Make an online health connection
Accessing the health assessment and the Engage™ online health management solution is easy. Follow the steps below to get started.

Step 1: Go to bcbsm.com.
Step 2: Log in to Member Secured Services. If you are a first-time user, you must register.
Step 3: Click the Health and Wellness tab.
Step 4: Select BlueHealthConnection to begin.

Engagement Center
Our knowledgeable Engagement Center specialists can answer all your BlueHealthConnection questions and enroll you in the appropriate programs.

Engagement Center
1-800-775-BLUE (2583)
TTY: 1-800-240-3050
Monday through Saturday 8 a.m.-8 p.m.
Eastern time

Welcome to BlueHealthConnection®
Get healthy. Stay healthy.
Congratulations!
As a valued member of the Michigan Blues, you’re on your way to better health.
That’s because you have access to health and wellness resources and state-of-the-art online tools through BlueHealthConnection.

Healthy living tailored to you
Your road to wellness is personal. We understand that.
That’s why your first step is to take the Succeed™ Health Assessment.*
Through the assessment, you’ll get a snapshot of your health and receive tips on reducing your health risks. Results include:

• Your lifestyle score, which provides a summary of your health behaviors
• A tailored action plan to help you meet your health goals
• Recommended digital health coaching programs to support lifestyle changes

Get connected to better health
BlueHealthConnection offers a variety of resources to help you get the most out of your health plan, including:

Engage™ online health management solution*
• Interactive online resources, including digital health coaching, quizzes, podcasts, decision-making guides and much more

Complex chronic condition management
• Provides support if you have multiple chronic conditions or complex care needs. Nurse case managers assess your medical history and then work closely with you to help you:
  – Develop self-management skills
  – Establish care coordination goals
  – Develop a plan to manage your care
The program can help improve your health and reduce the need for unnecessary hospitalization and emergency room visits.

Case management
• Provides support if you have a complex medical condition, multiple chronic conditions, or injuries and illnesses with serious, long-term effects. A team of certified case managers help:
  – Educate you and your family about your treatment options
  – Coordinate and support your care
  – Identify lower cost care alternatives and much more

* Krames StayWell is an independent company partnering with Blue Cross Blue Shield of Michigan to offer Blues members the Succeed Health Assessment and online health and wellness resources.

Get healthy. Stay healthy.
BlueHealthConnection
Engagement Center:
1-800-775-BLUE (2583)
TTY: 1-800-240-3050
Monday through Saturday
8 a.m. to 8 p.m. Eastern time

24-hour nurse line
• Registered nurse health coaches are ready to answer your health care questions, 24 hours a day, seven days a week. You can talk to a nurse about:

  – **Symptom management**  Get help assessing your symptoms to determine the level of care and medical follow-up needed
  – **Health information**  Get answers to your health care questions or concerns
  – **Health decision support**  Get help making decisions about treatment options for a condition or disease

Just call 1-800-775-BLUE (2583) and you’ll be directed to the appropriate prompt to speak with a nurse.