



Blue Cross
Blue Shield
Blue Care Network
of Michigan

Confidence comes with every card.®



know. compare. choose.

When you need info about your plan fast – MIBBlue Virtual Assistant is at your service

Sometimes you need quick answers to questions about your plan. What is covered under my plan? What is my copay? How do I find a doctor in my plan's network?






Ask MIBBlue Virtual Assistant.

MIBBlue Virtual Assistant is an interactive, automated chat feature available through your online Blue Cross member account. It provides immediate 24/7 support, so you can find the plan information you need.

Here's what it can do

Log in to your online account, or use our app, and select the Virtual Assistant icon in the upper right corner of your screen.

MIBBlue Virtual Assistant is ready to help you:

-  Check your coverage.
-  Find options for care.
-  Search for doctors and hospitals.
-  Look up your copay, deductible and other balances.
-  Find a certain claim or referral.

You can even use MIBBlue Virtual Assistant to order another member ID card and update your paperless options.

No office hours. No waiting. No problem.

Log in to your account today — and introduce yourself to MIBBlue Virtual Assistant.

