



## Six Tips for Getting the Most Value from Your Plan

### Tip 1: Choose a doctor to help manage your care.

Whether your plan requires it or not, choosing a primary care provider will help coordinate your care and ensure that your health is the best it can be. Primary care providers are also generally less expensive than specialists or a trip to the emergency room.

Visit [www.bluecrossma.com/findadoctor](http://www.bluecrossma.com/findadoctor) to research and choose the right health care providers for you and your family. For assistance in finding and selecting a provider, call the Physician Selection Service at **1-800-821-1388**, Monday through Friday, 8:00 a.m. to 6:00 p.m.

### Tip 2: Use the mail order pharmacy for medications you take regularly.

Who doesn't want a little more convenience in their life? Express Scripts,<sup>®</sup> your mail order pharmacy benefits manager, not only delivers your medications right to your door, but also calls to remind you when you need to refill your prescriptions. Plus, Express Scripts will save you money over retail pharmacies every time you fill your 90-day prescriptions.

Learn more about the mail order pharmacy at [www.bluecrossma.com/pharmacy](http://www.bluecrossma.com/pharmacy) or by calling Express Scripts customer service at **1-800-892-5119**.

### Tip 3: Use the phone to get advice when you need it.

When you need medical advice in the evening or on the weekend, it's good to know you have a few options. Of course, your primary care provider is the best place to start, but if he or she isn't available, you can call the Blue Care Line,<sup>SM</sup> anytime, at no additional cost. Just pick up the phone and dial **1-888-247-BLUE (2583)** to get confidential advice from a registered nurse about your medical issue, or to help you decide where to go for treatment.

Write the Blue Care Line phone number, **1-888-247-BLUE (2583)**, near your home phone, in your wallet, and add it to your mobile phone for easy access.

### Tip 4: Get regular preventive care.

It's always better to take care of a health condition early, before it becomes more serious. That's why your preventive care visits are so important. They give your primary care provider an opportunity to discover changes in your health that you may not see or feel on a daily basis. A typical checkup will include a physical exam, a discussion of your health concerns, and some screening tests.

Take a look at the Massachusetts Health Quality Council's preventive care guidelines at [www.bluecrossma.com/membercentral](http://www.bluecrossma.com/membercentral) to see the medical tests and screenings you need.

### Tip 5: Follow your medication treatment plan.

Taking your prescriptions in the right dose at the right time is critical to your health. Doing so keeps your conditions manageable and may help eliminate a costly trip to the emergency room.

To help you remember when to take your medications, set an alarm on your watch, mobile phone, or in your email calendar.

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## Tip 6: Keep track of your care.

A great way to get started with your medical plan is to do an inventory of the care you and your family receive. Write down doctors' names and contact information, medications, and the last time you had your preventive care visit. Having this information on hand can be helpful when you visit the doctor or in the event of an urgent care situation.

Keep track of your health by filling out the Family Health Tracker below. You can also visit [mybluehealthma.com](http://mybluehealthma.com) where you can take an online Health Assessment and enroll in health programs that are right for you, including personal health improvement plans, health coaching, and more.

## Family Health Record Tracker

Primary Care Provider		
Family Member	Primary Doctor Name	Primary Doctor Phone Number
Pharmacy Care		
Family Member	Current Medications	Dosage and Frequency
Preventive Care		
	Family Member	Date and Type of Last Exam
Physicals		
OB/GYN Exams		
Other Care		
Important Phone Numbers		
Blue Care Line	1-888-247-BLUE (2583)	
Local Acute Care Line		



## **Nondiscrimination Notice & Translation Resources**

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 Services 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).