

Members

Frequently Asked Questions

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're 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?

Yes, all previously registered users will need to re-register their account.

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?

Members can reset their password by clicking on the Forgot My Password link, where they'll need to provide additional information for access to the app.



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Is it mandatory to enter a Member Suffix to register?

Yes.

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

Yes, you'll need to enter the last four digits of your Social Security number.

Does personal information, like a Social Security number, get stored on the phone?

No, member information is 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?

Device	Operating System
iPhoneX	11.x
iPhone 8/7	10.x
iPhone 6/6S	10.x
Samsung Grand Prime	6.x
Samsung S7/S8	7.x
Samsung S5	6.x
Samsung S4	6.x
Google Pixel	6.x

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 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 Digital ID card?

You can download your digital ID card to your phone, email a PDF of your 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'll only see the latest version of the claim. For claims related to Pharmacy coverage, you'll see all past and present versions of the claim.

Can I view my financial account balances?

You can view summary balance information for your financial accounts for Blue Cross or HealthEquity®.

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'll 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.

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

You'll be redirected to the MyBlue website where you'll need to login to your account in order to access all features available within the Find a Doctor & Estimate Costs tool.

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.

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).



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