

# Snowbird Travel Care

PROGRAM





When you're in  
hot pursuit of sunshine,

begin your trip with the [Snowbird Travel Care](#) program. If you're transitioning to a warm-weather winter in Florida or Arizona, just show your member ID card and your Blue Cross and Blue Shield of Michigan benefits will be recognized and available to you.

Blue Cross members can receive their coverage for up to six months each year [when away from home](#). Generally, you won't pay more than your usual out-of-pocket expenses, such as copays, coinsurance and deductibles.\* When you choose in-network doctors, pharmacies and physicians out of state, you save money and won't have to pay up front or complete a claim form – just like at home.

[It's as easy as that.](#)



*\*Check your benefits as plans vary. Certain out-of-network services require plan pre-authorizations and could result in higher deductibles, copays, coinsurance and out-of-pocket maximum responsibility.*

*Out-of-network/non-contracted providers are under no obligation to treat Medicare Plus Blue PPO members, except in emergency situations. Please call our Customer Service number or see your Evidence of Coverage for more information, including the cost sharing that applies to out-of-network services.*







# Snowbird Travel Care program benefits

Our Medicare Advantage plans are designed to meet the needs of travelers, and we’ve created a custom program with snowbirds in mind. Michigan-based Medicare members who spend part of the year in Arizona or Florida and qualify for the Blue Cross® Coordinated Care program can use the extra resources included in our Snowbird Travel Care program.

Whether it’s providing support for behavioral health issues, managing a chronic condition or scheduling wellness appointments, Blue Cross Coordinated Care strives to meet your diverse care needs. The advice line is available to you in addition to your regular nationwide travel coverage, so you’ll have peace of mind no matter where you go. Program benefits include:

## Advice line

The Snowbird Travel Care program advice line is dedicated to providing exclusive, personalized care coordination for members traveling to Arizona and Florida for short or extended stays. Advisors can help you:

- Coordinate care with your Michigan-based health care providers
- Answer your questions about medications and treatment options
- Provide continued-care support for members with chronic conditions
- Find community support and services
- Help you manage your medical equipment and diabetic supplies
- Temporarily transition your wound care and occupational or physical therapy needs

Call the **Snowbird Travel Care program advice line** at **1-800-943-9744** from 8 a.m. and 8 p.m. Monday through Friday, with weekend hours available Oct. 1 through March 31, to help you plan your extended-stay health care. TTY users, call **711**.





### Blue Cross Online Visits and mobile app travel with you

Travel safe and stay well. **Blue Cross members can access safe and secure online medical and behavioral health services using a smartphone, tablet or computer from anywhere in the United States.** Blue Cross Online Visits<sup>SM</sup> provides 24/7 access to U.S. board-certified medical doctors trained in telemedicine to treat non-emergency illnesses. Online primary care doctor and behavioral health visits cost the same as in-person visits, with a \$0 copay.

When you access your secure and private Blue Cross member site from our mobile app or at [bcbsm.com](https://bcbsm.com) from a tablet or computer, you'll be connected wherever you go. It's a quick and easy way to access your virtual member ID card, review your claims, and more.





# Ready

## Preparing your care before you get there:

- Schedule an appointment with your primary care doctor and other specialists before you leave. Sign a release form so they can share your medical records.
- Find participating doctors and specialists in the area you're visiting and make chronic care appointments.
- Call the Snowbird Travel Care advice line at **1-800-943-9744** to help you plan your extended-stay health care. TTY users, call **711**.
- Get refills of your medications and take a list of your medications and dosages with you.
- Pack any relevant health care documentation.
- Complete an advanced directive if you don't have one already.
- Remember to pack all your identification.
- Don't forget to take necessary medical equipment, such as your c-pap machine, walker, inhaler, nebulizer or knee brace.



# Set

## Secure your place just in case:

- Shut off your water.
- Service your HVAC system for seasonal maintenance.
- Turn your heat down.
- Unplug appliances.
- Redirect or hold your mail delivery and stop paper delivery.
- Inform your neighbors so they can keep an eye on your home.
- Set a light timer; use motion detector lights outside.
- Secure your valuables in a safe or safety deposit box.



# Go

## Confidently

- Get the Blue Cross mobile app on your phone or tablet.
- Identify local providers and specialists who can help manage routine acute conditions.
- Find doctors, facilities and hospitals that provide the care you'll need in Florida or Arizona.
- Find locations for participating urgent care centers.
- If you can't see a doctor in person, take advantage of \$0 telehealth visits.
- Seek emergency treatment and locate nearest hospitals in advance.
- Snowbird Travel Care Program advisors will coordinate care with your primary doctor.

### We're in this together.

If you're looking for coronavirus testing sites, how to prevent the spread or have other questions, we've got resources for you. Visit [www.bcbsm.com/coronavirus](http://www.bcbsm.com/coronavirus) or call the number on the back of your member ID card.

As a reminder, **Customer Service** will help with coverage and claim questions when you call their number on the back of your Blue Cross member ID card, whether you're at home or away.

Log in to [www.bcbsm.com/medicare](http://www.bcbsm.com/medicare) as a member and get access to all you need to know about your benefits, out-of-pocket expenses and claims. You'll see what doctors, specialists and hospitals are in-network, as well as a drug list of preferred medications you may need. The site can also supply you with health and wellness tips and a listing of member discounts that help you save money.

The **24/7 Nurse Line** is available to help with non-emergency health issues. This 24/7 service connects you with registered nurses supported by board-certified physicians who can assist you in the following ways:



### Call one of our registered nurses at:

Medicare Plus Blue PPO plan members – **1-800-775-BLUE (2583)**  
BCN Advantage HMO-POS plan members – **1-855-624-5214**  
TTY users, call **711**.

# ... and Relax

## Connected

- Answer questions about upcoming surgeries and medical tests
- Discuss at-home treatments for minor illnesses and injuries
- Provide health education materials about rare or chronic conditions
- Teach you about preventive care, such as mammograms, immunizations and prostate screenings
- Share tips for healthy lifestyles, so you can feel your best
- Suggest chronic condition support programs and community resources





If you're traveling and not feeling well, you can talk to a doctor online through **Blue Cross Online Visits<sup>SM</sup>** using a smartphone, tablet or computer. Get remote, 24/7, non-emergency treatment – no matter where you are in the U.S. Our U.S. board-certified doctors are licensed and credentialed to provide non-emergency medical visits on demand at in-network costs. These medical visits cost the same or less than regular office visits.

When you need assistance preparing for your trip, call the **Snowbird Travel Care advice line**. Advisers will help you prepare for your time away. Our nurse care managers can help take the stress out of traveling with chronic conditions, too.

Remember, call the advice line for non-treatment related health and well-being support, including:

- Help to secure smooth transitions for medical care when you spend winter away from home
- Bridging chronic care from your home specialist to your seasonal specialist
- Expert knowledge of community resources that you may need, such as adult day care, rehabilitation facilities and durable medical equipment providers



### TAP the app

Search **BCBSM** in your Apple app or Google Play store to have all your online member information at your fingertips. You can also text **APP** to **222764**.



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### Fill 'em up at your out-of-state pharmacy

Your membership allows you to fill prescriptions at **thousands of network pharmacies** throughout the U.S., including most major chains.

### No fitness excuses

You have the freedom to visit more than **17,000 SilverSneakers<sup>®</sup> locations** wherever you go, whenever you go. Take your favorite class in the morning near home and take it or another in Florida or Arizona later that day – no need to wait until the first of the month to switch locations.

### Great stuff you won't miss out on

You still get the same great nationwide **Blue365<sup>®</sup> discounts** for various hotels, weight-loss programs and retail stores.





## Familiar care anywhere

### ■ Emergency care

Call 911 or go to the nearest emergency room.

### ■ Urgent care

Go to the nearest urgent care facility and follow up with your primary care physician as soon as possible. Call **1-800-810-BLUE (2583)** to find a facility near you. TTY users, call **711**.

### ■ Routine care for a doctor's visit for a minor illness

Call **1-800-810-BLUE (2583)** to find a doctor near you. TTY users, call **711**.

### ■ Follow-up care to treat or monitor a chronic condition

Call Customer Service toll-free at the number on the back of your Blue Cross member ID card for details about your health benefits.

### ■ Other services, such as elective surgeries, hospitalization or behavioral health services

Call Customer Service for questions about your coverage or finding participating doctors, specialists, hospitals and other facilities. Have your doctor call the provider number on the back of your card for coverage confirmation.

## Welcome home

Once you return home, schedule an appointment with your primary care doctor and other specialists for a checkup – especially if you had medical care while you were away.

- Let your neighbors know you're back, and pick up your mail.
- Schedule any vaccines or have any preventive screening tests you need.





# Notes

Primary doctor's name:

Primary doctor's address:

Primary doctor's phone number:

Pharmacy name:

Pharmacy address:

Pharmacy phone number:

Hospital name:

Hospital address:

Hospital phone number:

Urgent care name:

Urgent care address:

Urgent care phone number:

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