

HOW DEPENDENT CHILDREN CAN RECEIVE COVERAGE WHEN LIVING OUTSIDE OF NEW ENGLAND

Effective January 1, 2021, coverage has been expanded for dependents living outside of the New England service area. In addition to emergency and urgent care, covered dependents* in HMO, POS, and POS+ plans living outside the New England service area can receive in-network coverage for non-emergency medical and mental health care when they register with Blue Cross Blue Shield of Massachusetts.

HERE IS WHAT YOU NEED TO KNOW:

Registration is required to receive in-network care outside the New England service area:

Dependents who live outside of the service area must register each year by calling Blue Cross Blue Shield of Massachusetts Member Service at **1-888-389-7732**. The plan subscriber must contact Blue Cross Member Service for dependents under the age of 18.

What services are covered when I register?

Services that aren't usually covered when delivered outside the New England service area, such as:

- Preventive care services
- Outpatient medical care office visits
- Mental health care
- Follow-up care, when required, after leaving the emergency room or after an inpatient hospital stay

Please note: Some services may require authorization from your provider. Call Blue Cross Member Service for assistance.

Do I need to see a Blue Cross Blue Shield provider when seeking care outside of New England?

Yes, you must see a Blue Cross Blue Shield participating doctor when receiving eligible care outside of New England. To find a participating doctor, visit [bcbs.com/find-a-doctor](https://www.bcbs.com/find-a-doctor). To search, use the prefix located on the front of your ID card.

*Subscribers and spouses aren't included as covered dependents.

URGENT AND EMERGENCY CARE ARE ALWAYS COVERED

Dependents are covered if they get sick or injured and need immediate medical care at an emergency room or urgent care center. For urgent care, please call Blue Cross Member Service within 48 hours for authorization.

Questions?

Call Blue Cross Member Service at **1-888-389-7732**.

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).