



MASSACHUSETTS

GETTING YOUR INFUSED OR INJECTED MEDICATION FACT SHEET

HOW TO GET STARTED



Ask your doctor to refer you to a home infusion therapy provider in your health plan network. They may already have an established relationship with a particular provider.



Your doctor will submit a referral to the home infusion therapy provider. They'll share information about your medication and your medical history.



The home infusion therapy provider will request authorization from Blue Cross for the service. They can contact Clinical Pharmacy Operations at **1-800-366-7778**. This process can take up to five business days.



Once we receive and review the request, we'll notify you and your health care provider.



The home infusion therapy provider will contact you to schedule the visit.



The trained nurse will bring the medication and all supplies needed to your home or have them shipped with storage instructions.



The home infusion therapy nurse will also:

- Spend time with you and answer any questions or concerns you may have.
- Stay in touch with your doctor to provide updates on your treatment.
- Review any side effects you may be having with your doctor. Your doctor will continue to coordinate any lab work or in-person follow-ups.

WHAT CAN I EXPECT TO PAY?

Home infusion therapy is part of your home health care benefit. You can check your costs on MyBlue at bluecrossma.org. When you sign in, go to **My Plan & Claims**, then **Plan Benefits**. Click on the name of your health plan, then **View Plan Benefits**. Scroll to home health care.

HOW CAN I FIND A HOME INFUSION THERAPY PROVIDER?

Your doctor may refer you to one, or you can go to Find a Doctor to search for one. Visit our website at bluecrossma.com/findadoctor. Or, you can always call Member Service at the number on your ID card.

WHAT IF HOME INFUSION THERAPY ISN'T RIGHT FOR ME?

Other options are available (for example, a doctor's office). If your doctor thinks you need to continue receiving infusions at the outpatient hospital facility, they can request an exception. They'll contact our Clinical Pharmacy Operations department at **1-800-366-7778**. We'll use our clinical criteria to review your doctor's request and notify you of the outcome.

Blue Cross Blue Shield of Massachusetts refers to Blue Cross and Blue Shield of Massachusetts, Inc., Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc., and/or Massachusetts Benefit Administrators LLC, based on Product participation.® Registered Marks of the Blue Cross and Blue Shield Association. ©2021 Blue Cross and Blue Shield of Massachusetts, Inc., or Blue Cross and Blue Shield of Massachusetts HMO Blue, Inc.

MPC 032221-1M-6-MFS (6/21)