

MYBLUE QUESTIONS ANSWERED

Frequently Asked Questions



DOWNLOAD AND REGISTRATION

How do I register on the app?

1

Download the MyBlue Member App from the App Store® or Google Play™.

2

Click **Register Now** and complete the required steps.

3

Verify your account using the code you receive.

Get the App

Download the MyBlue App from the App Store® or Google Play™.

What information do I need to provide?

You need to enter your name, email address, birth date, Blue Cross member ID number, and either the last four digits of your Social Security number or the answers you gave to security questions.

What if I forget my username or password?

To reset your password, click **Forgot Password?** at the bottom of the app sign-in page and provide an email address and date of birth.

To reset your username, click **Forgot Username?** and enter your email address or phone number 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 entire SSN.

To register, you can either enter the last four digits of your Social Security number or answer security questions.

Note: If you're a Medicare member, you can use your Medicare Beneficiary Identifier (MBI) located on your Medicare ID card to verify your account. If you're a student, you can use your student ID number to verify your account.

Does personal information get stored on my phone?

No. None of your personal information is stored on your phone. All information is encrypted and secured within a protected database.

Is it mandatory to enter a member suffix to register?

No, you just need to enter the digits from your member ID.

What are the privacy rules and access permissions for this app?

Only subscribers and their spouses can view their own information as well as information (including the ID card) for their dependents under the age of 18.

Subscribers and spouses can also view information (including the ID card) for dependents with certain disabilities.

Dependents 18 years and older can only view their own information.

USING THE APP

Can I search for doctors outside of Massachusetts using MyBlue?

Yes. When covered under your network, you can use our **Find a Doctor & Estimate Costs** tool to search for doctors, dentists, and hospitals anywhere in the nation using a ZIP code.

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.

Is MyBlue available to all members?

MyBlue 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)
- Stand-alone Medicare Part D plans

The app is also not available if you have:

- Ancillary-only coverage
- Stand-alone vision or wellness coverage
- Blue 20/20 vision coverage only

Who can I contact if I have questions about the app?

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

What phones and operating systems are supported?

The MyBlue app is compatible with Android™ OS 8.1 and above and Apple iOS 13 and above.



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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 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).