



MASSACHUSETTS

Care Management Program

Personalized Support Is a Phone Call Away

Our Care Management program offers specialized, ongoing support for our members. You'll have direct access to a team of clinicians, including registered nurses, social workers, and dietitians, who can help you actively manage your health.

Guiding You Toward Your Health Goals

Our Care Management program can help you manage chronic conditions like asthma, diabetes, and behavioral health needs, and complex medical conditions like cancer or multiple sclerosis. The support you receive is in addition to the regular care you get from your doctor. Your personalized Care Manager can:

- Assess your health needs
- Teach you about your condition and medications, and how to manage your symptoms
- Help you understand your doctor's treatment plan and your care options
- Work with you to develop your health goals
- Partner with your health care team to coordinate your care
- Provide resources to help you make informed health care decisions
- Help you get the most from your Blue Cross benefits



Get Started with a Personalized Care Manager

Care Managers are available by phone, and appointments accommodate your schedule. In many cases, Care Managers will identify members who might benefit from the program, and reach out to them directly. You can also call us at the number below to enroll in the program. The program is completely voluntary and available at no additional cost.



Call a Blue Cross Care Manager Today

1-800-392-0098 and select option 1,
Monday through Thursday from
8:30 a.m. to 8:00 p.m., and Friday
from 8:30 a.m. to 4:30 p.m. ET.

Care Management is included in your benefits at no additional cost.

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).