



## **Frequently Asked Questions**

### **Q. What is Blue 20/20?**

A. Blue 20/20 is a separate eyewear reimbursement plan providing coverage for materials through Blue Cross Blue Shield of Massachusetts in partnership with EyeMed Vision Care. You have the choice between the Basic plan and the Enhanced plan. Refer to the plan comparison for details on coverage and additional savings on eyewear.

### **Q. Is there a network of providers I must use?**

A. Blue 20/20 offers you access to local providers as well as national retailers including LensCrafters, Pearle Vision, Sears, Target and JC Penny through the EyeMed Vision Care provider network. There are also on-line shopping options through [glasses.com](http://glasses.com) and [contactsdirect.com](http://contactsdirect.com). Visit the Blue 20/20 website for more information.

You will receive better coverage when you use a participating provider. To locate a provider visit: [www.blue2020ma.com](http://www.blue2020ma.com) and select the **Insight network**. You can also call Blue 20/20 customer service at 1-855-875-6948.

Your Blue 20/20 plan does provide out-of-network coverage for certain benefits. If you see an out-of-network provider, you will need to pay the provider at the time of service and file a claim form to receive reimbursement. You can contact customer service at 1-855-875-6948 for a claim form or get one online through the website: [www.blue2020ma.com](http://www.blue2020ma.com).

### **Q. How do I use the Blue 20/20 vision plan?**

A. Hand the Blue 20/20 ID card to your participating provider or simply use your social security number. The provider's staff will do the rest! You will only pay for any co-pays indicated, as well as any applicable amounts over the allowances or discounts when in-network. Your provider will supply you with these amounts.

### **Q. Will I receive a separate ID card for the Blue 20/20 vision plan?**

A. Yes. You will receive up to two Blue 20/20 paper ID cards in the mail as part of your welcome packet. All cards have the employee name listed.

### **Q. Is there a website for Blue 20/20?**

A: Yes. The website is [www.blue2020ma.com](http://www.blue2020ma.com). You can set up a secure login for the website to view benefits and claims, check providers, and **print additional ID cards** once you receive your welcome letter.

### **Q. Who do I contact if I have a Blue 20/20 vision benefit question or claim question?**

A. You can contact Blue 20/20 customer service at 1-855-875-6948; Monday through Friday from 7:30am-11:00pm and Sunday from 11am to 8:00pm.