

Changes affecting how to search for a member in Online Services

July 15, 2020

This article is for Online Services users.

The “family search” functionality currently available through Online Services allows users to perform an eligibility search using only the Blue Cross Blue Shield of Massachusetts member ID.

On September 1, 2020, we’re **removing the family search option** from Online Services because it will no longer be supported by underlying technology. You still will have a number of ways of finding members in Online Services.

If you	Then you can search in Online Services by:	Examples:
Have the member’s ID number	Member ID number, plus any one of the following: <ul style="list-style-type: none">• Date of birth• Member’s first and last name• Member’s date of birth and member last name	<ul style="list-style-type: none">• XxE123456789 + 051586• XxE123456789 + Jane Costa• XxE123456789 + 051586 + Jane Costa
Don’t have the member’s ID number	Member’s first and last name plus member’s date of birth.	<ul style="list-style-type: none">• Jane Costa + 051586

Questions

Call Network Management and Credentialing Services at **1-800-316-BLUE (2583)**.

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Blue, Inc. 101 Huntington Avenue, Suite 1300, Boston, MA 02199-7611

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