



MASSACHUSETTS

ENROLLMENT AND BILLING INFORMATION

The Blue 20/20 Enrollment and Billing Teams are supported by Employee Benefit Plan Administration (EBPA), a Blue Cross Blue Shield of Massachusetts third-party administrator.

Blue 20/20 benefits are administered by EyeMed Vision Care®, an independent company, which performs claim processing, customer service, and distribution of welcome letters.

For questions about enrollment, billing, and payment, or to submit enrollment changes, see below:



BLUE 20/20 ADDRESSES

Blue 20/20 Enrollment Department
c/o EBPA
37 Industrial Drive, Suite E
Exeter, NH 03833

Blue 20/20 Finance Department
c/o EBPA
P.O. Box 2365
South Burlington, VT 05407-2365



CONTACT INFORMATION

Call 1-603-773-4598, Monday through Friday, 8:00 a.m. to 4:30 p.m. ET.

Fax: 1-603-773-4420

- **Press 1** for the Blue 20/20 Enrollment Team or email blue2020enrollmentservices@ebpabenefits.com
- **Press 2** for the Blue 20/20 Billing Team or email blue2020billing@ebpabenefits.com
- **Press 3** for the Blue 20/20 Help Desk (trouble logging in) or email blue2020helpdesk@ebpabenefits.com



ENROLLMENT

You may submit enrollment information using the Blue 20/20 member enrollment form or the Blue 20/20 spreadsheet through your company's secure email or the EBPA secure email site, fax, or mail.

All Blue 20/20 clients receive an email invitation from EBPA with instructions on how to log in to our secure email site, along with your user name and password. Scan and email completed enrollment forms via the Secure Transfer Site (STS). In the drop-down box, choose "Blue2020enrollmentservices".



BILLING AND PAYMENTS

Your Blue 20/20 invoices are generated on the 15th of each month and due the first of the following month. Invoices are mailed to your billing address.



BLUE 20/20 PORTAL

Our HR portal provides you with access to your vision enrollment and billing information. For enrollment, there are two options available: view only or full access. With view-only access, you can see your enrollment, census data, and monthly invoices. With full access, you can also make enrollment changes including adds and terminations. You may also view your billing information including invoices and census data.

If you have questions about on the portal or to request access for additional users, please contact the Blue 20/20 Help Desk.



QUESTIONS

Your employees should call Blue 20/20 customer service at 1-855-875-6948 with questions regarding benefits, claims, or participating providers.



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).