



101 Huntington Avenue
Suite 1300
Boston, MA 02199-7611

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Dear Valued Customer:

Welcome to our *Important Administrative Information* December 2019 newsletter. We provide the latest health care industry news that affects you. This edition's topics include:

- No-Cost Flu Vaccine Available for Members
- New Online Behavioral Health Resource – Learn to Live
- Pathway to Savings Now Includes Massachusetts Paid Family and Medical Leave (MA PFML) Products
- Weight-Management Program StepIn[®] Available for Select Self-Funded Accounts
- Reminder: New Paperless Option for Members
- Exclusive Savings and Rebates for Blue 20/20 Members
- An Easier Way for Members to Manage Their Maintenance Medications
- Updated List of 2020 Plans Impacted by Member ID Card Distribution Changes

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

Sincerely,

Debbie Williams
Senior Vice President, Sales and Account Service

[IAI December 2019]

IAI | IMPORTANT ADMINISTRATIVE INFORMATION



Get the IAI in Your Inbox

Go to bluecrossma.com/subscribe and provide or update your email address. Next, enter your account number and unique contact ID number listed below.

Account Number: <Account_ Number>

Unique Contact ID: <Contact_ ID>

December 2019



MASSACHUSETTS

Blue Cross Blue Shield of Massachusetts is an Independent Licensee of the Blue Cross and Blue Shield Association.

No-Cost Flu Vaccine Available for Members

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

We're committed to limiting the spread of the flu this season. That's why there is no cost to the member for the flu vaccine when administered by a participating or preferred health care provider, such as a doctor or nurse practitioner, or at an urgent care center, limited services clinic, or pharmacy-based clinic (like CVS MinuteClinic[®]).

The flu vaccine is updated annually to most closely match the current strain of the virus. We cover all flu vaccines recommended by the Centers for Disease Control and Prevention during the 2019–2020 flu season, for members aged six months and older.

The flu can spread quickly and easily, with germs traveling up to six feet away from the infected person. When members get a flu vaccine, they're protecting themselves and those around them from the virus. Members should ask their doctor if the flu vaccine is right for them.

➔ For more flu-related information, visit the Blue IQ Communications Center on the Employer Portal and select **Health & Wellness**.

New Online Behavioral Health Resource—Learn to Live

- ✓ Large (100 or more enrolled)

Our new, innovative online resource provides support for members who are struggling with depression, insomnia, stress, and anxiety. Learn to Live provides online, self-directed programs and self-assessments based on the principles of Cognitive Behavioral Therapy for employees and their family members (ages 13 or older). Learn to Live is available as a buy-up to employers with 500+ subscribers and complements our market-leading behavioral health program, which combines the largest network of behavioral health providers in Massachusetts. It's also the newest addition to the Emerging Solutions portfolio. Blue Cross introduced Emerging Solutions to curate innovative digital solutions and provide employers with options to help improve their employees' health.

Learn to Live offers:

- Proven outcomes (30%+ drops in psychometric measures)
- Confidential, self-directed programs offering tools and educational resources
- Personalized coaching available 24/7
- No technical integration required
- Turnkey awareness and engagement campaigns
- Robust data analysis and utilization tracking

➔ For more information about Learn to Live, contact your account executive.

Pathway to Savings Now Includes Massachusetts Paid Family and Medical Leave (MA PFML) Products

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

We're excited to announce the expansion of our Pathway to Savings program to include MA PFML-compliant products, through our preferred carriers with Indigo Insurance™ Services. When you choose a MA PFML-compliant plan with one of Indigo's preferred carriers (USAbled, Hartford, AXA, or Symetra) plus one other group line of coverage, you're eligible to receive .5% off your medical rates for the first year, and .25% off your medical rates for the second year.*

If you're interested in purchasing a MA PFML-compliant plan through a private insurance company, you'll need to file for an exemption from the state plan.

To learn more about available options through our preferred carriers and filing for the exemption, please contact your broker.

Go to mass.gov/orgs/departments-of-family-and-medical-leave for more information about the new MA PFML program.

*This discount is available for accounts with 51+ eligible lives.

Weight-Management Program StepIn™ Available for Select Self-Funded Accounts

- ✔ Large (100 or more enrolled)
- ✔ Municipal
- ✔ MIIA

Effective January 1, 2020, StepIn, a new weight-management program, will be included at no additional cost for self-funded accounts with pharmacy benefits that have enrolled in the Diabetes Care Value program. The program helps members* with chronic health conditions, such as prediabetes, high blood pressure, and high cholesterol, manage their weight. Members who enroll will get:

- Unlimited one-on-one coaching
- A smart scale that syncs to a mobile app
- A personalized health plan tailored to their goals and lifestyle
- Access to a peer support group, and guided mini challenges

Self-funded accounts that want to add StepIn should contact their account executive about enrolling in the Diabetes Care Value program.

StepIn is available through Livongo®, an independent health management company, and offered by Blue Cross Blue Shield of Massachusetts in partnership with Express Scripts®, an independent company that administers your pharmacy benefits and the Diabetes Care Value program.

*Members are identified based on pharmacy claims data through Express Scripts, Inc.

Reminder: New Paperless Option for Members

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

Members with commercial medical, dental, or Medex® plans can now choose whether they want to continue receiving claim summary statements (Summary of Health Plan Payments and Explanation of Benefits) on paper, or go green and view them online using MyBlue. A small subset of members who have already opted into receiving email communications will be going paperless in Q1 2020. They will be provided the option to continue to receive paper claim summary statements if they choose.

We made this change to provide a better experience for our members who want to go paperless. It also helps the environment by reducing waste and clutter. Soon, members will be able to choose paperless communication for additional documents. Watch for more information.

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

Exclusive Savings and Rebates for Blue 20/20 Members

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

Blue 20/20 members can now take advantage of exclusive savings, discounts, and rebates on eye care products and services. New and updated offers are added quarterly and annually, helping members save on out-of-pocket costs. Members can log in to their Blue 20/20 account at blue2020ma.com, and go to the **Special Offers*** page to see what's new.

*Restrictions may apply.

An Easier Way for Members to Manage Their Maintenance Medications

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

Managing more than one maintenance medication can be complicated and time-consuming. With PillPack, a full-service, in-network pharmacy, members won't have to worry about going to the pharmacy, organizing their medications, or missing a dose again. That's because PillPack presorts their medications by day, date, and time, then delivers them to their door in clearly-marked packets, so members know which pills to take and when. **PillPack will be available only for fully insured accounts, starting October 22, 2019.**

Benefits of PillPack:

- There's no additional cost for shipping: members pay only their regular copay
- Members can save on qualifying over-the-counter medications
- Hassle-free refills
- Pharmacists are available 24/7

Easy Sign-Up Through MyBlue

Members can sign up by logging in to their MyBlue account. Once they pick the medications they want delivered, PillPack takes care of the rest by working with their doctor and pharmacist to transfer prescriptions.

For more details, visit bluecrossma.com/employer. Choose **What's New** from the drop-down menu in the top-right corner, and select **Special Announcements**.

Updated List of 2020 Plans Impacted by Member ID Card Distribution Changes

- ✔ Small accounts (50 or fewer enrolled)

As communicated in the October 2019 IAI, we recently changed the timeline for when we send new member ID cards to Small Group (under 50) accounts that have members in certain plans. The list of plans affected by this update is subject to change annually, and the plans below reflect the impact for the 2020 renewal year:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Blue Select® \$1,000 Deductible • HMO Blue Basic • HMO Blue Basic Deductible • HMO Blue New England Premier Value Calendar Year • HMO Blue New England Premier Value Plan Year • HMO Blue New England \$500 Deductible with Hospital Choice Cost Sharing (HCCS) • HMO Blue New England \$1,000 Deductible Calendar Year • HMO Blue New England \$1,000 Deductible Plan Year • HMO Blue New England \$1,000 Deductible with HCCS • HMO Blue New England \$1,000 Deductible with Copayment | <ul style="list-style-type: none"> • HMO Blue New England \$1,500 Deductible with HCCS • HMO Blue New England \$2,000 Deductible • HMO Blue New England \$2,000 Deductible with HCCS • HMO Blue New England Saver \$2,000 • HMO Blue New England Saver \$3,000 with HCCS • HMO Blue New England Premier Value with HCCS • HMO Blue Saver • HMO Blue Select \$1,000 Deductible with Copayment • HMO Blue Select \$2,000 Deductible • HMO Blue Select Saver \$2,000 • Preferred Blue® PPO \$500 Deductible with HCCS |
|---|---|

As a reminder, we'll send new member ID cards to members on these plans 15 days before their plan's benefits change, or their renewal date is effective, as long as their plan hasn't been canceled for the coming benefit year. If an account makes a benefit change within 15 days of their renewal effective date, members may receive two sets of new member ID cards. This change will ensure members receive updated member ID cards in a timely manner.

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