

**NOVEMBER 12, 2009**



Phone: 248.355.9600

[WWW.JSCLARKAGENCY.COM](http://WWW.JSCLARKAGENCY.COM)

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***BLUES CONTACTING MEMBERS TO GO ONLINE  
AND COMPLETE COORDINATION OF BENEFITS***

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Blue Cross Blue Shield of Michigan and Blue Care Network are updating their records to identify if your employees or their covered dependents have another source of health care coverage (e.g., medical, pharmacy, dental, Medicare). The Blues are contacting your employees via traditional mail and sometimes phone calls.

In anticipation that your employees may in turn contact you with questions, we've provided the options available for your employees to comply:

1. Direct them to <https://bcbsmichigan.coverageupdatecenter.com> to provide the information requested. They will need their enrollee ID from their letter and date of birth.
2. Call 866.355.0116 and use an automated program. Employees will need the enrollee ID from their letter and your date of birth.
3. Mail the questionnaire found on the reverse side of the letter they received and fax it to 402.384.6682 or mail it to P.O. Box 69006, Omaha, NE 68106.

For more complicated questions, please refer your employee directly to either Blue Cross Blue Shield of Michigan or the Blue Care Network Customer Service Centers.



**CUSTOMER SERVICE  
800.662.6667**



**CUSTOMER SERVICE  
800.637.2227**