



Open Enrollment Decision Support

Dear Employee(s)/Participant(s)/Member(s):

Do you need help making your decision during open enrollment? The Blue Cross Blue Shield of Massachusetts Member Services department has benefit specialists available to help you choose the plan that is right for you. Here are some examples of what benefit specialists can help you with:

- Plan-to-plan comparisons
- Benefit information
- Your out-of-pocket costs for covered medical services (for example: copay, deductible and/or co-insurance information)
- Prescription coverage and costs
- Authorization guidelines
- Finding participating primary care physicians (PCPs), specialists and hospitals
- Healthy lifestyle programs

Just call 1-800-782-3675 between 8AM-6PM and select prompt 3 to speak with a Blue Cross Member Service benefit specialist. We understand that choosing the right health plan can be complicated at times, and we want to make sure that you make the best decision for you and your family.