



MASSACHUSETTS

# Quick Start Guide



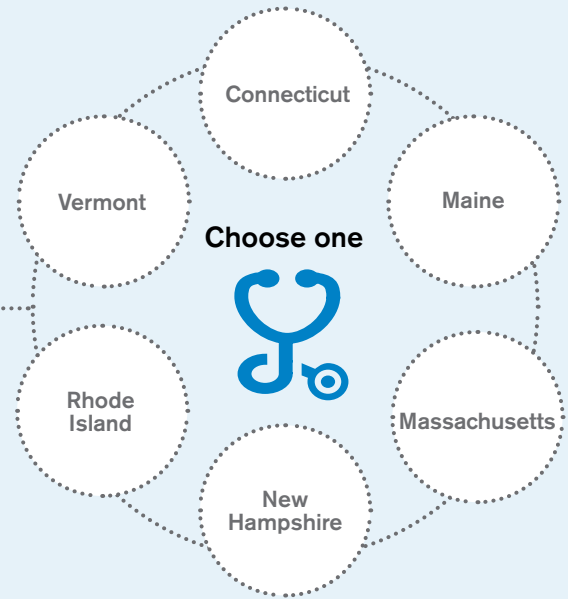
HMO Blue  
New England<sup>SM</sup>

# HMO Blue New England

As a member of our HMO Blue New England health plan, you must choose a primary care provider for you and each member of your family. You can choose from any of the provider networks in the six New England states (Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont).



Member



## Your Primary Care Provider

### To Find a Primary Care Provider:

- Visit our website at [www.bluecrossma.com/findadoctor](http://www.bluecrossma.com/findadoctor)
- Call our Physician Selection Service at 1-800-821-1388

### Referral Information for Medical Services

If you and your primary care provider decide you need to see a specialist, you'll be referred to one your primary care provider feels is right for your specific treatment. It's an important decision, and the top priority is keeping you healthy. When making or confirming your appointment, you should make sure your primary care provider has been in touch with the specialist's office and has provided the referral, if needed.

Examples of services that do not require a referral:

- Routine OB/GYN care provided by a network provider
- One routine eye exam every 24 months provided by a network provider
- Emergency care

### To Find Providers

To find a doctor, dentist, behavioral health provider, hospital, or other health care provider, you can:

- Visit our website at [www.bluecrossma.com/findadoctor](http://www.bluecrossma.com/findadoctor)
- Call Member Service at the number on the front of your ID card

### Emergency Care

If you have a medical or behavioral health emergency, call 911 (or your local emergency number) or go directly to the nearest medical facility. Be sure to contact your primary care provider within 48 hours, so that he or she can evaluate your condition and coordinate any follow-up care.

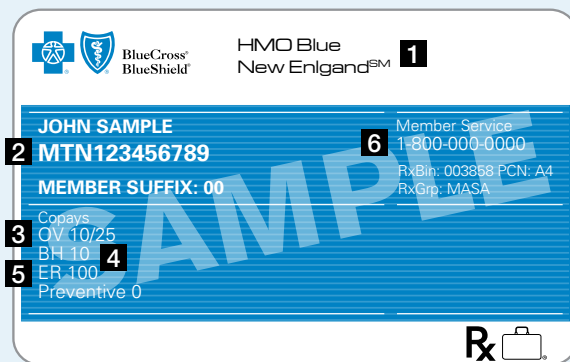
### BlueCard® Program

Your Blue Cross card is widely recognized, and the BlueCard program allows you to receive urgent and emergency care services from any hospital or provider in the United States that participates in a Blue Cross plan. For a listing of participating providers and hospitals, call 1-800-810-BLUE (2583). For more information, visit the BlueCard website at <http://provider.bcbs.com>.

# Know How to Read Your ID Card

Your member ID card contains important information, including our Member Service telephone number, your ID number, and your plan's cost share for office visits, behavioral health visits, and emergency room visits. Be sure to always carry your ID card with you, and show it to all of your providers so they can update your records.

To the right is a sample ID card. Information shown on your ID card may be different based on your plan benefits. Check your ID card for your specific cost share amounts.



- 1 Plan name
- 2 Your ID number
- 3 Office visit cost share for PCP or specialist
- 4 Behavioral health office visit cost share
- 5 Emergency room cost share (waived if admitted)
- 6 Number to call for questions about your plan

## Get the Most from Your Plan



### Member Central—Your Claims, Programs, and More

Would you like to better understand your plan, manage your health care costs, and embrace a healthier lifestyle? Member Central is your online destination for all this and more. Create an account, and you can log in to Member Central at [www.bluecrossma.com/membercentral](http://www.bluecrossma.com/membercentral) to view your personal account information, access your claims, and take advantage of member programs and resources.



### ahealthyme®—Everything to Live a Healthier Life

Here you'll find interactive tools and comprehensive information that will help you assess your health and create a personalized action plan. You'll also be able to track your progress in real time. Learn more at [www.bluecrossma.com/ahealthyme](http://www.bluecrossma.com/ahealthyme).



### Fitness and Weight-Loss Reimbursements

Interested in a healthier lifestyle? You may have access to reimbursements for participating in a qualified fitness or weight-loss program. For more information, check your benefit material, log in at [www.bluecrossma.com/membercentral](http://www.bluecrossma.com/membercentral), or call Member Service at the number on your ID card.



### Mobile Services

You are on the go. We are too. Whether you are looking to get connected with us through mobile apps, text messaging programs, mobile websites, or social media, you can now access all of our mobile services in one place. Just visit [www.bluecrossma.com/mobile](http://www.bluecrossma.com/mobile) to learn more. Whenever, wherever, it's easy to stay connected with Blue Cross.



### Blue365®: Because health is a big deal.™

Blue365 offers exclusive health and wellness deals, keeping you healthy and happy, every day of the year. From gym memberships and diet programs to family activities, we have just the deal for you.

To see all that Blue365 has to offer, go to [www.bluecrossma.com/blue365](http://www.bluecrossma.com/blue365).



### Living Healthy Babies®—From Preconception Through Your Baby's First Year

Have questions about pregnancy, labor, and what to expect during your baby's first year? We can help answer your questions. Visit [www.livinghealthybabies.com](http://www.livinghealthybabies.com) today.

# For More Information

## Online Tutorials

View our engaging online tutorials to quickly and easily understand how your plan works at [www.bluecrossma.com/tutorial/](http://www.bluecrossma.com/tutorial/).

## Member Service (See front of your ID card for phone number)

For general questions about your coverage, call Member Service, Monday through Friday, 8:00 a.m. to 6:00 p.m.

ET. TTY: 1-800-522-1254.

## Find a Doctor and Medical Facility Alternatives

To find a participating doctor, dentist, behavioral health provider, hospital, or other health care provider, you can:

- Visit our website at [www.bluecrossma.com/findadoctor](http://www.bluecrossma.com/findadoctor)
- Call Member Service at the number on the front of your ID card

For questions about out-of-country provider access and services, call 1-800-810-BLUE (2583).

## Blue Care Line<sup>SM</sup> 1-888-247-BLUE (2583)

For questions about your health if you're hurt or sick and not sure where to get care. Call us 24/7 to speak directly to a registered nurse who can help guide your care.

## Lost Member ID Card 1-800-253-5210

Order a new member ID card by calling 1-800-253-5210, Monday through Friday, 8:00 a.m. to 6:00 p.m. ET. You can also request a new ID card by logging in to [www.bluecrossma.com/membercentral](http://www.bluecrossma.com/membercentral).

## Mail Service Pharmacy 1-800-892-5119

If you have prescription drug coverage, call 1-800-892-5119 anytime, 24 hours a day, 7 days a week, to learn more.



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