

# What to do before your new MESSA Choices or MESSA Choices II ID Card arrives

If you are already a MESSA member and are switching to a new MESSA Choices or a MESSA Choices II plan, you may continue to use your current MESSA ID card until your new one arrives.

If you are a new MESSA member, the following information may be helpful:

If you frequently require prescriptions for chronic conditions or emergency medical care for an ongoing condition, please ask your employers' personnel office to handle your MESSA enrollment form on an "expedited" basis. Your employer can contact our Group Services Department directly at 888.888.4167.

## ► Filling a Prescription

Please ask your pharmacist to check your coverage on-line. If you are not yet in the BCBSM computer system, tell your pharmacist that you have MESSA coverage and your effective date, and the pharmacy can re-bill MESSA later. If this is not adequate for your pharmacy, please pay for the medication and submit the bill to MESSA for reimbursement. We will need your name, address, Social Security number, school district, patient name, date of purchase, name of the drug and the name of the pharmacy. MESSA will reimburse according to your plan coverage, minus your co-payment. If your prescription is cost-prohibitive, please call MESSA at **888.888.4599** and we will work with your pharmacy to get you the necessary medication.

## ► Emergency Room and Hospitalization

If you or a covered dependent require emergency services or possible hospitalization, get to the hospital immediately. If you are not on-line in the BCBSM system yet, tell the hospital staff you are a MESSA member and the effective date of your coverage. The hospital staff will be able to verify coverage by calling MESSA at **888.888.4599** during normal business hours.

## ► Doctor's Office

Most doctors' offices are willing to work with their regular patients. Let the office staff know you are a MESSA member and the effective date of your new coverage.

We deeply appreciate your understanding and patience. If you are required by a provider or pharmacy to pay for your services up-front, MESSA will make **every** effort to reimburse you swiftly according to the terms of your plan coverage. Please send an itemized bill and write "MESSA Choices" on the outside of the envelope. If **any** delay in benefits occurs due to your enrollment as a new member or your enrollment in a new MESSA plan, please call us at **888.888.4599** or use an email contact form at [www.messa.org](http://www.messa.org).

Please keep this form handy until you receive your new MESSA ID card.



1475 Kendale Boulevard  
PO Box 2560  
East Lansing, MI 48826-2560  
800.292.4910