

# A WHOLE NEW WAY TO DO PRIMARY CARE

## Your Virtual Care Team is here

You can choose a virtual primary care provider to lead your Virtual Care Team. The Virtual Care Team provides personalized primary care, including routine care, sick visits, annual physicals, chronic condition management, ongoing care management, other primary care related services, and integrated mental health care with zero co-pays. If you need specialty or in-person care, the cost will vary depending on the type of service you receive and your Plan.



## PRIMARY CARE THAT'S A PRIME EXPERIENCE

It's a new kind of primary care — one that comes with a team of experts committed to getting you the care you need.



### CONVENIENT

With virtual visits, there's no need to travel to the doctor's office and no waiting room.



### COMPREHENSIVE

Your team is here to make sure your physical and mental health needs are met.



### COORDINATED

If you need in-person care, a care coordinator will help find in-network specialists who work for you.

## LEARN MORE

For more information, sign in to your MyBlue account at [bluecrossma.com](https://bluecrossma.com).

# HERE'S HOW IT WORKS

START BY PICKING  
YOUR VIRTUAL PCP



ENJOY MORE  
CONVENIENT CARE



GET THE BEST  
OF BOTH WORLDS



To get started with your Virtual Care Team, the first step is to select a virtual PCP, either **Carbon Health** or **Firefly Health**. You'll also get access to a care coordinator, and your team may include other experts, such as a mental health specialist, picked based on your health needs. It's the care you need most, in the most convenient way.

Scheduling visits is as easy as hopping online, with appointments available in days, not weeks. Plus, you can reach out to your team with questions via phone, text, email, video, and chat. It's care that works on your terms, on your schedule, wherever you are, with a level of communication, technology, and access that will surprise you.

After your first visit, you'll receive a welcome kit (which may include connected medical devices, like a blood pressure monitor) that makes your virtual care as thorough as in-person visits. When you do need in-person care, your team will help find a specialist who works for you and follows up with you after the appointment.

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).