



YOUR MEMBER HANDBOOK HAS BEEN CHANGED

Benefits You Can Get From Highmark Blue Cross Blue Shield (Highmark BCBS) OR With Your Medicaid Card

For some services, you can choose where to get the care. You can get these services by using your Highmark BCBS membership card. You can also go to providers who will take your Medicaid Benefit card. You do not need a referral from your PCP to get these services. Call us if you have questions at **1-866-231-0847 (TTY 711)**, Monday through Friday, 8:30 a.m. to 6 p.m. Eastern time.

Family Planning

You can go to any doctor or clinic that takes Medicaid and offers family planning services. You can visit one of our family planning providers as well. Either way, you do not need a referral from your PCP. You can get birth control drugs, birth control devices (IUDs and diaphragms) that are available with a prescription, plus emergency contraception, sterilization, pregnancy testing, prenatal care, and abortion services. You can also see a family planning provider for HIV and sexually transmitted infection (STI) testing and treatment, and counseling related to your test results. Screenings for cancer and other related conditions are also included in family planning visits.

You can request that Highmark BCBS send any communication regarding family planning services to a different address or through a different way. To update your family planning communication preference, please call Member Services at **1-866-231-0847 (TTY 711)**.

Get These Services From Highmark BCBS WITHOUT A Referral

Women's Health Care

You do not need a referral from your PCP to see one of our providers if:

- you are pregnant
- you need OB/GYN services
- you need family planning services
- you want to see a midwife
- you need to have a breast or pelvic exam

Family Planning

- You can get the following family planning services: advice about birth control, birth control prescriptions, male and female condoms, pregnancy tests,

sterilization, and an abortion. During your visits for these things, you can also get tests for sexually transmitted infections, a breast cancer exam, or a pelvic exam.

- You do not need a referral from your PCP to get these services. In fact, you can choose where to get these services. You can use your Highmark BCBS ID card to see one of our family planning providers. Check our Provider Directory or call Member Services for help in finding a provider.
- Or, you can use your Medicaid card if you want to go to a doctor or clinic outside our plan. Ask your PCP or Member Services **1-866-231-0847 (TTY 711)** for a list of places to go to get these services. You can also call the New York State Growing Up Healthy Hotline (1-800-522-5006) for the names of family planning providers near you.

You can request that Highmark BCBS send any communication regarding family planning services to a different address or through a different way. To update your family planning communication preference, please call Member Services at **1-866-231-0847 (TTY 711)**.

bcbswny.com/stateplans

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