



101 Huntington Avenue  
Suite 1300  
Boston, MA 02199-7611

PRESORTED  
STANDARD MAIL  
U.S. POSTAGE  
PAID  
BCBSMA  
BOSTON, MA  
PERMIT NO. 56717

# IAI | IMPORTANT ADMINISTRATIVE INFORMATION



## **Prefer to receive the IAI via email?**

Contact your Account Service Consultant and update your email and communication preference. We will then send the next edition to your email.

June 2021



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

Dear Valued Customer:

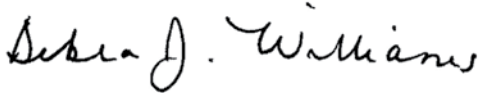
Welcome to our *Important Administrative Information* June 2021 newsletter, with the latest health care industry news that affects you. This edition's topics are:

- Our 2021 Inspirational Speaker Series
- Our Electronic Enrollment Reminders
- Important Employer Surveys: Medical Loss Ratios and Employer Group Size
- Well Connection Is Now Part of MyBlue
- Changes to Telehealth Benefit
- Dental Blue® and Blue 20/20 Member ID Cards Are on MyBlue
- Upcoming Coverage Changes for Infused or Injectable Medications Under the Medical Benefit

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

Thank you for your continued partnership.

Sincerely,



Debra J. Williams  
Senior Vice President, Chief Sales Officer

## [IAI June 2021]

### You're Invited to Our 2021 Inspirational Speaker Series

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

We're excited to invite you to join our family-friendly speaker series that began in May. Each speaker has been carefully selected by our sales leaders and will share their stories of resilience and motivation during challenging times. Upcoming webinars include:

- **Born to Run: Noelle Lambert**  
Noelle Lambert is a para-athlete and founder of The Born to Run Foundation. She lost her left leg in a moped accident in 2016 during a summer vacation.
- **Changing the World One Cookie at a Time: Collette Divitto**  
Collette was born with Down syndrome in 1990, but that hasn't stopped her from becoming a renowned cookie baker and entrepreneur.
- **From Baseball to Brewery: Kevin Youkilis**  
Youkilis now takes on the name "The Greek God of Hops" with his award-winning California brewery Loma. After perfecting his IPA Kevin embarked on his journey to master coffee.



Learn more and register for any or all of these upcoming webinars at [employer.bluecrossma.com/whats-new/account-webinars](https://employer.bluecrossma.com/whats-new/account-webinars).

## See Our Electronic Enrollment Reminders

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

We've launched a Go Paperless campaign, targeting members who We're committed to making the health care experience easier for all of our members and partners. That's why we've created an electronic enrollment fact sheet that will help answer common questions that might come up while submitting your eligibility files.

This fact sheet covers:

- Potential termination reports
- Social Security Number updates
- Retroactive transactions
- Underwriting approval for disabled dependents and adoption
- Gender
- Updating your contact information



To see the Electronic Enrollment Reminders Fact Sheet, please visit [bcbsma.info/electronicenrollment](https://bcbsma.info/electronicenrollment), and keep it on hand for easy reference.

## Important Employer Surveys: Medical Loss Ratios and Employer Group Size

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

In July, fully insured Blue Cross Blue Shield of Massachusetts accounts will receive one or both of the following surveys in the mail:

- **The Patient Protection and Affordable Care Act survey**, which allows us to calculate medical loss ratios accurately for the small- and large-employer group segments.
- **The federal Medicare Secondary Payer survey**, which allows us to annually track an account's total number of employees.

It's important that you respond as soon as possible. These surveys help determine the size of each of our accounts, so we can calculate our medical loss ratio, establish which accounts are eligible to receive a rebate in 2022, and ensure that your employees' claims are processed properly.



To learn more, read the full article at [bluecrossma.com/employer](https://bluecrossma.com/employer) in the Special Announcements section under What's New.

## Well Connection Is Now Part of MyBlue

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

We've made it more convenient for members to get the care they need. As of June 10, 2021, members simply need to sign in to their MyBlue account to use Well Connection for their medical or mental health needs. Well Connection offers members convenient access to medical care 24/7, and mental health care by appointment. Integrating Well Connection into the MyBlue experience makes it even easier for members to have video doctor visits with licensed providers, therapists, and psychiatrists.

After June 10, the Well Connection website and app will no longer be available.

## Changes to Telehealth Benefit

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

Effective July 1, 2021, we'll reinstate member cost share for non-COVID-19 covered services provided via telehealth, including care provided telephonically and via video chat. We're also expanding the types of services eligible for telehealth coverage. Details of these changes are below.

### Cost Share for Non-COVID Telehealth Services Resumes

Last year, because of pandemic-driven shutdowns, Blue Cross temporarily waived cost share for non-COVID telehealth services to maintain member access to health care and to help prevent infection and illness. As vaccines roll out and states and businesses reopen, this cost-share waiver for non-COVID services will end on July 1, 2021. Standard cost share for non-COVID telehealth services will apply.

We'll continue to waive member cost share for COVID-19 related telehealth services. We'll also continue to waive member cost share for in-person, COVID-19 related services when performed in an outpatient setting. Cost share is waived for inpatient COVID-19 services for both fully insured and ASC accounts that have opted in.

### Telehealth Benefits Expanded

The coronavirus pandemic illustrated how vitally important telehealth is as a method of providing medical and behavioral health care for patients and caregivers. Hundreds of thousands of our members have successfully received remote care. With the growing popularity of telehealth and the benefit it provides, we're expanding the types of care available via telehealth to better meet the needs of our members and help our provider partners better serve their patients.

In line with the Patients First Act signed by Massachusetts Governor Baker effective January 1, 2021, providers can deliver any medically necessary services covered under a member's health plan via telehealth (including telephonic and video chat) when appropriate. Blue Cross had already temporarily allowed this in response to COVID-19, and we're now making it a permanent change. For these expanded telehealth services, member cost share will be the same as if the services were performed in-person.

---

## Dental Blue® and Blue 20/20 Member ID Cards Are on MyBlue

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

We've added Dental Blue and Blue 20/20 digital ID cards to MyBlue as part of our ongoing efforts to improve our members' experience. This new feature shows all of their ID cards on MyBlue via the Web and app, offering greater access to the tools and resources our members need.

Members can:

- Conveniently access their digital ID cards for our medical, dental, and vision plans, all in one place
- View and download their ID cards and share copies via email
- Use click-to-call to contact Member Service directly from their device

## Upcoming Coverage Changes for Infused or Injectable Medications Under the Medical Benefit

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

Effective September 1, 2021, we're changing the covered sites of service where members can get infused or injectable medications administered. We're also requiring prior authorization for these sites and the medications. These changes ensure that members are receiving care in clinically-appropriate, cost-effective settings.

### Where to Get Infused or Injectable Medications

Starting September 1, 2021, infused or injectable medications will be covered at the following sites of service and require prior authorization:

- Doctor's office
- Ambulatory infusion site
- Home infusion therapy provider

### What This Means for Your Employees' Coverage

As a result of these changes, members may need to change where they will receive their infused or injectable medications to maintain coverage after September 1. If the prescribing doctor determines that treatment must be done in an outpatient hospital setting, they can contact us to request an exception.

Members Without Prior Authorization	Members With Prior Authorization
<ul style="list-style-type: none"> <li>• Members who are receiving infused or injectable medications in an outpatient hospital setting and don't have an authorization on file must switch to a covered site listed above and their doctor must request prior authorization to maintain coverage.</li> <li>• Members currently receiving infused or injectable medications at a covered site listed above that don't have prior authorization on file must have their prescribing doctor request authorization to maintain coverage.</li> </ul> <p>We'll contact these members in advance to help transition them to a covered site of service.</p>	<ul style="list-style-type: none"> <li>• Members currently receiving infused or injectable medications with prior authorization on file may complete their approved course of treatment. However, a new authorization will be required for further treatment.</li> </ul> <p>We'll reach out to these members to let them know that their doctor must request a new prior authorization to maintain coverage after their current approved course ends.</p>

This change will apply to all medical plans except for the following plan types:

- Federal Employee Program
- Indemnity
- Managed Blue for Seniors
- Medex®
- Medicare Advantage



To learn more and to see the list of infused or injectable medications that require prior authorization, read the full article at [bluecrossma.com/employer](https://bluecrossma.com/employer) in the Plan Updates section under What's New.

