

June 2023

Important information about your health care provider

MPC_010623-1J-1-ML

<Member first name> <Member last name>
<Member Address 1> <Member Address 2>
<City>, <State> <Zip>

Dear <Member first name> <Member last name>,

As already communicated to you in the Open Enrollment materials that you received from your employer, the Option A-Plus medical plan that you're enrolled in will be changing from a point of service (POS) plan to a PPO plan as of August 1, 2023.

Because of this change, one or more of the providers that you have used in the past will be out-of-network under the PPO plan.

These provider(s) are out-of-network under the PPO plan

The provider(s) listed below will not be in the PPO network that you'll be using starting on August 1, 2023, so you may need to switch providers to receive in-network care.

Health care provider
<Name of provider 1>
<Name of provider 2>

Finding an in-network provider

You can find in-network providers by using our **Find a Doctor & Estimate Costs** tool at bluecrossma.com/findadoctor.

- In the "Doctor, Hospital, or Specialty" field, enter the type of provider you want to find
- In the "Network" field, select "PPO or EPO" in the dropdown menu
- In the "ZIP Code or City, State" field, enter your location
- Click "Search"



Important: If you use our **Find a Doctor & Estimate Costs** tool *while logged in to MyBlue* before August 1, the tool will show providers who are in-network for your current POS plan.

continued

We're here to help

We want to do everything we can to support you when choosing your new plan. If you have questions, please call Member Service at the number on your ID card. Thank you for being a member of Blue Cross Blue Shield of Massachusetts.

Sincerely,



Steven Akeley
Senior Director
Member and Provider Service

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**).

Spanish/Español: 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**).

Portuguese/Português: 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**).