

Blue 20/20 Website Feature Guide

For All Your Vision Needs

Whether you want to save on eyeglasses and contacts, find an eye doctor,¹ or learn how to keep your eyes healthy, **blue2020ma.com** has you covered. To help you get the most from the Blue 20/20 website, we've listed some useful tools, tips, and information below.

Once you're registered on **blue2020ma.com**, you'll find tools and information to support your vision needs.

Find an Eye Doctor

Search for a network eye doctor or optician near you by entering your zip code and clicking **Get Results**. You don't need to register or log in to search for an eye doctor. Simply select the appropriate "Provider locator" button at the bottom of the page and begin your search.

View Your Benefits

See vision benefit information, plan details, and claim status for you and dependents under age 18.2

Help and Resources

Access the tools and resources to help you get the most out of your Blue 20/20 membership, such as FAQs, out-of-network claim forms, option to print ID cards, and Blue 20/20 contact information.

Vision Wellness

Learn how you can keep your eyes in good health with resources on eye exams, disease awareness, choosing the perfect eyewear, and more.

Register for an Account Today

Creating your blue2020ma.com account is easy:

- 1. Go to blue2020ma.com and click Create an account (for first-time users) under the Login button.
- 2. Enter your first name, last name, date of birth, member ID number (from your ID card) or last four digits of your social security number, and click **Next**.
- 3. Enter your email address and password (confirm each), and click Next.
- 4. Answer Yes or No to the question: Would you like to receive email communications from us to help you get the most from your vision benefits? Click Complete registration.

 (Note: A verification code will be sent to your email address.)
- 5. To confirm your account, type your verification code in the field, and click Enter.

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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).

