



MASSACHUSETTS

# TOOLS AND RESOURCES FOR OUR MEMBERS

Your Blue Cross Blue Shield of Massachusetts plan has more benefits than you probably realize. When you use these tools and services, you get the most from your plan.



## Sign In to MyBlue


To create or sign in to your MyBlue account, visit [bluecrossma.org](https://bluecrossma.org), or download the app from the App Store<sup>®</sup> or Google Play<sup>™</sup>.

## MYBLUE

MyBlue is your key to more features and savings. Plus, current status for claims, your deductible, account balances, and more. MyBlue gives you an instant snapshot of your plan, including:

 **Coverage and Benefits**

 **Claims and Balances**

 **Fitness and Weight-loss Reimbursements**

 **Medication Lookup**

Create or sign in to your MyBlue account at [bluecrossma.org](https://bluecrossma.org), or download the MyBlue app from the App Store® or Google Play™.

## 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, helps you take control of your health—and it's fully covered under your plan. So make sure to stay up to date on regular screenings and vaccinations.

### Find a Doctor & Estimate Costs

With our Find a Doctor & Estimate Costs tool, you're one click away from finding 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

Create or sign in to your MyBlue account at [bluecrossma.org](https://bluecrossma.org), then select **Find a Doctor & Estimate Costs**.

### 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, 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. And get answers 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

Download the Well Connection app today or visit [wellconnection.com](https://wellconnection.com).

### Living Healthy Naturally<sup>SM</sup>

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](https://bluecrossma.org/myblue/find-care/care-options/find-holistic-care/find-alternative-care).

## MAKE THE SWITCH TO SMART90<sup>TM</sup>

Save time and money when you get 90-day supplies of your maintenance medications from a CVS Pharmacy<sup>TM</sup>, or by mail when you order them through Express Scripts<sup>®</sup>.<sup>1</sup>

### How to Switch to Smart90

**Using a CVS Pharmacy:** Go to a CVS Pharmacy and ask about getting a 90-day prescription. To find the closest location, visit [CVS.com](https://CVS.com).

**Using the Mail Order Pharmacy:** Sign in or register at [express-scripts.com/90day](https://express-scripts.com/90day) or call Express Scripts at **1-800-892-5119**.

1. Express Scripts is an independent company that administers your pharmacy benefit on behalf of Blue Cross Blue Shield of Massachusetts.

## 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.

### Living Healthy Babies<sup>®</sup>

From preconception to delivery, our online pregnancy resource center has the information you need to plan a pregnancy, know what to expect each trimester, and be prepared for postpartum and newborn care. Learn more at [livinghealthybabies.com](https://livinghealthybabies.com).

## Childbirth Class Reimbursement

Get ready for birth day. We reimburse eligible first-time mothers up to \$90 for 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

To get started, download the app from the App Store or Google Play.

## 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](https://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. Imagine registered nurses, mental and behavioral health specialists, health coaches, and other professionals, 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 today, call **1-800-392-0098**, Monday through Thursday, 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

To start saving, sign up at [blue365deals.com](https://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.<sup>2</sup> 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](https://bluecrossma.org/myblue/learn-and-save/ways-to-save/fitness-and-weight-loss).

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

## Questions? We're here to help.

If you have questions about your plan, call Member Service at 1-800-832-3871,  
Monday through Friday, 8:00 a.m. to 6:00 p.m. ET.



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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).