days a week

## Privacy practices

800-552-8278, privacy complaints  
8:30 a.m. – 4:20 p.m. Monday through Friday

## Quit the Nic smoking cessation program

BCBSM: 800-775-2583  
BCN: 800-811-1764  
Message line available 24 hours a day, seven days a week

If you're researching your health plan options:

## MyBlue<sup>SM</sup> individual coverage Coverage for people younger than 65 who purchase their own coverage.

Flexible Blue<sup>SM</sup>, Individual Care Blue<sup>SM</sup>, Value Blue<sup>SM</sup>, Young Adult Blue<sup>SM</sup> medical plans and Personal Dental  
Call your local Blue Cross Blue Shield of Michigan agent, 888-MI-BCBSM (642-2276) or visit [bcbsm.com/myblue](http://bcbsm.com/myblue).  
8 a.m. to 8 p.m. Monday through Friday

## Medicare Plus Blue, Prescription Blue and BCN Advantage

Coverage for Medicare beneficiaries  
800-485-4415  
(TTY users call 800-579-0235)  
8 a.m. to 8 p.m., seven days a week

## LifeSecure<sup>TM</sup> Long-term care coverage

866-582-7702  
8:30 a.m. to 5 p.m. Monday through Friday

Other agencies:

## Medicare Helpline

800-633-4227  
(TTY/TDD users call 877-486-2048) or [medicare.gov](http://medicare.gov)\*  
24 hours a day, seven days a week

## MiChild

Michigan Department of Community Health  
Coverage for children; eligibility based on family income.  
888-988-6300 or [michigan.gov/michild](http://michigan.gov/michild)\*

## Social Security Administration

800-772-1213 (TTY users call 800-325-0778) or [socialsecurity.gov](http://socialsecurity.gov)\*  
24 hours a day, seven days a week

## Michigan Medicare/Medicaid Assistance Program

800-803-7174  
8 a.m. to 5 p.m. Monday through Friday



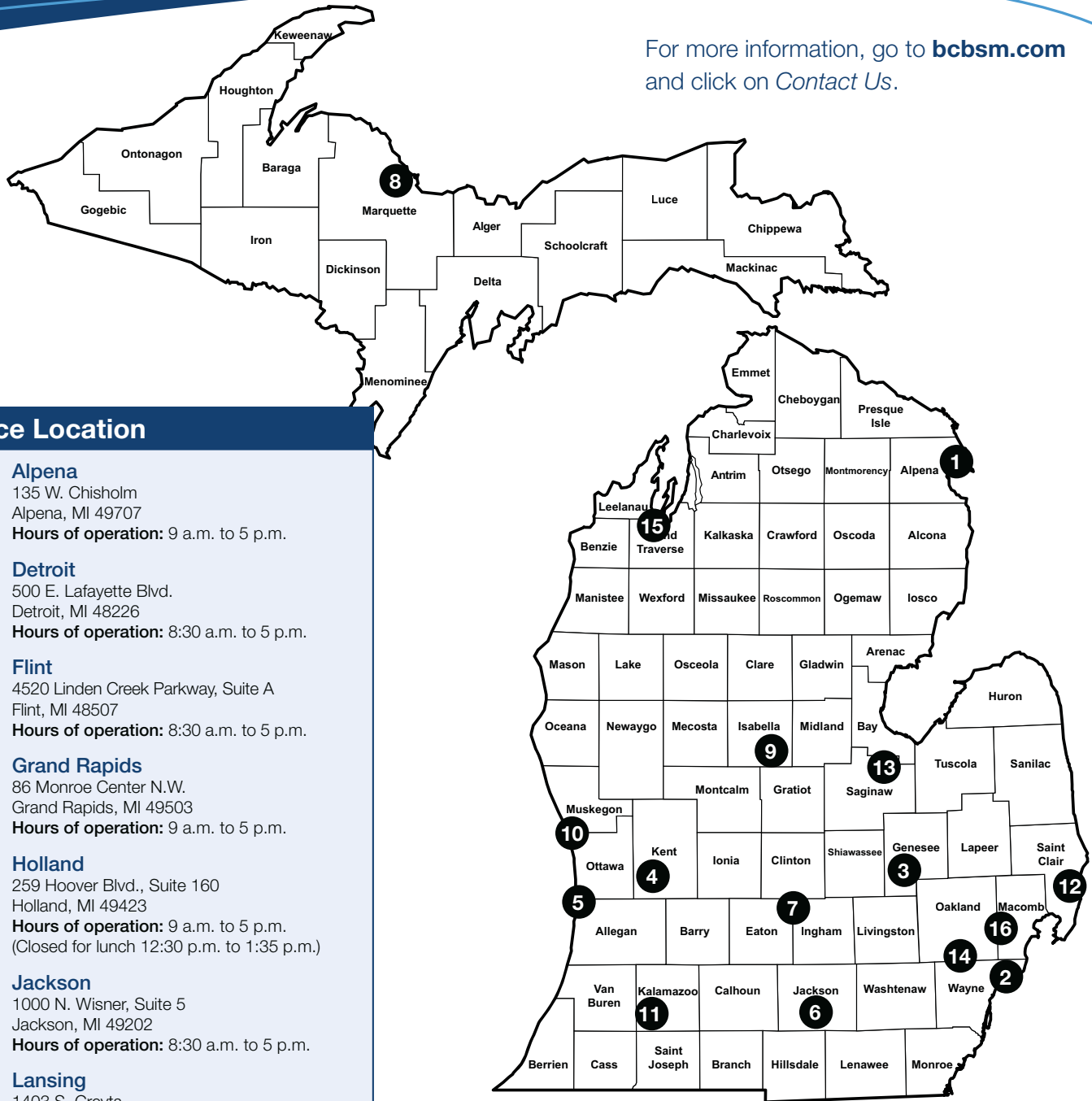
Blue Cross  
Blue Shield  
Blue Care Network  
of Michigan

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\*BCBSM does not control this Web site or endorse its general content.



For more information, go to [bcbsm.com](http://bcbsm.com) and click on *Contact Us*.



## Office Location

- 1 Alpena**  
135 W. Chisholm  
Alpena, MI 49707  
**Hours of operation:** 9 a.m. to 5 p.m.
- 2 Detroit**  
500 E. Lafayette Blvd.  
Detroit, MI 48226  
**Hours of operation:** 8:30 a.m. to 5 p.m.
- 3 Flint**  
4520 Linden Creek Parkway, Suite A  
Flint, MI 48507  
**Hours of operation:** 8:30 a.m. to 5 p.m.
- 4 Grand Rapids**  
86 Monroe Center N.W.  
Grand Rapids, MI 49503  
**Hours of operation:** 9 a.m. to 5 p.m.
- 5 Holland**  
259 Hoover Blvd., Suite 160  
Holland, MI 49423  
**Hours of operation:** 9 a.m. to 5 p.m.  
(Closed for lunch 12:30 p.m. to 1:35 p.m.)
- 6 Jackson**  
1000 N. Wisner, Suite 5  
Jackson, MI 49202  
**Hours of operation:** 8:30 a.m. to 5 p.m.
- 7 Lansing**  
1403 S. Creyts  
Lansing, MI 48917  
**Hours of operation:** 8:30 a.m. to 5 p.m.
- 8 Marquette**  
415 S. McClellan Ave.  
Marquette, MI 49855  
**Hours of operation:** 8:30 a.m. to 5 p.m.
- 9 Mt. Pleasant**  
1620 S. Mission  
Mt. Pleasant, MI 48858  
**Hours of operation:** 8:30 a.m. to 5 p.m.
- 10 Muskegon**  
1034 E. Sternberg Road  
Muskegon, MI 49444  
**Hours of operation:** 9 a.m. to 5 p.m.  
(Closed for lunch 12:30 p.m. to 1:35 p.m.)

- 11 Portage**  
8175 Creekside Dr.  
Portage, MI 49024  
**Hours of operation:**  
9 a.m. to 5 p.m.
- 12 Port Huron**  
2887 Krafft Road, Suite 200  
Port Huron, MI 48060  
(Located next to the Secretary of State in the Court of Flags Mall.)  
**Hours of operation:**  
8:30 a.m. to 5 p.m.
- 13 Saginaw**  
4300 Fashion Square Blvd.  
Saginaw, MI 48603  
**Hours of operation:**  
8:30 a.m. to 5 p.m.
- 14 Southfield**  
27000 W. 11 Mile Road  
Southfield, MI 48034  
Note: Use the "Customer Way" street entrance.  
**Hours of operation:**  
8:30 a.m. to 5 p.m.
- 15 Traverse City**  
1769 S. Garfield Ave.  
Traverse City, MI 49686  
**Hours of operation:**  
9 a.m. to 5 p.m.
- 16 Utica**  
6100 Auburn Road  
Utica, MI 48317  
**Hours of operation:**  
8:30 a.m. to 5 p.m.