



Concierge Practice

Fact Sheet

Concierge practices offer their patients special services that are not covered under the patients' health plan. Patients pay a one-time or periodic fee for these extra services. The Massachusetts Division of Insurance requires us to notify them when a practice becomes a concierge practice and to identify concierge practices in our provider directory.

How to let us and your patients know about your concierge practice

- Please let us know 90 days before you set up a concierge practice. Send the notice to **NetworkManagement@bcbsma.com**.
- Communicate all practice changes to your patients, including:
 - What extra amenities and services you'll offer that are not covered by their health plan (be sure to examine your proposed practice structure to make sure you're not charging our members for services covered by their health plan)
 - What fees you'll charge
 - How you will accommodate patients who don't choose the additional services

How we'll respond to your concierge practice notification

When you notify us that you intend to set up a concierge practice, we will:

- Let you know that we received the notice
- Inform the Division of Insurance
- Identify your practice as a concierge practice in the next update to our provider directory after the change

Questions?

If you have questions, please call Network Management and Credentialing Services at **1-800-316-BLUE (2583)**, or send an email to **NetworkManagement@bcbsma.com**.