

Quality Care Cancer Program

Our Quality Care Cancer Program helps ensure the cancer treatments we cover are safe and appropriate, based on approved clinical guidelines. Through this initiative, board-certified oncologists and oncology-trained nurses from AIM Specialty Health® (AIM), an independent company that administers this program on behalf of Blue Cross Blue Shield of Massachusetts, are available to discuss with your doctor the covered, evidence-based treatments that are best for you.

Care Designed for Better Health Outcomes

We want to ensure that you're getting the most appropriate, effective cancer treatment, with minimal side effects. Scientific and medical advances are rapidly changing cancer treatment, and doctors have a variety of ways to treat patients who have the same type of cancer. This program is designed to achieve the best possible health outcomes for our members receiving cancer care treatment.

How the Quality Care Cancer Program Works

The cancer care team that orders your medical oncology treatment (like chemotherapy, immunotherapy, and certain medications), or radiation oncology treatment, will request Prior Authorization for coverage.

When your doctor submits a treatment plan for Prior Authorization, and it meets clinical guidelines for the cancer being treated, your doctor will get an approval notification in real time. If a treatment plan doesn't meet clinical criteria, board-certified oncologists and oncology-trained nurses will be available to discuss covered, evidence-based treatment options with your doctor.

If You're Already Receiving Cancer Treatment

If you're receiving cancer treatment that was ordered before July 1, 2021, your doctor will need to request Prior Authorization for the continuation of coverage. If your treatment plan changes in the future, your doctor will then request a new Prior Authorization for coverage.

About Prior Authorization

Your doctor is responsible for submitting Prior Authorization requests. Your doctor should be familiar with this process, but it's important to remind them to submit the request. If your doctor doesn't submit for and receive Prior Authorization before you start cancer treatment, you may be financially responsible for the costs of these services.

Questions?

If you have any questions, call Member Service at the number on your ID card.

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).