

www.bcbsm.com — What's in it for you?

	Self Service Capabilities	Improve Health Through Information	Community and Social Mission	Improve Business Transaction
Providers	<ul style="list-style-type: none"> E-Information (forms, pubs, Frequently Asked Questions) Where to send Claims Claim Payment Tips Find Your Field Rep CME — dates, registration Dental/Vision Programs Cardiac Centers of Excellence 	<ul style="list-style-type: none"> Health Care Research — e.g. Dartmouth, Diabetes study results PersonalPath <i>Physician Update Online</i> 	<ul style="list-style-type: none"> Help Fight Fraud Annual Reports Blues in the Community Our Social Mission Privacy Statement 	<ul style="list-style-type: none"> Electronic Billing Options Physician Ombudsman — direct contact for help How to become a Participating Provider Clinical Formularies Physician Forum — express your opinion
Members/ Consumers	<ul style="list-style-type: none"> E-Information (forms, pubs, Frequently Asked Questions) Physician Search — map, driving direction features Select Primary Care Physician Submit COB forms Submit Claims Money Saving Programs Check eligibility Request ID cards Change personal information View your benefits (BCN only) Member Self Service 	<ul style="list-style-type: none"> PersonalPath Affinity programs (BlueSafe, Weight Watchers, Naturally Blue) Blue HealthLine — RN contact 24/7 BCN — Staying Healthy, Living with Illness Male/Female Preventive Health Guidelines Women/Parent Advice Lines Seniors — Medication Use 	<ul style="list-style-type: none"> Blue Dates — charity, community calendar Help Fight Fraud Grants & Research — BCBSM Foundation BCN Away From Home Domestic Violence Awareness Annual Reports Board of Directors Corporate History Executive Staff Bios 	<ul style="list-style-type: none"> Physician Search Contact Us — customer service call, write, visit, e-mail Printable Safety Coupons ID Card Discounts Plans at a Glance — different offerings FDA Approved Medications — formularies Personal Medical Journal Dentist Directory Privacy Statement
	<p>PersonalPath Consumer</p> <ul style="list-style-type: none"> Communities for care and disease guides Support forums Health calendar Visiting doctors and hospitals — questions to ask Drug interactions Drug interactive search Personal health record Personalized help Condition workbooks My navigation history My settings Local/national health news 			
Agents/Groups	<ul style="list-style-type: none"> E-Information (forms, pubs, Frequently Asked Questions) Create Custom Provider Directory Freestanding Ambulatory Surgical Centers, Cardiac Centers of Excellence Agent Enrollment Forms Agent Continuing Education Electronic Enrollment Programs 	<ul style="list-style-type: none"> Standard Industry Classes for Agents Blues News/Advantage Health Security Program Benefits-at-a-Glance Provider Participating Rates Clinical Formularies Product Choice Advantages 	<ul style="list-style-type: none"> Blue Dates — charity, community calendar Coalitions and Chambers Annual Reports Financial Highlights Help Fight Fraud Blues in the Community 	<ul style="list-style-type: none"> Custom Agent Directory Agent Resource Library Online Agent Support Legislative Updates Media Relations — press releases Sales Office Locations Provider Participating Rates
Employees	<ul style="list-style-type: none"> Online Information (phone directory, dept. Web sites, Virus alerts) Provider Search Primary Care Physician Selection Online Job Postings BCBSM Press Releases 	<ul style="list-style-type: none"> PersonalPath Affinity programs (BlueSafe, Weight Watchers, Naturally Blue) BCN — Staying Healthy, Living with Illness 	<ul style="list-style-type: none"> Annual Reports Financial Highlights Executive Staff bios Blues in the Community Our Social Mission Privacy Statement Help Fight Fraud 	<ul style="list-style-type: none"> Online Security ID requests Frequently Used Forms Facility Travel Maps <i>Bluesweek Online</i> Technical Support