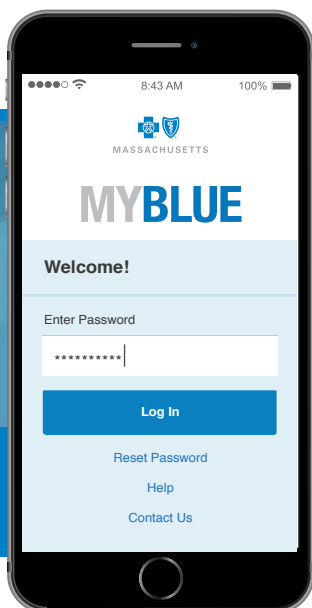




MASSACHUSETTS

FOR MEMBERS



MYBLUE Member App

FAQs

Is the MyBlue Member App available to all members?

The MyBlue Member App is available to most members. However, the app is not available if you are in the Federal Employee Program (FEP), Blue Benefit Administrators (BBA), Ancillary only, Medicare Advantage or standalone Part D plans, or have standalone dental, vision, or wellness coverage.

Do previously registered users need to re-register?

No. The app will update automatically.

How do I 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 I forget my password?

You can reset your password by clicking on the Forgot My Password link, where you'll have to complete the registration form again.

Is it mandatory to enter a Member Suffix to register?

Yes.

What if I am having trouble selecting my date of birth during the registration process?

You must first select the year you were born, followed by the day and month.

Do I need to enter my Social Security number (SSN) to register?

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

If your SSN is: 123456789,
and you see: X000XXX00,
then you 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 I don't have a Social Security number, or don't provide one?

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

What phones and operating systems are supported?

All iOS and Android phones are supported.

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 my ID card?

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

What are the benefits of the Interactive ID card?

You can email a PDF of your Member ID card to your 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**, you will only see the latest version of the claim. For claims related to **Pharmacy coverage**, you will see all past and present versions of the claim.

Can I view my financial account balances?

At this time, you can only view HRA, HSA, or FSA accounts from HealthEquity.

How far back can I view my claims history?

You 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 I view my doctor visits and prescriptions history?

You can see your last ten doctor visits and filled prescriptions. **NOTE:** If you see the same doctor multiple times, or refill a prescription, you will only see the most recent visit or filled prescription.

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

Our Find a Doctor tool allows you to search for doctors, dentists, and hospitals anywhere in the nation.

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 Limited Care providers. If you are out of state and use these features, it will return no results. You can use the Find a Doctor feature that will provide results for these services in your state.

Are the Limited Care and MRI facilities that are listed included in my network?

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

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

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

Who can I contact if I have questions about the Member App?

You can call Member Service at the number on the front of your ID card.



Nondiscrimination Notice & Translation Resources

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 Services 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).