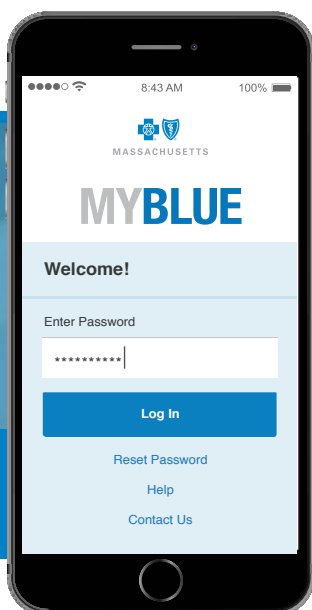




MASSACHUSETTS



MYBLUE Member App FAQs

Is the MyBlue Member App available to all members?

The MyBlue Member App is available to most members.

NOTE: Members with Federal Employee Program (FEP), Blue Benefit Administrators (BBA), Ancillary only, Medicare Advantage or standalone Part D plans, or those with standalone dental, vision, or wellness coverage, cannot use the app.

Do previously registered users need to re-register?

No.

How do members find the app on the App Store or Google play?

Simply type any combination of BCBSMA, MyBlue, or Blue Cross Blue Shield of Massachusetts into the store's search box and look for the MyBlue Member App in the search results.

What if a member forgets their password?

Members can reset their password by clicking on the Forgot My Password link, where they'll have to complete the registration form again.

Is it mandatory to enter a Member Suffix to register?

Yes.

What if a member is having trouble selecting their date of birth during the registration process?

Instruct them to first select the year they were born, followed by the day and month. Having them enter their date of birth ensures our users are 18 years or older.

Do members need to enter their Social Security number (SSN) to register?

Yes. They're only required to enter part of their Social Security number. When registering, they must replace the missing zeroes with the corresponding digits of their Social Security number. See the example provided below:

If an employee's SSN is: 123456789,
and they see: X000XXX00,
then they should enter: X234XXX89

Does personal information, like a Social Security number, get stored on the phone?

No. There is no member information stored on the phone. All information is encrypted and secured within a protected database.

What if a member doesn't have a Social Security number, or doesn't provide one?

Entering a Social Security number is currently needed to register for the app. If a member can't provide one, they won't be able to register at this time.

What phones and operating systems are supported?

All iOS and Android phones are supported.

If a member purchases a new phone, will they have to download the application again?

Yes. They will be required to follow the steps outlined in the installation guide a second time.

What are the Privacy Rules and Access Permission around using this app?

- Subscribers and spouses can view information (including the ID card) for dependents with certain disabilities
- Subscribers and spouses can only view their own information, and the information (including the ID Card) for their dependents under age 18
- Dependents 18 years and older can only view their own information

Does the Member App replace member ID cards?

No. The Member App is not intended to replace existing Blue Cross Blue Shield of Massachusetts ID cards. The Member App provides members with additional on-the-go information and personalized health information.

What are the benefits of the Interactive ID card?

Members can email a PDF of their Member ID card to their doctors and direct-dial important phone numbers, like Member Service.

If a claim gets adjusted, how will it be shown?

For **Medical, Vision, and Dental claims**, members will only see the latest version of the claim. For claims related to **Pharmacy coverage**, members will see all past and present versions of the claim.

Can members view their financial account balances?

Members can only view HRA, HSA, or FSA accounts from HealthEquity.

How far back can members view their claims history?

Members can see up to one hundred claims over the previous two years. Claims listed include medical, behavioral health, vision, dental, and prescriptions.

How far back can members view their doctor visits and prescriptions history?

Members can see their last ten doctor visits and filled prescriptions. **NOTE:** If an employee sees the same doctor multiple times, or refills a prescription, they will only see the most recent visit or filled prescription.

Can members search for doctors outside of Massachusetts using the MyBlue Member App?

Our Find a Doctor tool allows users to search for doctors, dentists, and hospitals anywhere they want.

Are the MRI and Limited Care facilities listed under the Get Care tab only located in Massachusetts?

Yes. These features are intended to provide quick, local results for Massachusetts MRI and Urgent Care providers. If members are out of state and use these features, it will return no results. These members can use the Find a Doctor feature that will provide results for these services in their state.

Are the Urgent Care centers and MRI facilities that are listed included in network?

Not all of them. The list includes all facilities within 20 miles of a member's location, not just ones in their health plan's network. To find out if an Urgent Care center or MRI facility is in a member's network, members should call Member Service at the number on their ID card.

Can members get cost estimates through the mobile version of Find a Doctor?

No. Members can only search for doctors, dentists, and hospitals. They must log into their Member Central account in order to get cost estimates.

Who can members contact if they have questions about the Member App?

They can call Member Service at the number on the front of their ID card.

