



Dear Colleagues,

Now that Open Enrollment has ended you have your new plans, we hope this Q&A will provide employees with the information they need to ensure a successful transition to BCBSMA.

When is the health insurance change from HNE to BCBSMA effective?

The change is effective 7/1/2024.

When will I receive my ID card?

You will receive your new ID card from BCBSMA in late June, before July 1st. Each enrolled dependent on your plan will receive their own ID card.

I'm on the HNE PPO Essential \$4,000 plan. What plan will I have on July 1st?

Unless you made a change with Human Resources during open enrollment:

- Employees who are currently on the HNE PPO Essential \$4,000 plan will automatically be transferred to the BCBSMA Network Blue New England HMO \$1,000
- Employees who are currently on the HNE PPO Essential \$5,000 plan will automatically be transferred to the BCBSMA Network Blue New England HMO \$2,000
- Employees/early retirees residing outside New England will automatically be enrolled in the BCBSMA PPO \$2,000 plan

Do I need to give my Primary Care Provider (PCP) information if I will be enrolled in one of the BCBSMA HMO plans?

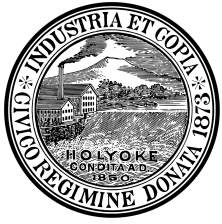
Yes. Members transferring to the BCBSMA Network Blue New England HMO \$1,000 or \$2,000 plan will need to provide PCP information for themselves and their covered dependents. If you don't provide the information to the city via the Google form that was sent, you will need to call BCBSMA with the information once you receive your ID card. You can reach their Member Service team at 1-800-262-2583.

How do I know if my doctor is in the BCBSMA Network Blue New England HMO network?

You can search for your providers on the BCBSMA Find a Doctor tool at <https://member.bluecrossma.com/fad> or call BCBSMA at 1-800-782-3675 and press prompt 3.

I have services scheduled with a specialist after 7/1/2024. What do I need to do?

If you have services scheduled with a specialist on or after 7/1/2024, once you receive your ID card, please call your PCP with your new health insurance information and ask them to submit a referral.



Mayor Joshua A. Garcia

City of Holyoke

Director Kelly Curran

Personnel Department

I have a procedure that requires Prior Authorization scheduled after 7/1/2024. What do I need to do?

If you have services scheduled on or after 7/1/2024 that require Prior Authorization, once you receive your ID card, please call your provider with your new health insurance information and ask them to submit for Prior Authorization.

How do I find out if my procedure requires Prior Authorization?

Call BCBSMA at 1-800-782-3675 and press prompt 3 to speak with someone from Member Service.

How do I find out what tier my medication is?

To look up your medication on the Blue Cross Blue Shield of Massachusetts Formulary, visit <https://www.bluecrossma.org/medication/> or call BCBSMA at 1-800-782-3675 and press prompt 3.

What if my medication requires Prior Authorization?

Once you receive your ID card, please call your provider with your new health insurance information and ask them to submit for Prior Authorization.

How do I find out more information about my benefits?

Visit the City of Holyoke Benefits/Insurance site at <https://www.holyoke.org/personnel-benefits-and-insurance/> or call BCBSMA at 1-800-782-3675 and press prompt 3. You can also visit the BCBSMA e-kit link for more information about your benefits https://planinfo.bluecrossma.com/ekit/2024-cityofholyokey-en_US.pdf