Important Information About Your Plan

Your health plan lets you get care from providers who participate in the HMO Blue Network with Hospital Choice Cost Sharing. Under this plan, you’re required to choose a primary care provider (PCP) to manage your care and refer you to specialists, if needed.

This plan has a Hospital Choice Cost Sharing feature, which means you’ll pay different costs depending on where you get certain services, including: inpatient admissions, outpatient diagnostic lab tests and X-rays, outpatient surgery, outpatient short-term rehabilitation therapy, and outpatient diagnostic high-tech radiology. For help finding a provider or low cost-sharing level hospital, visit myfindadoctor.bluecrossma.com and log in to select the following network: HMO Blue Network with Hospital Choice Cost Sharing.

How to Contact Us

General questions about your health plan coverage?
Member Service: Call the number on the front of your member ID card (TTY: 711) Monday–Friday, 8:00 a.m.–6:00 p.m. E.T. Or log in to bluecrossma.com and select Review My Benefits to check what your plan covers and your costs.

Health questions if you’re hurt or sick?
24/7 Nurse Care Line: 1-888-247-BLUE (2583) Registered nurses are available at no cost.

Questions about your prescription drug coverage?
Mail Order Pharmacy: 1-800-892-5119 Available 24/7

Order a new Blue Cross member ID card?
Lost member ID card? Call 1-800-253-5210 Monday–Friday, 8:00 a.m.–6:00 p.m. E.T.

1 This health plan uses a tiered-network with a Hospital Choice Cost Sharing feature. Members in this plan may pay different levels of cost share (copayments, co-insurance, and deductibles) depending on the benefits tier of the general hospital furnishing the services, and the type of service being provided. A hospital's tier may change. Overall changes to the tiers of providers will happen no more than once each calendar year. For help in determining a hospital's tier, visit the online provider search tool at myfindadoctor.bluecrossma.com and search for HMO Blue Network with Hospital Choice Cost Sharing.
Routine well visits with your PCP are one of the best ways you and your doctor can stay on top of your health. Choose an in-network PCP to help manage your care and refer you to specialists, if needed.

Finding a PCP: Choose a PCP for yourself and every member of your family covered under your plan. You don’t all need to see the same PCP. When selecting a PCP, consider the hospital where your PCP has admitting privileges. Visit myfindadoctor.bluecrossma.com to search in your network.

Seeing a Specialist: If you ever need to see a specialist, your PCP must refer you for the care to be covered under your plan. Make sure your PCP has contacted the specialist's office and provided the referral.

Understanding Prior Authorization: We require prior authorization (pre-approval) before we cover certain services, procedures, or drugs. Prior authorization ensures that you get the care that is medically necessary for you and covered by your health plan. Your doctor should submit any requests for prior authorization to us. If you or your doctor don’t get prior authorization when it’s needed, the care may not be covered and you may be financially responsible. Talk to your doctor to see if prior authorization is needed before you receive any services, procedures, or drugs.

Taking Action in an Emergency: In case of a medical or behavioral health emergency, call 911 or your local emergency number or go directly to the nearest medical facility. Be sure to notify your PCP, if applicable, within 48 hours to coordinate any follow-up care.

Getting Care Worldwide with BlueCard®: Your Blue Cross member ID card is widely recognized and lets you get urgent and emergency care worldwide. If you’re traveling within the U.S. or abroad and need emergency medical care, go to the nearest hospital. Once you get care, call 1-800-810-BLUE (2583) or 1-804-673-1177 for 24/7 assistance.

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation or gender identity.

ATTENTION: If you don’t speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID Card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).