

Frequently Asked Questions

How do I find the app on the App Store® or Google Play™ Store?

Simply type any combination of BCBSMA, MyBlue, or Blue Cross Blue Shield of Massachusetts into the search box and look for the MyBlue Member App in the search results.

How do I register for the app?

1. Download the MyBlue Member App on iTunes or Google Play.
2. Select **Register Now** and complete the required steps.
3. Verify your account by entering the last 4-digits of your Social Security Number, or answering personalized security questions.

What information do I need to register for the app?

To register, you'll need to enter your name, email address, birth date, Blue Cross Member ID number, and either the last 4-digits of your Social Security Number, or answer personalized security questions.

Is it mandatory to enter a Member Suffix to register?

Yes. If you are a primary subscriber, your suffix is defaulted to 00.

How do I complete the verification process?

A one-time, secure process ensures that only identified Blue Cross Blue Shield of Massachusetts members can access their account.



Scan the QR Code
to download now!

continued

What if I forget my username or password?

You can reset your username by clicking **Forgot Username?** at the bottom of the app login page and entering your email address or phone number and date of birth.

You can reset your password by clicking **Forgot Password?** and providing your email address and date of birth.

Do I need to enter my Social Security number (SSN) to register?

No. Members are no longer required to enter their SSN. To register, you can either enter the last 4-digits of your Social Security Number or answer personalized security questions.

Does personal information get stored on my phone?

No member information is stored on the phone. All information is encrypted and secured within a protected database.

What are the Privacy Rules and Access Permission around using this app?

- Subscribers and spouses can only view their own information, and information (including the ID card) for their dependents under age 18.
- Subscribers and spouses can view information (including the ID card) for dependents with certain disabilities.
- Dependents 18 years and older can only view their own information.

Can I search for doctors outside of Massachusetts using the MyBlue Member App?

Our Find a Doctor & Estimate Costs tool allows you to search for doctors, dentists, and hospitals anywhere in the nation.

What can I do with my digital ID card?

You can download your digital ID card to your phone or email a PDF of your card to your doctors.

If a claim gets adjusted, how will it be shown?

For medical, vision, and dental claims, you'll only see the latest version of the claim. For claims related to pharmacy coverage, you'll see all past and present versions of the claim.

How far back can I view my doctor visits and prescriptions history?

You can see your last ten doctor visits and filled prescriptions.

NOTE: If you see the same doctor multiple times, or refill a prescription, you'll only see the most recent visit or filled prescription.

Is the MyBlue Member App available to all members?

The MyBlue Member App is available to most members, including students. However, the app isn't available if you're in the Federal Employee Program (FEP), Blue Benefit Administrators (BBA), Ancillary only, Medicare Advantage or standalone Part D plans, or have standalone dental, vision, or wellness coverage.

Who can I contact if I have questions about the Member App?

Please contact Member Service at the number on your ID Card (TTY: 711).

What phones and operating systems are supported?

The MyBlue Member App is compatible with Android OS 6 and above, and iOS 8 and above.

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

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).



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