

March 2020

Blue Cross remains open during stay-at-home directive.

Dear Valued Customer,

I want to personally contact you with important information about how we plan to continue critical operations in response to the Governor's Stay Home, Stay Safe directive.

Please be assured that we will continue to pay your employees' health care claims during this time.

We remain open for business for critical operations and we have activated our business continuity plans accordingly. Doctors, hospitals and other medical providers can continue to submit health care claims. We will maintain processing of claims, billing and open enrollment changes. Customer Service telephone assistance will be open, although we fully expect that wait times may be longer than normal. Walk-in centers will remain temporarily closed.

Our Michigan-based facilities will remain closed on Tuesday, March 24. This enables us to continue cleaning and sanitizing workspaces, as well as implementing other necessary changes to ensure a safe work environment for employees. Our contingent customer service operations will remain in operation until that work concludes. Your employees and their family members are encouraged to use our automated phone lines and digital servicing tools as much as possible during this time. They can also log into their accounts at bcbsm.com or the Blue Cross mobile app to check their benefits, claims and out-of-pocket expenses.

We will continue processing all membership changes submitted electronically or by phone. Please continue to pay the amount indicated on your bill.

Blue Cross sales representatives and contracted agents can be contacted as normal if you have questions about your account. As always, we are here to serve you. Thank you for your patience and understanding as we manage through this public health crisis, and we apologize for any inconvenience.

Sincerely,



Kenneth R. Dallafior
Executive Vice President and President, Health Plan Business