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# IAI | IMPORTANT ADMINISTRATIVE INFORMATION



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

Contact your account executive and update your email and communication preference. We'll send the next edition to your email address.

June 2022



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

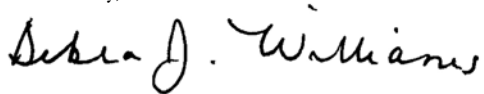
Dear Valued Customer:

Welcome to our *Important Administrative Information* June 2022 newsletter, with the latest health care industry news that affects you. This edition's topics are:

- Making It Easier for Members to Submit Claims
- New Cost Estimation Tool Gives Vision Members the Power to Know Before They Go
- Important Employer Surveys: Medical Loss Ratios and Employer Group Size
- Metro Drugs Is Leaving Our Specialty Pharmacy Network for Fertility Medications
- The Transparency in Coverage Rule (TCR) and Machine-Readable Files

Thank you for your continued partnership.

Sincerely,

A handwritten signature in black ink that reads "Debra J. Williams". The signature is written in a cursive, flowing style.

Debra J. Williams  
Senior Vice President and Chief Sales & Marketing Officer



## Making It Easier for Members to Submit Their Claims

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

We're upgrading our claims submission capabilities to allow members to submit their claims and documentation through MyBlue. This change, which will be implemented by June 30, 2022, improves efficiency and accessibility as members will no longer need to print, complete, and mail in their forms. Once a claim has been submitted online, we'll process it and, if approved, the member will receive a check in the mail.



If you have any questions, contact your account executive.

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## New Cost Estimation Tool Gives Vision Members the Power to Know Before They Go

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

Blue 20/20 is launching a digital tool to help our vision members. The **Know Before You Go** tool is offered by EyeMed®, an independent company that administers our vision plans. It provides online estimates for members' out-of-pocket costs, before they meet with their provider. They can get cost estimates for eye exams, frames, lenses, and contact lenses. This way, members avoid cost surprises and get the most from their vision benefits.

Members also have the ability to test their vision online with Essilor®, an independent ophthalmic optics company, and find out if it's time to get a more in-depth exam. Learn more about these tools on [blue2020ma.com](https://blue2020ma.com).



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## 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

In July, we'll send two important surveys in the mail to accounts with fully insured, premium financial arrangements, which require a timely response. We send these surveys annually to help determine the size of each of our accounts so we can calculate our Medical Loss Ratio (MLR), establish which accounts are eligible for a rebate to be issued in 2023, and ensure that our members' claims are properly processed.



If you have questions, contact your account executive.

## Metro Drugs Is Leaving Our Specialty Pharmacy Network for Fertility Medications

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

Effective May 1, 2022, Metro Drugs, a fertility medication pharmacy, left our specialty pharmacy network. Members will be able to complete their current course of treatment with Metro Drugs, but treatments starting after May 1, 2022 will need to be filled through Freedom Fertility Pharmacy, or Village Fertility Pharmacy in order to be covered. We'll be contacting affected members about this change, and informing them how to transition to a new pharmacy.

This change applies to plans with the Blue Cross Blue Shield of Massachusetts formulary, and the National Preferred Formulary (NPF). For more information about specialty fertility medications, use our **Medication Lookup** tool at [bluecrossma.org/medication](https://bluecrossma.org/medication).



If you have questions, contact your account executive.

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## The Transparency in Coverage Rule (TCR) and Machine-Readable Files

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

Under the Transparency in Coverage Rule, issued in November 2020, health plans are required to disclose in-network provider negotiated rates and historical out-of-network allowed amounts through machine-readable files (MRFs) on a publicly available website by July 1, 2022. This provision affects health insurance issuers in the individual and group markets as well as fully insured group health plans and self-funded accounts.

We're currently working to become compliant as of July 1, 2022. At that time, members will be able to access this information at **transparency-in-coverage.bluecrossma.com**. Data production will continue to be addressed to advance file development over time.

Complete details about implementation of this MRF provision, other provisions of the Transparency in Coverage Rule and the Consolidated Appropriations Act (CAA) are available at [bluecrossma.com/employer](https://bluecrossma.com/employer) in the **What's New** section.



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