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March 2020



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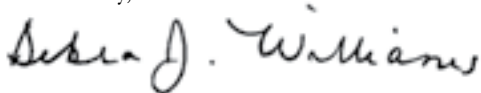
Dear Valued Customer:

Welcome to our *Important Administrative Information* March 2020 newsletter, with the latest health care industry news that affects you. This edition's topics are:

- Changes to Dental Maximum Liability
- Change to Blue 20/20 Retail Provider Network

As always, if you have any questions, please contact your account executive.

Sincerely,



Debbie Williams
Senior Vice President, Sales and Account Service

[IAI March 2020]

Changes to Dental Maximum Liability

- ✓ Small accounts (50 or fewer enrolled)
- ✓ Mid-size (51–99 enrolled)
- ✓ Large (100 or more enrolled)
- ✓ Municipal
- ✓ MIIA

Effective January 1, 2020, members with a Blue Cross dental plan may only be charged up to the fee schedule amount for additional covered services, according to the in-network dental provider's contracted fee schedule, even after reaching their benefit maximums. This includes:

- Annual maximums (calendar year and plan year) and orthodontic lifetime maximums
- Confidential, self-directed programs offering tools and educational resources
- Time limits
- Frequencies-

Previously, when members received care after reaching their benefit maximums, the members may have been billed for the provider's charge beyond the fee schedule amount. This change enhances the member experience by providing more value and making needed care more affordable.



If you have any questions, please contact your account executive.

Change to Blue 20/20 Retail Provider Network

- ✓ Small accounts (50 or fewer enrolled)
- ✓ Mid-size (51–99 enrolled)
- ✓ Large (100 or more enrolled)
- ✓ Municipal
- ✓ MIIA

Effective February 1, 2020, EyeMed Vision Care®, an independent vision benefits company that administers our Blue 20/20 plans, is no longer contracting with Sears Optical, JC Penney Optical, or Stanton Optical. This change in service will have little or no impact on Blue 20/20 members, since these retailers handled less than 1% of members' claims over the past 24 months. Members will continue to have access to a broad network of providers, including independent, online, and national retailers, such as LensCrafters, Target Optical, and Pearle Vision.

Members who have visited one of these retail locations in the last four years will be notified of the network change and the closest in-network providers in their area.



If you have any questions, please contact your account executive.