

## 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](http://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



A nonprofit corporation and independent licensee  
of the Blue Cross and Blue Shield Association

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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



### 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.



\* 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.