HOW STUDENT CHILDREN CAN RECEIVE COVERAGE WHEN LIVING OUTSIDE OF NEW ENGLAND

Coverage is available for students living outside of the New England service area under the City’s HMO Plan. In addition to emergency and urgent care, covered students* in the HMO plan living outside the New England service area can receive in-network coverage for non-emergency medical and mental health care when they register with Blue Cross Blue Shield of Massachusetts.

HERE IS WHAT YOU NEED TO KNOW:

Registration is required to receive in-network care outside the New England service area:

Students who live outside of the service area must register by calling Blue Cross Blue Shield of Massachusetts Member Service at 1-888-714-0189. The plan subscriber must contact Blue Cross Member Service for students under the age of 18.

What services are covered when I register?

Services that aren’t usually covered when delivered outside the New England service area, such as:

- Preventive care services
- Outpatient medical care office visits
- Mental health care
- Follow-up care, when required, after leaving the emergency room or after an inpatient hospital stay

Please note: Some services may require authorization from your provider. Call Blue Cross Member Service for assistance.

Do I need to see a Blue Cross Blue Shield provider when seeking care outside of New England?

Yes, you must see a Blue Cross Blue Shield participating doctor when receiving eligible care outside of New England. To find a participating doctor, visit bcbs.com/find-a-doctor. To search, use the prefix located on the front of your ID card.

*Subscribers and spouses aren’t included as covered students.

URGENT AND EMERGENCY CARE ARE ALWAYS COVERED

Students are covered if they get sick or injured and need immediate medical care at an emergency room or urgent care center. For urgent care, please call Blue Cross Member Service within 48 hours for authorization.

Questions?

Call Blue Cross Member Service at 1-888-714-0189.