

GET TO KNOW YOUR NEW PPO PLAN

Welcome to Blue Cross Blue Shield of Massachusetts.
Your new plan gives you the flexibility to see any
doctor you want, and you never need a referral.



THIS GUIDE WILL HELP YOU:



Know what to do for
pre-existing care

Call Team Blue

If you have questions about your PPO plan, call Team Blue at 1-800-831-8730.

WHAT IS A PPO PLAN?

Having a Preferred Provider Organization (PPO) plan means you can see any doctor you want, without a referral, and you don't need to choose a primary care provider (PCP). Your cost for care will be lowest when you see doctors in our PPO network, and highest when you see doctors who are out-of-network.

Be sure to show your member ID card when you get care. You and your covered family members will receive new member ID cards, which include important financial information and phone numbers. Be sure to show your card every time you get care to be covered by your plan.

WHAT TO DO IF YOU HAVE PRE-PLANNED CARE



Doctor Visits

You can visit any doctor you want. However, you might want to see if your doctor participates in our PPO network before your scheduled appointment. That's because doctors in our PPO network offer the lowest out-of-pocket costs. To find out if your doctor is in our network, visit bluecrossma.com/findadoctor and select **PPO** or **EPO** as your network.



Hospital Stays

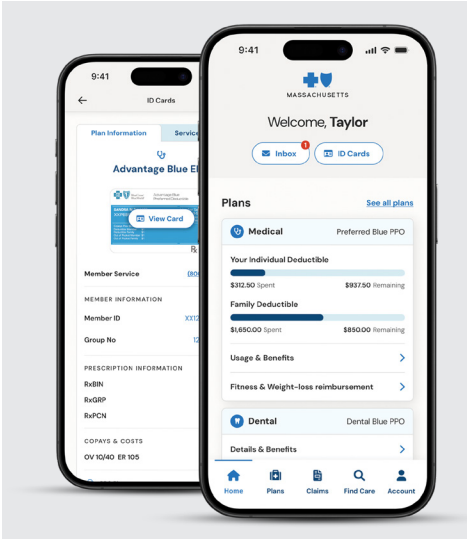
Your doctor will have to call us to get prior authorization for hospital stays, even if you've already received it from your current insurance plan. To find out if a service or supply you receive needs prior authorization, ask your doctor, or call Team Blue at **1-800-831-8730**.



Prior Authorization

Certain specialty care, surgical procedures, and other outpatient health care services and supplies require prior authorization. To find out if a service or supply you receive needs prior authorization, ask your doctor, or call Team Blue at **1-800-831-8730**.





GET A PERSONALIZED VIEW OF YOUR PLAN

MyBlue is your online member account that gives you instant access to your plan benefits from any device.



Find In-Network
Doctors, Dentists,
and Hospitals



Track and
Manage
Claims



Access
Member ID
Cards



Submit for Fitness
and Weight-Loss
Reimbursements

Download the MyBlue app to get started, or create an account at bluecrossma.org.

Questions?

If you have any questions, call Team Blue at **1-800-831-8730**.



MASSACHUSETTS

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).