



MASSACHUSETTS

**MIIA**

Nonprofit  
Locally based  
Member driven

Serving Massachusetts communities since 1982

Town's of Bolton & Stow

Employee Education  
New Health Plans

Effective date 7/1/2024



The Power of Blue

## Town's of Bolton & Stow New Plans 7/1/2024

Network	6 New England States	Smaller BCBS MA Network	National	
Plan	<u>HMO</u> Network Blue NE \$300 Deductible	<u>Limited Network</u> Network Blue Select \$300 Deductible	<u>PPO Network</u> Blue Care Elect \$300 Deductible	
Deductible			IN-Network	OUT-of-Network
Single/Family	\$300/\$900	\$300/\$900	\$300/\$900	
Max Out of Pocket				
Medical	\$2000/\$4000	\$2000/\$4000	\$2000/\$4000	
Pharmacy	\$3000/\$6000	\$3000/\$6000	\$3000/\$6000	
PCP Copay	\$20	\$20	\$20	20% after Deductible
Specialist Copay	\$45	\$45	\$45	20% after Deductible
ER Copay	\$100 after Deductible	\$100 after Deductible	\$100 after Deductible	
Labs & X-rays	\$0 after Deductible	\$0 after Deductible	\$0 after Deductible	20% after Deductible
High Tech Imaging	\$100 after Deductible	\$100 after Deductible	\$100 after Deductible	20% after Deductible
Inpatient Hospital	\$500 after Deductible	\$500 after Deductible	\$500 after Deductible	20% after Deductible
Day Surgery	\$250 after Deductible	\$250 after Deductible	\$250 after Deductible	20% after Deductible
Retail Rx Copay	\$10/30/65	\$10/30/65	\$10/30/65	N/A
Mail Order Rx Copay	\$25/75/165	\$25/75/165	\$25/75/165	N/A
<b>MNGH match plans</b>	HPHC EPO Tufts EPO BCBS HMO NE	BCBS HMO Select	HPHC PPO Tufts POS	



The Power of Blue

## Town's of Bolton & Stow New Plans 7/1/2024

Network	6 New England States	Smaller BCBS MA Network
Plan	<u>HMO</u> Access Blue New England Saver \$2000	<u>Limited Network</u> Network Blue Select Saver \$2000
<b>Deductible</b>	\$2,000/\$4,000	\$2,000/\$4,000
<b>Max Out of Pocket</b>		
Single/Family	\$6,550/\$13,100	\$6,550/\$13,100
Medical	Combined w/Medical	Combined w/Medical
Pharmacy	\$0 after Deductible	\$0 after Deductible
PCP Copay	\$0 after Deductible	\$0 after Deductible
Specialist Copay	\$0 after Deductible	\$0 after Deductible
ER Copay	\$0 after Deductible	\$0 after Deductible
Labs & X-rays	\$0 after Deductible	\$0 after Deductible
High Tech Imaging	\$0 after Deductible	\$0 after Deductible
<b>Inpatient Hospital</b>	\$0 after Deductible	\$0 after Deductible
Day Surgery	\$0 after Deductible	\$0 after Deductible
Retail Rx Copay	*\$10/30/65	*\$10/30/65
Mail Order Rx Copay	*\$25/75/165	*\$25/75/165

*\*Prescriptions are subject to deductible before copays\**

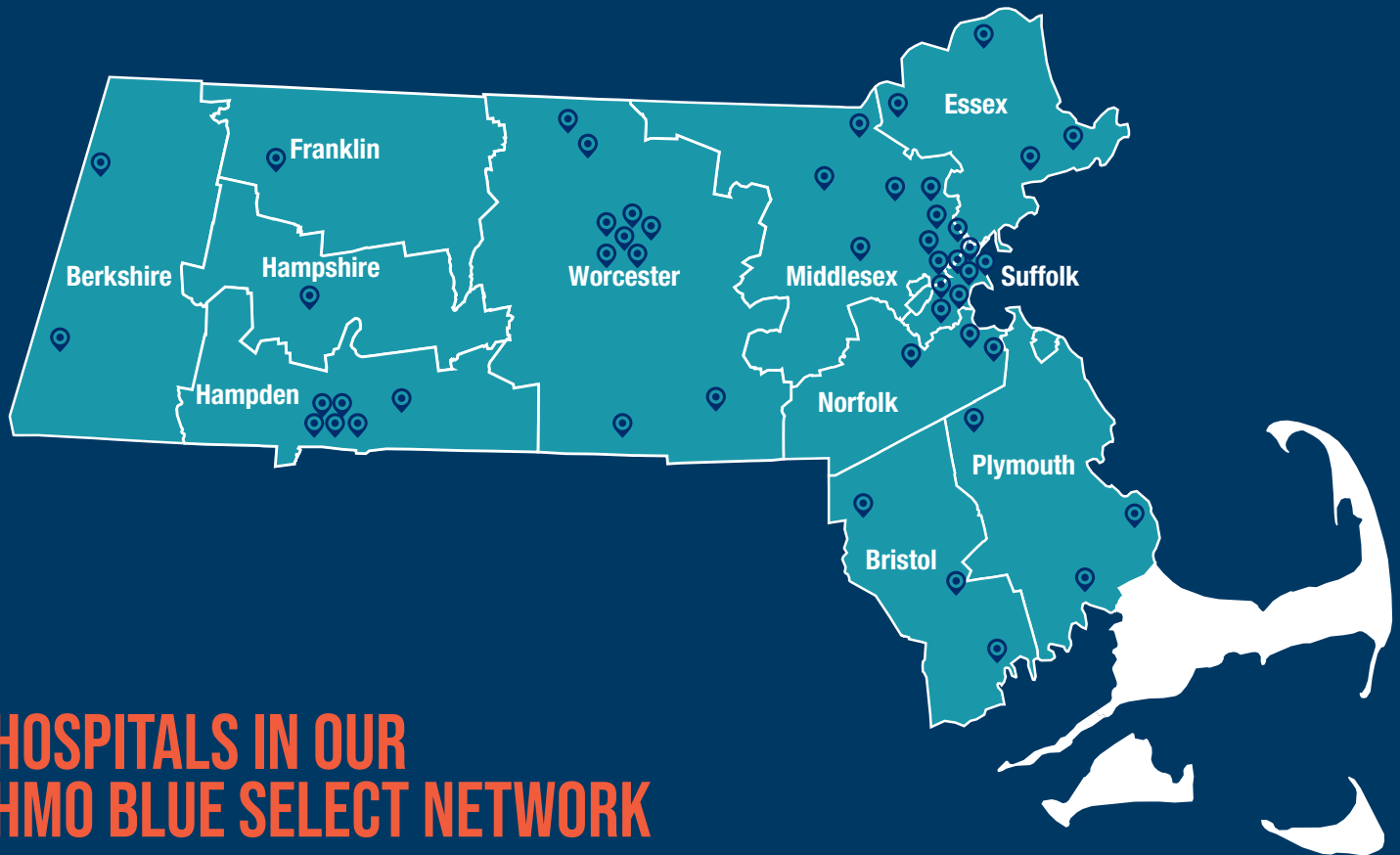
# 3 Networks. How are they the Same/Different?

<u>HMO</u> Network Blue New England \$300 Access Blue New England Saver	<u>HMO</u> Network Blue Select \$300 Network Blue Select Saver	<u>PPO</u> Blue Care Elect \$300 Deductible
All 3 plans cover the <b>SAME</b> In Network Benefits w/ <b>SAME</b> Copays & Deductible		
<ul style="list-style-type: none"> <li>Mid Cost premium plan</li> </ul>	<ul style="list-style-type: none"> <li>Lowest Cost premium plan</li> </ul>	<ul style="list-style-type: none"> <li>Highest Cost premium plan</li> </ul>
<ul style="list-style-type: none"> <li>Network of Providers covers all 6 New England States</li> </ul>	<ul style="list-style-type: none"> <li>Network of Providers are limited to specific <b>MA only</b> (<i>see next slide for list of facilities In-Network</i>)</li> </ul>	<ul style="list-style-type: none"> <li>National Network of Providers can go to both BCBS and non-network providers through out the country</li> </ul>
<ul style="list-style-type: none"> <li>Yes, Referrals are needed</li> </ul>	<ul style="list-style-type: none"> <li>Yes, Referrals are needed</li> </ul>	<ul style="list-style-type: none"> <li>No Referrals are not needed</li> </ul>
Referrals from Providers are much easier today than in the past!		
<ul style="list-style-type: none"> <li>Recommended for most employees who live and use providers in the 6 NE states</li> </ul>	<ul style="list-style-type: none"> <li>Recommended for those who have providers in the limited network (see provider lookup)</li> </ul>	<ul style="list-style-type: none"> <li>Recommended for early retirees or those with college age students who live out of the 6 NE state service area</li> </ul>
<ul style="list-style-type: none"> <li>ER covered Nation wide/out of Country</li> </ul>	<ul style="list-style-type: none"> <li>ER covered Nation wide/out of Country</li> </ul>	<ul style="list-style-type: none"> <li>ER covered Nation wide/out of Country</li> </ul>

# ACCESS TO CARE ACROSS THE COMMONWEALTH

With the HMO Blue Select network, employees enjoy peace of mind knowing they can go to any of the network hospitals on the map below.

These hospitals have been carefully selected, based on their location and cost.



## HOSPITALS IN OUR HMO BLUE SELECT NETWORK

### Berkshire

- Berkshire Medical Center
- Fairview Hospital

### Bristol

- Southcoast—Charlton Memorial Hospital
- Southcoast—St. Luke's Hospital
- Sturdy Memorial

### Essex

- Addison Gilbert Hospital
- Anna Jaques Hospital
- Beverly Hospital
- Lawrence General Hospital

### Franklin

- Baystate Franklin Medical Center

### Hampshire

- Cooley Dickinson Hospital

### Hampden

- Baystate Medical Center
- Baystate Wing Hospital
- Holyoke Medical Center
- Mercy Medical Center
- Noble Hospital
- The Hospital for Children—Springfield

### Middlesex

- Cambridge Health Alliance—Cambridge Campus
- Cambridge Health Alliance—Somerville Campus
- Cambridge Medical Center
- Lahey Hospital and Medical Center
- Lowell General Hospital (includes the campus formerly known as Saints Medical Center)
- Marlborough Hospital
- MetroWest Medical Center—Framingham Union Hospital
- Winchester Hospital

### Norfolk

- Beth Israel Deaconess Medical Center—Milton
- Beth Israel Deaconess Hospital—Needham
- South Shore Hospital

### Plymouth

- Beth Israel Deaconess Medical Center—Plymouth
- Signature Healthcare Brockton Hospital
- Southcoast Hospitals Group—Tobey Hospital

### Suffolk

- Beth Israel Medical Center
- Boston Children's Hospital
- Boston Medical Center
- Cambridge Health Alliance—Whidden Campus
- Dana-Farber Cancer Institute
- Massachusetts Eye and Ear Infirmary
- New England Baptist Hospital
- The Shriners Hospital for Children—Boston

### Worcester

- Athol Memorial Hospital
- Clinton Hospital
- Harrington Memorial Hospital
- HealthAlliance Hospitals—Burbank Campus
- HealthAlliance Hospitals—Leominster Campus
- Heywood Hospital
- Milford Regional Medical Center
- Saint Vincent Hospital
- UMass Memorial Medical Center—Memorial
- UMass Memorial Medical Center—University

# Provider/Facility and Prescription Look up Tools

---

Find a Doctor- <https://member.bluecrossma.com/fad>

Enter your Zip Code, choose a network below then enter your provider's name

- HMO Blue New England
  - HMO Blue Select
  - EPO or PPO

Medication look up- <https://www.bluecrossma.org/myblue/find-care/care-options/look-up-a-medication>

- 3 tier plan

# How to Enroll... Existing BCBS Members

---

- If you are currently enrolled in an existing **BCBS MA** plan through the Town of Bolton or Stow, you will be **automatically enrolled** in the corresponding **BCBS MA** plan offered by MIIA.
- You will NOT need to fill out an enrollment form unless:
  1. You would like to change into a different plan that you are auto enrolled in.
  2. You are making changes to your policy for Open Enrollment. (i.e. adding or removing dependents).
- If you are making changes, a secure online enrollment form link will be supplied by the Treasurer's office for Bolton Employees and Town Administrators Office for Stow Employees. A paper enrollment form can also be provided.
- Enrollment forms are due back to the Town's Departments no later than Friday April 12<sup>th</sup>.
- All existing BCBS MA members will be keeping their same ID#. You will receive a new ID card in the mail at the end of June to reflect new group #s and a MIIA logo

# How to Enroll... Existing Harvard Pilgrim and Tufts Health Plan Members

---

- If you are currently enrolled in a **Harvard Pilgrim** or **Tufts Health** plan through the Town of Bolton or Stow, you **MUST** complete an enrollment form.
- A secure online enrollment form link will be supplied by the Treasurer's office for Bolton Employees and Town Administrators Office for Stow Employees. A paper enrollment form can also be provided.
- Each employee will need to complete an enrollment form with all required info. This includes:
  1. Name, address and contact information
  2. Dependent information
  3. SSN & Dates of Births for all enrolled
  4. Primary care doctor names (unless joining a PPO plan)
- Enrollment forms are due back to the Town's departments no later than Friday April 12<sup>th</sup>.





## WELCOME MIIA TOWN OF BOLTON

### GET THE MOST OUT OF YOUR PLAN



VISIT  
MYBLUE



FIND A  
DOCTOR



LOOK UP A  
MEDICATION



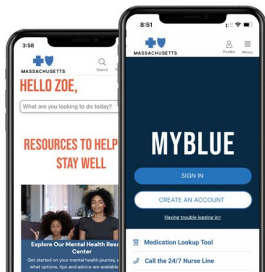
CONTACT US



SAVINGS  
AND DEALS



UNDERSTANDING YOUR  
PLAN AND BENEFITS



### YOUR PLAN IN YOUR HAND

Get an instant snapshot of your health care.

#### Get Started

Register for MyBlue at [bluecrossma.org](https://bluecrossma.org) or  
download the app.

## YOUR EKIT CONTENTS

### PLAN OPTIONS

MEDICAL: HMO Blue NE

[SBC](#) [↓](#) - [Summary](#) [↓](#)

MEDICAL: HMO Blue Select

[SBC](#) [↓](#) - [Summary](#) [↓](#)

MEDICAL: Access Blue NE Saver

[SBC](#) [↓](#) - [Summary](#) [↓](#)

MEDICAL: HMO Blue Select Saver

[SBC](#) [↓](#) - [Summary](#) [↓](#)

MEDICAL: Blue Care Elect

[SBC](#) [↓](#) - [Summary](#) [↓](#)

SUPPLEMENTAL: Medex

[Summary](#) [↓](#)

SUPPLEMENTAL: Blue Medicare RX

[Summary](#) [↓](#)

SUPPLEMENTAL: Medicare Advantage PPO Freedom

[Summary](#) [↓](#)

### HELPFUL RESOURCES

- [↓](#) [Telehealth Brochure](#)
- [↓](#) [Intro to Select Network](#)
- [↓](#) [HSA Preventive Medication List](#)
- [↓](#) [Pregnancy and Baby](#)
- [↓](#) [Mind and Body \\$300 Reimbursement](#)
- [↓](#) [Fitness Benefit](#)
- [↓](#) [Weight Loss Reimbursement](#)
- [↓](#) [2nd MD](#)
- [↓](#) [Learn to Live](#)
- [↓](#) [MIIA Health Programs](#)
- [↓](#) [SmartShopper](#)
- [↓](#) [Virtual PCP](#)
- [↓](#) [Maintenance Choice Voluntary Member Fact Sheet](#)
- [↓](#) [Cost Share Assistance Member Fact Sheet](#)



## WELCOME MIIA TOWN OF STOW

### GET THE MOST OUT OF YOUR PLAN



VISIT  
MYBLUE



FIND A  
DOCTOR



LOOK UP A  
MEDICATION



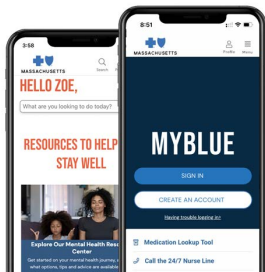
CONTACT US



SAVINGS  
AND DEALS



UNDERSTANDING YOUR  
PLAN AND BENEFITS



### YOUR PLAN IN YOUR HAND

Get an instant snapshot of your health care.

#### Get Started

Register for MyBlue at [bluecrossma.org](https://bluecrossma.org) or  
download the app.

## YOUR EKIT CONTENTS

### PLAN OPTIONS

MEDICAL: HMO Blue NE

[SBC](#) [↓](#) - [Summary](#) [↓](#)

MEDICAL: HMO Blue Select

[SBC](#) [↓](#) - [Summary](#) [↓](#)

MEDICAL: Access Blue NE Saver

[SBC](#) [↓](#) - [Summary](#) [↓](#)

MEDICAL: HMO Blue Select Saver

[SBC](#) [↓](#) - [Summary](#) [↓](#)

MEDICAL: Blue Care Elect

[SBC](#) [↓](#) - [Summary](#) [↓](#)

SUPPLEMENTAL: Medex

[Summary](#) [↓](#)

SUPPLEMENTAL: Blue Medicare RX

[Summary](#) [↓](#)

SUPPLEMENTAL: Medicare Advantage PPO Freedom

[Summary](#) [↓](#)

### HELPFUL RESOURCES

- [↓](#) [Telehealth Brochure](#)
- [↓](#) [Intro to Select Network](#)
- [↓](#) [HSA Preventive Medication List](#)
- [↓](#) [Pregnancy and Baby](#)
- [↓](#) [Mind and Body \\$300 Reimbursement](#)
- [↓](#) [Weight Loss Reimbursement](#)
- [↓](#) [Fitness Benefit](#)
- [↓](#) [2nd MD](#)
- [↓](#) [Learn to Live](#)
- [↓](#) [MIIA Health Programs](#)
- [↓](#) [SmartShopper](#)
- [↓](#) [Virtual PCP](#)
- [↓](#) [Maintenance Choice Voluntary Member Fact Sheet](#)
- [↓](#) [Cost Share Assistance Member Fact Sheet](#)

# BCBS Reimbursement Programs

---

## FITNESS REIMBURSEMENT- SAVE UP TO \$300

( PER FAMILY PER CALENDAR YEAR)

- Full-Service Health Club
- Fitness Studio w/instructor led group classes
- Online Fitness memberships
- Home Fitness equipment that is purchased for in home use
- Athletic Shoes
- Ski Passes, Sports Activity fees
- Bicycles & Bicycle Helmets

## WEIGHT-LOSS REIMBURSEMENT- RECEIVE UP TO \$300

(PER FAMILY PER CALENDAR YEAR)

- Hospital- Based Programs & Weight Watchers In-Person
- Weight Watchers online & other non-hospital programs.

## MIND & BODY REIMBURSEMENT- SAVE UP TO \$300 (PER FAMILY PER CALENDAR YEAR)

- Massage therapy
- Hypnosis therapy
- Medication therapy
- Breathing & Meditation apps
- Tai Chi, Qi (chi) gong



MASSACHUSETTS

SmartShopper®

## Earn Money with SmartShopper®

SmartShopper is an incentive and engagement program managed by Sapphire Digital®, an independent company. You can earn a reward check each time you or your covered family members choose an eligible lower-cost, quality doctor or facility for the health services below. To find a reward-eligible doctor or hospital, log in to [bluecrossma.com/myblue](https://bluecrossma.com/myblue), or call 1-877-281-3722.

Keep this list for future reference.

Save on These Health Care Services	Reward Amount (lowest-cost)	Reward Amount (2nd lowest-cost)	Reward Amount (3rd lowest-cost)
Bladder Repair for Incontinence (sling)	\$250	\$75	\$50
Bladder Scope	\$250	\$75	\$50
Bone Density Scan	\$50	\$25	\$0
Bronchoscopy (procedure to look at airways)	\$150	\$75	\$50
Bunionectomy (bunion surgery)	\$150	\$75	\$50
Carpal Tunnel Treatment	\$150	\$75	\$50
Cataract Removal	\$125	\$75	\$50
Colonoscopy	\$250	\$75	\$50
CT Scan	\$75	\$50	\$0
Hernia Repair	\$150	\$75	\$50
Knee Arthroscopy	\$250	\$75	\$50
Gall Bladder Removal	\$250	\$75	\$50
Laparoscopic Removal of Ovaries and/or Fallopian Tubes	\$250	\$75	\$50
Lithotripsy Fragmenting (shock waves to break apart) of Kidney Stones	\$250	\$75	\$50
Mammogram	\$50	\$25	\$0
MRI	\$100	\$75	\$50
Ear, Nose, Throat (ENT)	\$150	\$75	\$50
PET Scan	\$150	\$75	\$50
Shoulder Arthroscopy	\$250	\$75	\$50
Sigmoidoscopy (procedure to look at rectum and lower colon)	\$150	\$75	\$50
Ultrasounds (non-maternity)	\$50	\$25	\$0
Upper GI Endoscopy	\$150	\$75	\$50

The dollar amount you receive may be considered taxable income. Consult your tax advisor. SmartShopper is managed by Sapphire Digital®, an independent company. Members with coverage under Medicaid or Medicare (including as secondary payer) aren't eligible to receive incentive rewards under the SmartShopper program.

For HMO Blue New England plans, only network providers located in Massachusetts, Rhode Island, New Hampshire, and Vermont may qualify for rewards under the Smart Shopper program. For HMO Blue plans, only network providers located in Massachusetts may qualify for rewards.

# A WHOLE NEW WAY TO DO PRIMARY CARE

## Your Virtual Care Team is coming

If you've been looking for primary care that's convenient, thorough, engaging, and modern, we're on it. Starting next year, you can choose a virtual primary care provider (PCP) to lead your new Virtual Care Team.



## PRIMARY CARE THAT'S A PRIME EXPERIENCE

It's a new kind of primary care — one that comes with a team of experts committed to getting you the care you need.



### CONVENIENT

With virtual visits, there's no need to travel to the doctor's office and no waiting room.



### COMPREHENSIVE

Your team is here to make sure your physical and mental health needs are met.



### COORDINATED

If you need in-person care, a care coordinator will help find in-network specialists who work for you.

## SIGN UP TODAY!

Log into your MyBlue account to get started.

# HERE'S HOW IT WORKS

START BY PICKING  
YOUR VIRTUAL PCP



ENJOY MORE  
CONVENIENT CARE



GET THE BEST  
OF BOTH WORLDS



To get started with your Virtual Care Team, the first step is selecting a virtual PCP. You'll also get access to a care coordinator, and your team may include other experts, such as a mental health specialist, picked based on your health needs. It's the care you need most, in the most convenient way.

Scheduling visits is as easy as hopping online, with appointments available in days, and you can get them within days, not weeks. Plus, you can reach out to your team with questions via talk, text, email, and chat. It's care that works on your terms, on your schedule, wherever you are, with a level of communication, technology, and access that will surprise you.

After your first visit, you'll receive a welcome kit which may include connected medical devices, like a blood pressure monitor, that make your virtual care as thorough as in-person sessions. When you do need in-person care, your team will help find a specialist who works for you and follow up with you after the appointment.

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).



# DOCTORS ON CALL, ON YOUR DEVICE.

Get convenient access to telehealth care by using Well Connection. Sign in to MyBlue, or create an account, then click Well Connection Video Visit under My Care.



## REAL DOCTORS. REAL EXPERIENCE. REALLY FAST.



### GET MEDICAL CARE 24/7

Speak face to face with a doctor, in the privacy of your home.<sup>1</sup>



### THERAPY THAT COMES TO YOU

Talk to a licensed therapist or psychiatrist—on your terms. It's convenient and confidential.



### HIGHLY EXPERIENCED, HIGHLY RATED

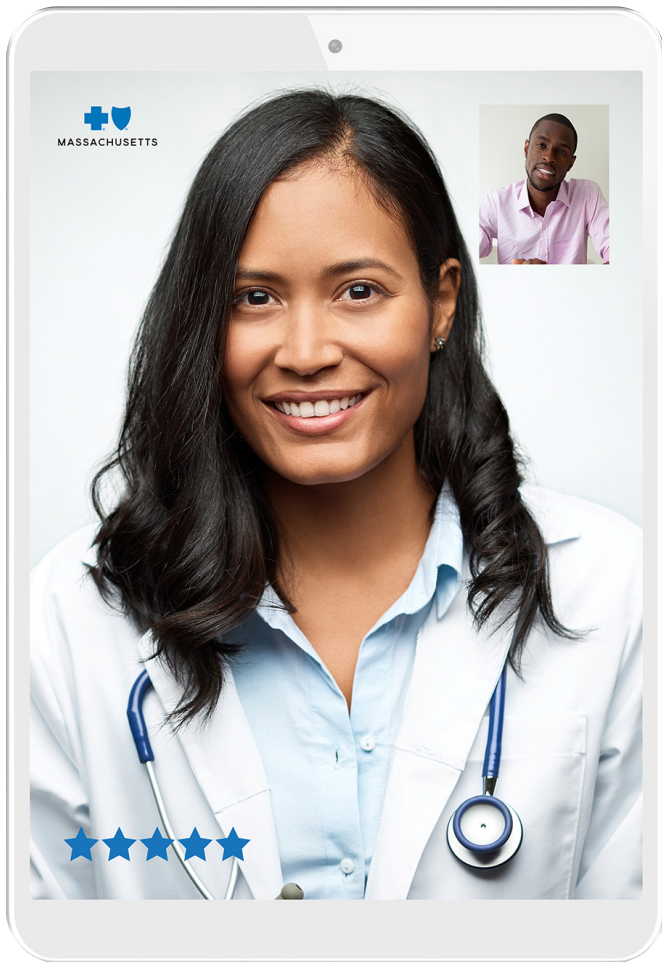
Qualified providers. Rated 4.8/5 stars and averaging 15 years of experience.<sup>2</sup>

## Sign In

Download the MyBlue App from  
the App Store<sup>®</sup> or Google Play<sup>™</sup>, or go to **bluecrossma.org**.

1. Medical services are available 24/7. Mental health visits must be made by appointment. If your local doctor in the Blue Cross Blue Shield of Massachusetts network offers covered services using live video visits through a service other than Well Connection, you're still covered. This service is only available in the United States.

2. Source: American Well. Amwell Telehealth Report, February 2018. Patient Satisfaction Survey Data compiled December 2017-February 2018. Data, compiled December 2017-February 2018. Data reverified, August 2020.



## IS A VIDEO DOCTOR VISIT RIGHT FOR ME?

You can do a lot over your tablet, laptop, or smartphone. Here's how members are using this service.

### "I'm not feeling well."

Get care for:

- Cold and flu symptoms
- Fever
- Runny nose, sinus pain
- Sore throat
- Pink eye
- Skin rash

### "I need emotional support."

Talk to a therapist about:

- Depression and anxiety
- Substance use disorder
- Loss of a loved one
- Relationship issues
- Emotional trauma
- Stress

You can also schedule a visit with a psychiatrist for medication management services.

### "My loved one is under the weather."

If they're on your plan:

- Get quick, expert family care
- Save time in your busy family schedule



## WELL CONNECTION IS HIGHLY RATED: 4.8 out of 5 Doctor and Provider rating from our members<sup>3</sup>

Licensed doctors and providers in the Well Connection network have an average of 15 years of experience. They can look up your medical history, diagnose and treat your symptoms, and prescribe medication,<sup>4</sup> if necessary.

<sup>3</sup> Source: American Well. AmWell TeleHealth Report, February 2018. Patient Satisfaction Survey Data, compiled December 2017–February 2018. Data reverified, August 2020.

<sup>4</sup> Prescription availability is defined by doctor judgment.

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).



# GETTING MORE. NOW THERE'S A PLAN.

Your plan has more benefits than you probably realize. Tap into all of them, all in one place.

The MyBlue App is your key to more features and savings. Plus, up-to-date status for claims, your deductible, account balances, and more. It's like a free upgrade for the plan you already have.



## UNLOCK THE POWER OF YOUR PLAN

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



COVERAGE  
AND BENEFITS



CLAIMS AND  
BALANCES



FITNESS AND WEIGHT-  
LOSS REIMBURSEMENT



MEDICATION  
LOOKUP



VIDEO  
DOCTOR VISITS USING  
WELL CONNECTION

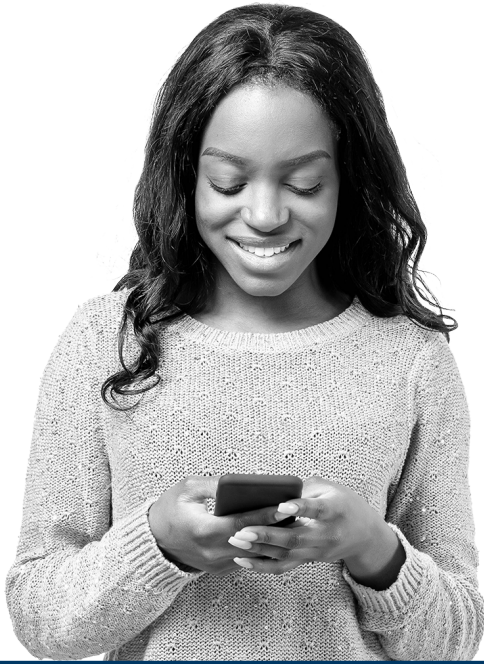
## Get the App

Download the app from the App Store® or Google Play™.

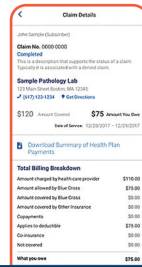
# STAY ON TOP OF YOUR COVERAGE

It's never been easier, faster, or more convenient.

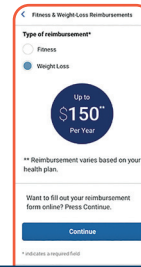
## YOUR PLAN IN YOUR HAND



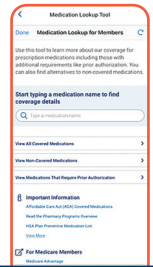
Once you sign in or create a MyBlue App account, you can see all of your benefits, all in one place. Track your claims, medications, account balances, and more from your device. And, you can easily keep track of reimbursements and savings.



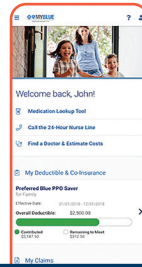
**Track claims and benefits**  
Keep up to date on benefits and coverage.



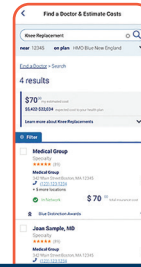
**Fitness and weight-loss reimbursement**  
The online forms are here, along with other savings and offers.



**Your medications at a glance**  
Their names, costs, and prescriptions at your fingertips.



**Check deductible balances**  
End the guesswork and know for sure every time.



**Find a Doctor**  
Or a specialist, dentist, or facility. On your phone and on the fly.



**Need your cards**  
Access your ID cards without opening your wallet.



## GET THE MYBLUE APP

You can download the MyBlue App from the App Store® or Google Play™.

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).

Blue Cross Blue Shield of Massachusetts is an Independent Licensee of the Blue Cross and Blue Shield Association. ® Registered Marks and TM Trademarks are the property of their respective owners. © 2022 Blue Cross and Blue Shield of Massachusetts, Inc., or Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc.

99-001093204 (4/22)

001093204



MASSACHUSETTS

**MIIA**

Nonprofit  
Locally based  
Member driven

Serving Massachusetts communities since 1982

## Questions??

BCBS Member Service line  
M-F from 8am-6pm  
800-782-3675, option #3  
State you are a new  
member with MIIA Town  
of Bolton or Stow.