

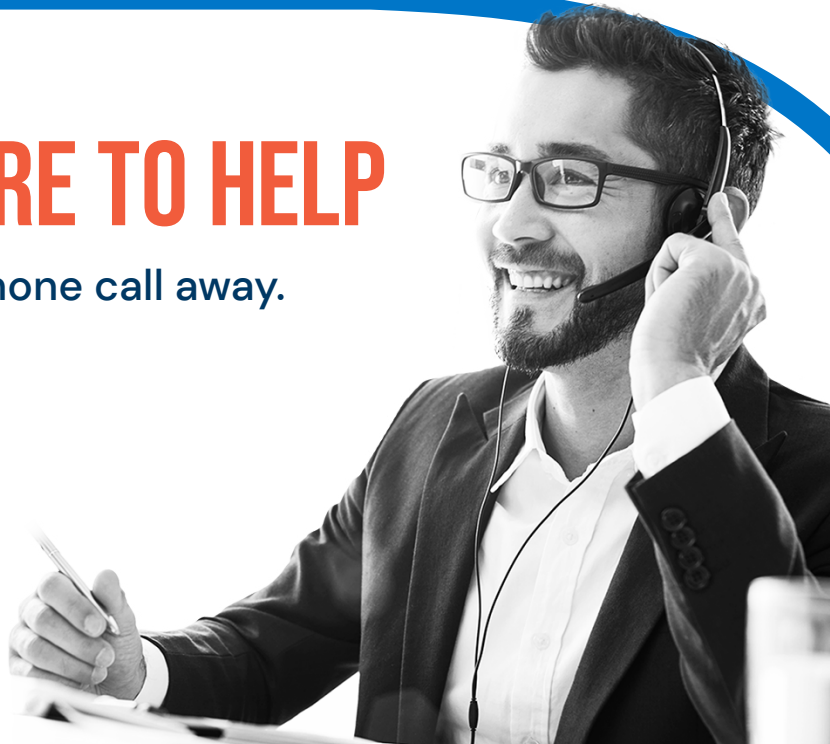


MASSACHUSETTS

TEAM BLUE IS HERE TO HELP

Dedicated support is just a phone call away.

With Team Blue, you have a team of highly trained service advocates and care managers, who understand how to help coordinate your care and guide you through the health care system. They'll help you understand your coverage, access the care you need, and go over your benefits.



SAY HELLO TO TEAM BLUE

Your personalized team of specialists include:



SERVICE
ADVOCATES



REGISTERED
NURSES



MENTAL HEALTH
SPECIALISTS



NUTRITIONISTS



WELLNESS
COACHES

Questions?

Call Team Blue at the Member Service number on the front of your member ID card.

(continued)



GOT HEALTH PLAN QUESTIONS? YOUR TEAM HAS ANSWERS.

Call Team Blue whenever you need clarity about your claims, coverage or plan benefits. They'll help you make sense of your options. They're here to:

- Explain the plan information you need to make decisions
- Help you find doctors and hospitals within your plan's network
- Make sure you're getting the latest news and information from us
- Answer questions about a bill you've received from your provider
- Provide you with additional benefits and resources that your plan or employer offers

DO YOU HAVE A NEW DIAGNOSIS, UPCOMING SURGERY, OR ONGOING CARE NEEDS? GET YOUR TEAM ON IT.

No one needs to go it alone. Your Team Blue Care Manager will help you establish goals, and understand your diagnosis, medications, and treatment plan. They'll even reach out to your provider to clarify anything that seems confusing—and follow up with you. We want to make sure you have what you need to use your benefits and manage your health. They'll help you:



Manage a complex condition, such as cancer



Access inpatient and outpatient mental health care



Manage a chronic condition such as diabetes, heart disease, or asthma



With maternity and postpartum support



Make informed health care decisions about an upcoming surgery



Develop health goals, such as weight loss, stress management, and tobacco cessation

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).