



MASSACHUSETTS

# ADVANTAGE BLUE<sup>®</sup> PERFORMANCE EXCLUSIVE PROVIDER ORGANIZATION (EPO)

The Advantage Blue Performance EPO<sup>1</sup> plan gives you access to an exclusive network of doctors to meet your health care needs, close to where you live and work. These high-performing doctors and hospitals offer more affordable, quality care through the Blue High Performance Network<sup>SM</sup> (BlueHPN<sup>SM</sup>). If you live and get care in a BlueHPN service area,<sup>2</sup> this plan may be a good fit for you. Here are more details about this plan:



## HOW WE CHOOSE DOCTORS AND HOSPITALS IN OUR NETWORK

We've carefully selected the doctors and hospitals in the BlueHPN based on their results in data-driven quality metrics, as well as their performance delivering care that makes a positive impact on their patients' overall health.

### Doctors in the BlueHPN strive to:

- Make lasting changes in their community by addressing local health care issues, like diabetes and immunization adherence
- Provide care that focuses on a patient's overall health
- Better coordinate their patients' care, and close care gaps
- Develop their practice over time to continue to deliver superior and efficient care, while keeping costs low



## ACCESS SOME OF THE BEST LOCAL CARE

Your care is covered when you see providers in the BlueHPN, which gives you access to some of the best doctors, hospitals, specialists, and pediatricians in your community. You never need a referral to get care, and you're also covered when you receive urgent or emergency care from an out-of-network facility.



## UNDERSTANDING YOUR TIERED PLAN

We designate BlueHPN<sup>3</sup> doctors and hospitals into tiers, based on the cost of the services they provide. In most cases, you'll pay more when you get care from Tier 2 providers than if you see Tier 1 providers.

## Find Out If Your Doctor Is in the BlueHPN

If you already have a doctor or hospital, check so see if they're in network:

1. Access our **Find a Doctor** tool at [bluecrossma.com/findadoctor](https://bluecrossma.com/findadoctor)
2. Select **Blue High Performance Network Tiered** as your network

If your doctor isn't part of the BlueHPN, you'll need to choose one who's in the network for your care to be covered.

1. With an EPO plan, you must see in-network doctors for your care to be covered, except for covered emergency care in a hospital facility. You don't have to choose a primary care provider or get referrals for specialists, but it's recommended that you have a doctor who can help guide your care.
2. Talk to your employer's benefits department to see if you live in an eligible service area.
3. This health plan includes an exclusive provider network called Blue High Performance, which provides access to a network that's smaller than the Blue Cross Blue Shield of Massachusetts PPO provider network. In this plan, members have access to network benefits only from the providers in the Blue High Performance network. In certain locations outside of Massachusetts, this network plan is a tiered provider network, and members may pay different levels of cost share (copays, co-insurance, or deductibles) depending on the benefits tier of the provider delivering care. A provider's benefits tier may change. For help finding which providers are included in the Blue High Performance network, or to check a provider's tier, visit [bluecrossma.com/findadoctor](https://bluecrossma.com/findadoctor) and select **Blue High Performance Network/Blue High Performance Network Tiered**.



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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).