MASSACHUSETTS | parexel

TOOLS AND RESOURCES FOR OUR MEMBERS

Your Blue Cross Blue Shield of Massachusetts plan has more benefits than you probably realize. These tools and resources will help you get the most from your plan.

UNLOCK THE POWER OF YOUR PLAN

MyBlue gives you an instant snapshot of your plan, including:

- COVERAGE AND BENEFITS
- CLAIMS AND BALANCES
- FITNESS AND WEIGHT-LOSS REIMBURSEMENTS

Sign In

Download the app, or create an account at **bluecrossma.org**.

Blue Cross Blue Shield of Massachusetts is an Independent Licensee of the Blue Cross and Blue Shield Association.

THE CARE YOU NEED, WHENEVER AND WHEREVER.

You have lots of options for getting expert medical opinions and advice, right when you need them.

No-Cost Preventive Care

Preventive care, like routine health checkups, can help you take control of your health and are fully covered under your plan. So make sure to stay up to date on regular screenings and vaccinations.

Find a Doctor & Estimate Costs

Use our Find a Doctor tool to quickly find the care you need. You can:

- Search for nearby doctors, dentists, and hospitals in your network
- Get cost estimates for more than 1,600 common medical procedures
- Read and write reviews
- Compare up to 10 doctors at a time

To get started, visit **bluecrossma.org**, then select **Find a Doctor** under **Find Care**.

Virtual Care Team

It's a whole new way to do primary care. Now, you can choose a virtual primary care provider (PCP) and have access to a team committed to your overall health.

- **Convenient:** With virtual visits, get care on your schedule, wherever you are.
- **Comprehensive:** Your team is here to support your physical and mental health.
- **Coordinated:** A care coordinator will guide you to in-person care when you need it.

To get started, go to **member.bluecrossma.com/vpcp**.

Blue Distinction®

You can filter your Find a Doctor search to include only those we've selected as Blue Distinction providers. These doctors and hospitals have met our standards for delivering high-quality, lower-cost care.

To view them, search for a provider using the **Find a Doctor & Estimate Costs** tool, then select **Blue Distinction Recognition** under **Filter**.

24/7 Nurse Line

When you're uncertain if your symptoms are serious or if an injury needs immediate care, get a registered nurse's advice 24/7, even on holidays, at no additional cost to you.

Call the 24/7 Nurse Line at **1-888-247-BLUE** (**2583**).

Well Connection — Your Telehealth Platform

Well Connection lets you speak face to face with a doctor, in the privacy of your home. With medical care available 24/7 and mental health visits by appointment, you get convenient access to remote video visits with highly experienced, highly rated professionals. Get care for:

- Cold and flu symptoms
- Sore throat
- Runny nose and sinus pain
- Depression and anxiety
- Stress

To learn more, go to **bluecrossma.org**, then select **Video Doctor Visits** under **Find Care**.

Living Healthy Naturally℠

Save up to 30% when you visit alternative health providers across the country. Get discounts on massage therapy, acupuncture, nutrition counseling, yoga, and more.

To learn more, visit **bluecrossma.org/myblue/find-care/care-options/find-holistic-care/find-alternative-care**.

SAVE TIME AND MONEY WITH MAINTENANCE CHOICE VOLUNTARY

Maintenance Choice Voluntary saves you 33% on the cost of your maintenance medications,[1] also known as long-term medications, when you switch to a 90-day supply and fill your prescriptions at a CVS Pharmacy®' retail location, or through the mail service pharmacy.

How to Switch to 90-Day Fills

Beginning January 1, switch by following the steps below:

At a CVS Retail Pharmacy:
Talk to your doctor about switching to a 90-day prescription, or show the pharmacist one of the emails you receive about switching to 90-day fills.

To make sure you receive emails, use MyBlue to update your communication preferences:

1. Download the MyBlue app, or create an account at **bluecrossma.org**.
2. Once signed in, click **Pharmacy Benefit Manager** under **My Medications**.
3. Go to **Profile**.
4. Select **Communication preferences** under **Update My Profile**.

Through the Mail Service Pharmacy:

1. Download the MyBlue app, or create an account at **bluecrossma.org**.
2. Once signed in, click **90-Day Mail Service Pharmacy** under **My Medications**.

If you have any questions, call CVS Customer Care at **1-877-817-0477** (TTY: **711**).

1. In most cases for eligible maintenance medications. Check plan materials for more details.

(continued)

GOOD FAMILY PLANNING STARTS WITH HAVING A GOOD PLAN

With so much to consider on your family planning journey, it helps to have someone on your side. We're here to provide support for every step of your pregnancy — and beyond.

Learn more about all of our family planning resources at **bluecrossma.org/myblue/your-health/health-and-wellness/family-planning**.

Childbirth Class Reimbursement

Get ready for birth day. We'll reimburse you up to $90 for first-time-mother childbirth education courses, and $45 for refresher courses. At these classes, you'll learn how to:

- Prepare for delivery
- Make the birthing process more comfortable
- Make decisions about your birthing plan

Ovia™

We partner with Ovia Health™, an independent company, to make it easier to find the maternity information and guidance you need. Use the Ovia Pregnancy app to:

- Get push notifications with relevant pregnancy information
- Track your symptoms, nutrition, weight, stress, and activity levels, as well as doctor's appointments and health goals
- Log milestones, like your baby's first kick
- Learn about your baby's weekly development, and prepare for life with a newborn

MAKING COMPLEX CONDITIONS EASIER TO MANAGE

When it comes to managing complex conditions, you've got backup. We're here to help with everything from your treatment to the day-to-day challenges.

Omada®´

We've partnered with Omada, an independent company, to provide a digital behavioral counseling program for our members with chronic conditions like prediabetes, hypertension, and high cholesterol. The education and support, including health management and weight loss, help reduce the risk of developing type 2 diabetes.

For more information, visit **omadahealth.com/parexel**.

A NEW WAY TO FIND YOUR NEW NORMAL

If you're worried about facing a complex or chronic health condition, our Team Blue Care Managers are here to provide extra support to all the moving parts of your care, at no additional cost. Registered nurses, mental and behavioral health specialists, health coaches, and other professionals are ready to match their expertise to your needs.

Let us guide you through getting help for:

- Depression
- Anxiety and stress
- Substance use concerns
- Major life changes
- Diagnosed mental health conditions

To connect with a Team Blue Care Manager, call **1-800-392-0098**, Monday through Thursday from, 8:30 a.m. to 8:00 p.m. ET, and Friday from 8:30 a.m. to 4:30 p.m. ET.

BECAUSE LIVING HEALTHY SHOULD BE AFFORDABLE

You should be rewarded for healthy behaviors. These benefits make it possible.

Blue365®

With Blue365, you get exclusive access to deals on health and wellness products and services. Get discounts on:

- Fitness equipment
- Hearing and vision products
- Nutrition
- Personal care products

Check out the deals at **blue365deals.com**.

Fitness and Weight-loss Reimbursements

We've put together up to $300 in fitness and weight-loss reimbursements so you can get fit, lose weight, and gain savings. We'll reimburse you up to $150 per calendar year for participation fees in qualified fitness programs, and up to $150 per calendar year for participation fees in qualified weight-loss programs.[2] Qualified programs include:

- Health club memberships
- Fitness classes including spin, yoga, and kickboxing
- In-person or online weight-loss programs like WW (formerly Weight Watchers®´)
- Online fitness memberships, subscriptions, programs, or classes that provide cardiovascular and strength training using a digital platform

For more information about these reimbursements, visit **bluecrossma.org/myblue/learn-and-save/ways-to-save/fitness-and-weight-loss**.

2. Only available to Blue Cross members ages 18 or older.

MAKING IT EASIER TO GET MENTAL HEALTH SUPPORT

Nothing should stand between you and your emotional, psychological, or social well-being. Finding a therapist or psychiatrist who's a good fit is important. Use MyBlue to:

FIND MENTAL HEALTH PROVIDERS
Explore in-person and virtual mental health care options for adults and children with providers currently accepting new patients.

ACCESS TOOLS AND RESOURCES
Get help addressing mental health needs with tools and resources like Team Blue, who can help you find the care you need.

GET STARTED

To see your mental health options, scan the QR code, or sign in to **MyBlue** or create an account.

We're here to help.

If you have questions about your plan, call Member Service at **1-800-248-0466**, Monday through Friday from, 8:00 a.m. to 6:00 p.m. ET.

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**).

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