



# TIP:

Program these numbers  
into your phone.

## Free MESSA resources for you

### Member Service Center | 800.336.0013

Our Member Service Center is available Monday through Friday, 8 a.m. to 5 p.m. Our member service specialists are experts at answering questions about your plan and helping with claims.

### Your MESSA field representative | 800.292.4910

**Monica McKay** is your local field representative. She can explain benefits and answer questions, attend meetings or professional development sessions, or arrange visits from other MESSA experts, including nurse educators. Email Monica at [mmckay@messa.org](mailto:mmckay@messa.org).

### Healthy Expectations | 800.336.0013

Healthy Expectations provides personal support for expectant mothers from a MESSA nurse. Enrollees receive resource books about pregnancy and child care as well as a tote with baby gear.

### Case management programs | 800.336.0022, prompt 3

MESSA members and their dependents who have asthma, diabetes or cardiovascular conditions can get information and support from nurse educators to help set and reach health goals.

### Medical case management | 800.441.4626

MESSA's medical case management nurses can help members and dependents with a catastrophic injury or serious illness get access to the right care at the right time and return to their highest quality of life.

### Health promotion consultant | 800.292.4910

MESSA's health promotion consultant can help you and your coworkers develop or strengthen a worksite wellness program.

# Online care for body and mind

Visit a doctor or therapist on your smartphone or computer

You and your covered family members can see and talk to:

- A doctor for minor illnesses such as a cold, flu or sore throat.
- A behavioral health therapist or psychiatrist to work through difficult challenges such as anxiety, depression and grief.

Download the Blue Cross Online Visits mobile app or access on the web at [messa.org/onlinevisits](https://messa.org/onlinevisits).

Call 844.606.1608 if you have questions or need technical assistance.

Call MESSA's Member Service Center at 800.336.0013 if you have questions about your coverage or copayments for online visits.

Powered by a partnership  
between MESSA and Blue Cross.



MESSA



# Take the worry out of health care.

## Ask a registered nurse 24/7

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*Is this a cold or something more serious?*

*Should I call our doctor?*

*Should we go to the emergency room?*

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## **MESSA NurseLine: 800.414.2014**

**QUICK TIP:** Add this number to your cell phone now.

**C**all MESSA NurseLine—a member service offered in partnership with our underwriter, Blue Cross Blue Shield of Michigan.

NurseLine is a health information phone line staffed around the clock by registered nurses trained to answer medical questions and offer guidance. When you call, a registered nurse will listen to your questions and discuss your health concerns with you. The nurse may provide some at-home health care measures or suggest you contact your personal physician. NurseLine may help you avoid unnecessary emergency room visits and expenses.

NurseLine is not a 911 service and is not intended to replace qualified medical care given by your doctor or other medical professional. If you have an illness or injury that requires immediate attention, please go directly to an emergency room.

1475 Kendale Blvd., P.O. Box 2560, East Lansing, Michigan 48826-2560 • 517.332.2581 • 800.292.4910 • [www.messa.org](http://www.messa.org)





# Access your MESSA card from your smartphone.

Download your MESSA card from the MyMESSA secure member portal at [messa.org](http://messa.org) so you'll always have it handy.

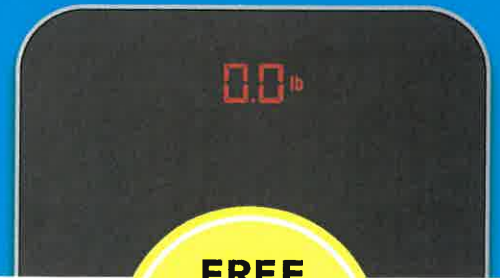
You can also print extra copies of your card for family members on your plan.

Questions? Call MESSA's award-winning Member Service Center in East Lansing at 800.336.0013 for expert, friendly help.





# MESSA and Omada can help you build healthy habits that last



**FREE**  
for eligible  
**MESSA**  
members

MESSA has partnered with Omada to help eligible members make small, gradual progress toward a healthier future. Participation in the Omada program is free for eligible MESSA members (a \$650 value).

Omada combines the latest technology with ongoing coaching and support to help participants make the health changes that matter most — whether that's around eating, activity, sleep or stress. Omada's approach has been proven to help enrollees lose weight and reduce the risk of chronic disease.

## • EAT HEALTHIER

Learn the fundamentals of making smart food choices.

## • INCREASE ACTIVITY

Discover easy ways to move more and boost your energy.

## • OVERCOME CHALLENGES

Gain skills that allow you to break barriers.

## • STRENGTHEN HABITS

Figure out what works for you and find lasting motivation.

## • STAY HEALTHY FOR LIFE

Continue to set and reach your goals with strategies and support.

### ENROLLEES GET THEIR OWN:



Free wireless smart scale



Professional health coach



Small-group peer support



Weekly online lessons



Interactive program

[messa.org/omada](http://messa.org/omada)

