



# Blue Cross Blue Shield of Michigan at a glance (2010 and 2011)

Proudly based in Detroit, Blue Cross Blue Shield of Michigan has a unique mission and unyielding commitment to improve access to affordable, quality health care. Our partnerships with doctors, hospitals and our customers are improving the delivery of health care services, managing costs and helping Michigan's citizens lead healthier lives.

**5.3 million**

We serve 4.3 million people in Michigan and 1 million people outside of the state

**\$19.3 billion**

in consolidated revenue in 2010

**\$17.4 billion**

paid to physicians, hospitals and other health care providers in benefits in 2010

**7,000**

people employed

**22,379**

inquiries received by our representatives each business day — by mail and by phone — from members and health care providers

**1939**

was year that BCBSM was founded and began serving communities across the state

**81,117,919**

claims processed annually

**27,419**

employer groups served

**158 hospitals and  
29,817 physicians**

and other health care professionals makes our network the largest in the state

**\$550 million**

invested in one year toward direct charitable giving, shared learning with health care providers, public programs to lower the cost of health care and safety net coverage

**2,500**

doctors designated to the Blues' Patient-Centered Medical Home program, making ours the largest PCMH program in the nation

