BLUE CROSS BLUE SHIELD OF MASSACHUSETTS STATEMENT ON CLOSURE OF COMPASS MEDICAL PRACTICES

BOSTON – June 2, 2023—In response to the news of the abrupt closure of all Compass Medical practices, Blue Cross Blue Shield of Massachusetts ("Blue Cross") released the following statement:

“We are aware of the news regarding the closure of Compass Medical practices. We are monitoring the situation and assessing the impact on Blue Cross members who receive care at Compass.

Our first priority is ensuring that Compass patients, including Blue Cross members, can get the care they need, when they need it. We will be flexible with any referral or authorization requirements for members who currently have a Compass PCP, to eliminate any additional administrative burden during what we know is a stressful and uncertain time. We encourage affected Blue Cross members to call the number on their member ID cards for assistance in navigating this situation. We will continue to monitor developments and do whatever we can to assist.

Members who need immediate care are encouraged to utilize their local urgent care centers or, if needed, emergency departments. Virtual care for medical and mental health needs may also be available under members’ plans via Blue Cross’ WellConnection telehealth platform[i].”

About Blue Cross Blue Shield of Massachusetts
Blue Cross Blue Shield of Massachusetts (http://www.bluecrossma.org) is a community-focused, tax-paying, not-for-profit health plan headquartered in Boston. We are committed to the relentless pursuit of quality, affordable and equitable health care with an unparalleled consumer experience. Consistent with our promise to always put our members first, we are rated among the nation's best health plans for member satisfaction and quality. Connect with us on Facebook, Twitter, YouTube, and LinkedIn.

[i] *Members should check their benefits to confirm eligibility for the WellConnection platform*