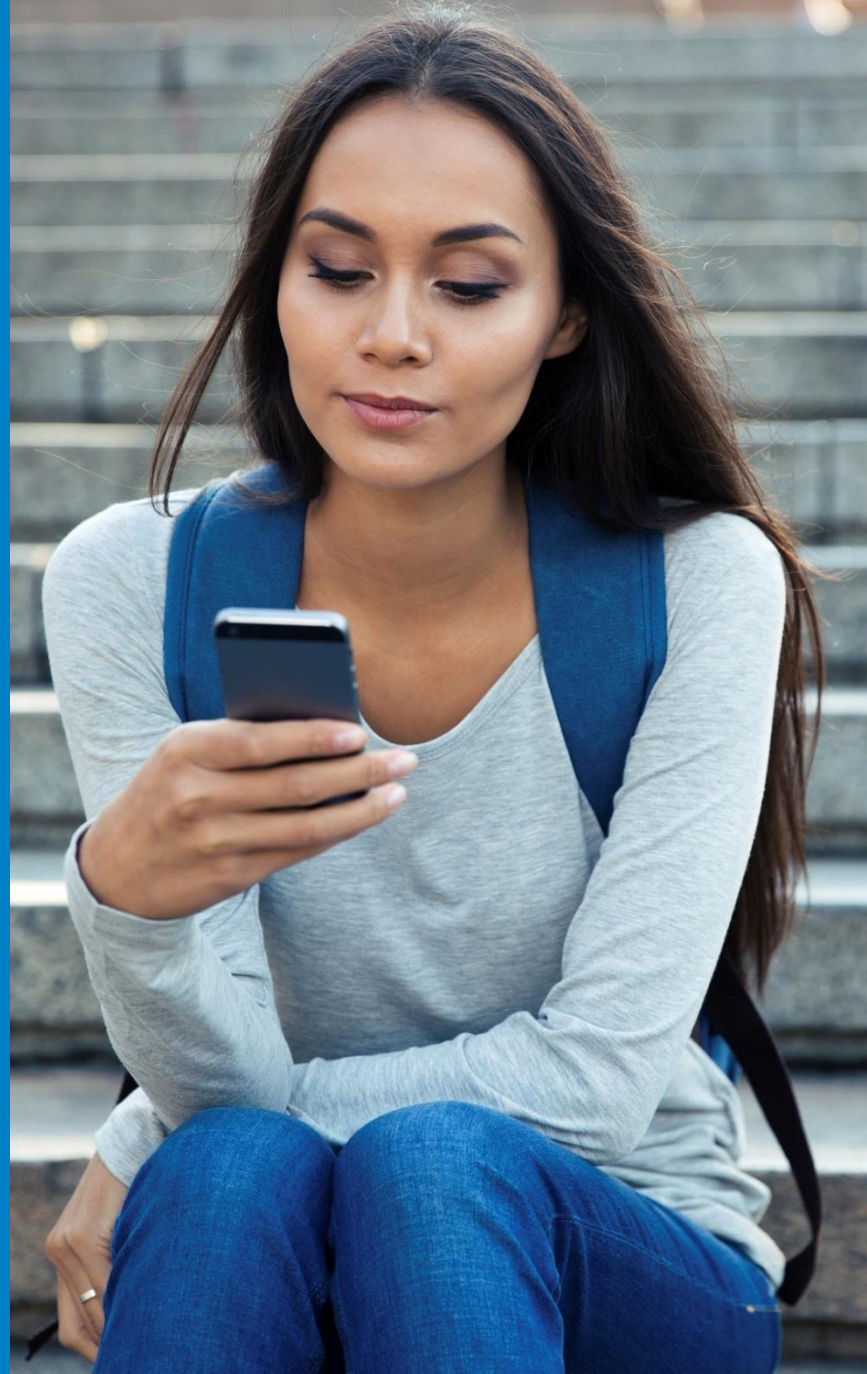


**Blue Access
for MembersSM**



Blue Access for MembersSM

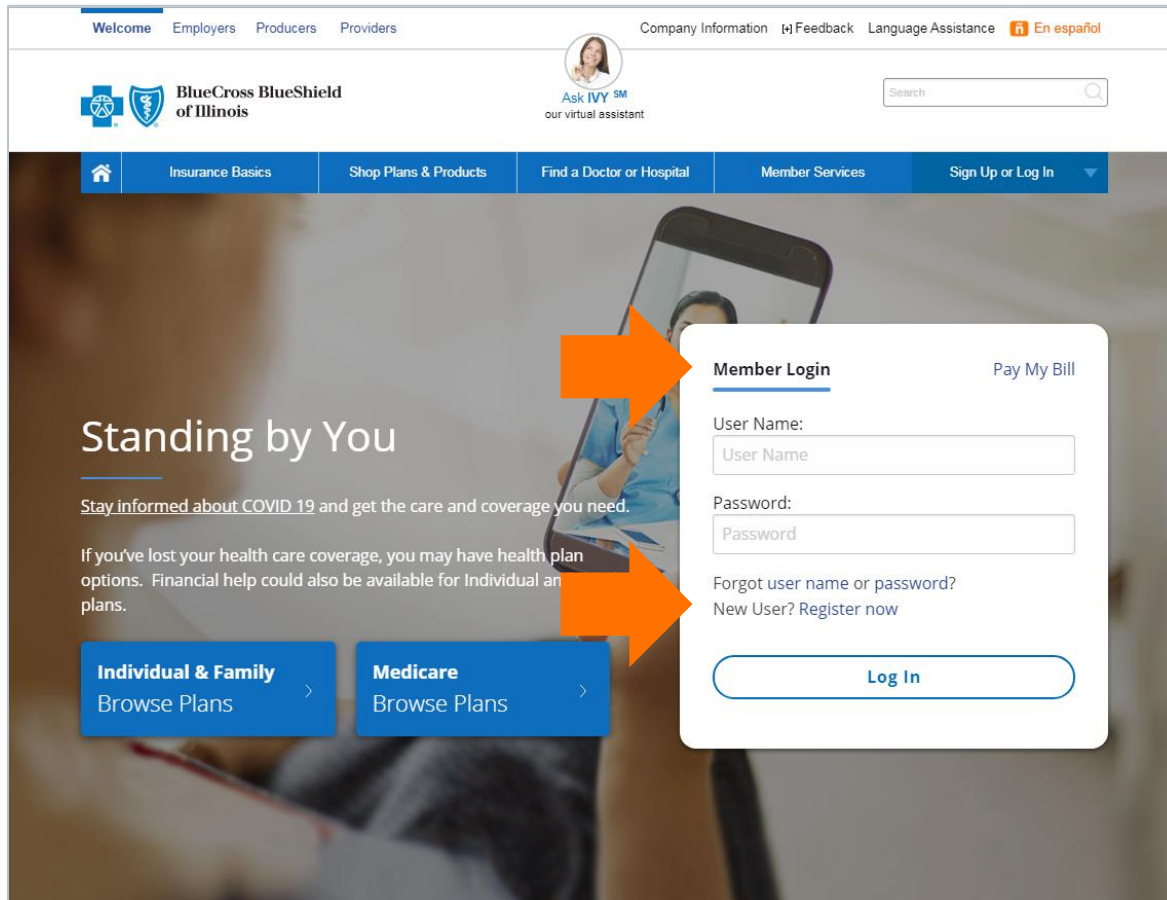
Save time
with self-service
support tools
and health and
wellness
resources
available through
a convenient and
secure website

- Check claims and claims history
- View, save or print Explanation of Benefits (EOBs)
- Sign up for electronic EOBs, and save paper
- View benefits and covered dependents
- Check coverage details and Rx benefit information
- Manage mobile and texting preferences
- Request new ID cards or print temporary ID cards
- Access health and wellness information and guides
- Get details on wellness, discounts, 24/7 Nurseline
- Use Provider Finder[®] to find in-network doctors and hospitals

Log and perform protected transactions
24 hours a day, 7 days a week*

*Claim Statements/EOBs are not available from 3 – 6 a.m.

Sign Up for Blue Access for MembersSM



Go to bcbsil.com and log in to Blue Access for Members via web or mobile

Click **Register Now** if you are a new user

To register you will need your identification number on the front of your ID card OR you can call the Customer Service number on the back of the card.

Navigating Blue Access for MembersSM

The screenshot shows the Blue Access member portal interface. At the top, there is a navigation bar with tabs: Home, My Coverage (1), Claims Center (2), My Health (3), Doctors & Hospitals (4), and Forms & Documents (5). The user is logged in as MEMBER NAME, with a last login of 08/01/2019. The main content area is divided into several sections:

- Message Center:** Shows "You have no messages" and a link to "View all messages".
- Quick Links (6):** A list of links for "Get a Temporary ID Card", "Well onTarget", "Prescription Drugs", "Fitness Program", and "Stop receiving paper statements".
- MY COVERAGE:** Displays plan details: Plan Type: PPO+, Group Number: 019847, and ID Number: ABC123456789. It includes a table for "In Network Benefits" and "Prescription Drug Copay".
- My Care Profile (7):** Features a "Blue Button" download icon and a "Get Started" button.
- Cost Estimator:** A green button at the bottom left.
- Social Media:** A Facebook share prompt for "I CHOSE BLUE" is visible.

- 1 **My Coverage:** Review benefit details for you and your covered dependents
- 2 **Claims Center:** View and organize details such as payments, claims status and more
- 3 **My Health:** Make more informed health care decisions by reading about health and wellness topics and specific conditions
- 4 **Doctors & Hospitals:** Use Provider Finder[®] to locate a network doctor, hospital or other health care provider
- 5 **Forms & Documents:** Use the form finder to get medical, dental, pharmacy and other forms quickly and easily
- 6 **Quick Links:** For easy access to member discounts, benefit programs and more
- 7 **My Care Profile:** Access and download a summary of provider visits, medications and test results

Getting a Temporary ID Card

- Click the **ID Card** on your Blue Access for MembersSM homepage
- Print your temporary ID card
- Order new or replacement ID cards

You may also use the BCBSIL App to download a **digital ID card** to your phone

The screenshot shows the Blue Access for Members homepage. The navigation bar includes Home, My Coverage, Claims Center, My Health, Doctors & Hospitals, and Forms & Documents. The user is logged in as MEMBER NAME! on 08/01/2019. The main content area is divided into several sections:

- Message Center:** You have no messages. View all messages.
- Quick Links:** Identity Protection, Virtual Visits, Well on Target, Prescription Drugs, Fitness Program. View all quick links.
- Important Coverage Information:** You have a dependent turning 26. Watch your mail for important information about coverage. Learn more.
- ID Card:** A preview of a BlueCross BlueShield ID card is shown, highlighted with an orange border. It includes fields for Subscription Name, Group Number, and ID Number.
- MY COVERAGE:** Plan Type: PPO+, Group Number: 012345, ID Number: XYZ123456789.
- Medical Benefits:** PPO. Family Deductible: \$3,000.00, Individual Out of Pocket Maximum: \$3,000.00, Family Out of Pocket Maximum: \$6,000.00, Coinsurance: 80%, Lifetime Maximum: NO LIMIT.
- Prescription Drug Copay:** Generic - Mail: \$40.00, Generic - Retail: \$20.00, Preferred - Mail: \$100.00.
- My Medical Spending:** PPO. Family - \$3,000.00 Deductible.
- Right Side:** A chat icon with a woman's face and the text "We work for you. Your Health Advocate can help. Learn More & Call or Chat Now". Below it is a "My Care Profile" section with a "Blue Button" icon and the text "Learn how to get your health care profile electronically. Get Started".

My Coverage

- Confirm your coverage and eligibility information
- Check medical, dental and prescription benefit summaries (as applicable)
- Print or save as a PDF
- View spending accounts

The screenshot displays the 'My Coverage' section of the blueaccess website. The navigation bar includes 'Home', 'My Coverage', 'Claims Center', 'My Health', 'Doctors & Hospitals', and 'Forms & Documents'. The sidebar menu is highlighted with an orange box and contains 'My Coverage Benefits' (Medical, Health Advocate, Virtual Visits, Spending Summary, Referral and Prior Authorization Information) and 'Member Advantages' (Discounts). The main content area is titled 'MY COVERAGE' and features a 'Coverage Overview' section. Below this is a table with three columns: Member, Coverage Type, and Medical Group. The table contains one row for member JOHN HANOVER, showing details for Medical and Virtual Visits coverage.

Member	Coverage Type	Medical Group
JOHN HANOVER Birth date: 04/10/1972 Group Number: 022247 ID Number: KCG827958929	Medical Plan Type: PPO+ Effective Date: 06/01/2018 Virtual Visits Plan Type: PPO+ Effective Date: 06/01/2018	Your plan type does not require Medical Group selection

Claims Center

My Claim Groups to categorize and manage claims according to needs

Search Claims allows members to search by date ranges or claim numbers or filter the view based on dynamic categories

Claims Summary includes Medical, Rx and Dental (as applicable) all in one place

The screenshot shows the Claims Center interface with a navigation bar at the top containing 'Home', 'My Coverage', 'Claims Center', 'My Health', 'Doctors & Hospitals', and 'Forms & Documents'. The 'Claims Center' tab is active. On the left, there are three main sections: 'My Claim Groups' with a list of groups (Jerry's, Dental, The Kid's, John's, Need to Play) and an 'Add or Edit a Group' button; 'Search Claims' with date range and claim number search options; and 'Narrow Your Search' with filters for Members, Claim Type, and Status. The main content area is titled 'CLAIMS CENTER' and includes a 'Plan Year Summary' for 01/01/2018 to 08/06/2018, showing a billed amount of \$9,720.61 and a 'You May Owe' amount of \$3,469.71. Below this is a 'Claims' table with columns for Service Date, Claim Number, Claim Type, Member, Provider, Status, Billed Amount, and You May Owe. The table lists several claims, including prescription drugs and dental services, with their respective billed amounts and the amount the member may owe.

Service Date	Claim Number	Claim Type	Member	Provider	Status	Billed Amount	You May Owe
07/26/2018	DEMOCLAIM0000001	Prescription Drug	J4 Doe4	Nathan Pharmacy	Processed	\$296.76	\$296.76
07/25/2018	DEMOCLAIM0000002	Prescription Drug	J5 Doe5	Nathan Pharmacy	Processed	\$36.62	\$36.62
07/24/2018	DEMOCLAIM0000003	Prescription Drug	J5 Doe5	Nathan Pharmacy	Processed	\$306.48	\$306.48
07/23/2018	DEMOCLAIM0000004	Dental	J2 Doe2	Nathan Johns Dentist	Paid 07/30/2018	\$305.00	\$24.20
07/22/2018	DEMOCLAIM0000005	Prescription Drug	J4 Doe4	Nathan Pharmacy	Processed	\$9.29	\$9.29
07/21/2018	DEMOCLAIM0000006	Prescription Drug	J4 Doe4	Nathan Pharmacy	Processed	\$46.47	\$46.47

My Health Tab

The screenshot displays the 'My Health' tab interface. At the top, there is a navigation bar with links for Home, My Coverage, Claims Center, My Health (selected), Doctors & Hospitals, and Forms & Documents. The 'blueaccess' logo is in the top right corner. On the left, a 'My Health' sidebar lists various health topics such as Alcohol Awareness, Allergies, Arthritis, Asthma, Autism, Back Pain, Breast Cancer, Cervical Cancer, Cholesterol, Depression, Diabetes, Fitness, Flu (Seasonal Influenza), GERD, Headaches, Heart Health, Hypertension, Immunization, Metabolic Syndrome, Nutrition, Obesity, Ovarian Cancer, Physical Exam, Pregnancy, Prostate Cancer, Skin Cancer, Smoking Cessation, Stress, Stroke, and Traumatic Brain Injury. The main content area is titled 'MY HEALTH' and features a 'Print' icon. A large banner for 'Well onTarget' promotes tools and wellness resources, including a 'Visit Site' button. Below the banner, the 'My Care Profile' section includes a photo of two women and a 'View My Care Profile' link. The 'Special Beginnings' section features a photo of a baby and text about maternity support. The '24/7 NurseLine' section includes a photo of a nurse and text about 24-hour nursing support. The 'Fitness Works' section features a green circular icon and text about connecting to fitness centers.

Check out the **My Health** tab for access to hundreds of articles, health information links to videos and more helpful resources

Review your My Care Profile, find out more about Well onTarget[®], the 24/7 Nurseline, the Fitness Program and more

Interactive Video Tutorials

Easy to use, technology-powered video coaching modules that enable the most informed treatment decisions

The screenshot shows the BlueAccess website interface. The top navigation bar includes 'Home', 'My Coverage', 'Claims Center', 'My Health', 'Doctors & Hospitals', and 'Forms & Documents'. The 'My Health' section is active, displaying 'MY HEALTH - Health Topics'. A sidebar on the left lists various health topics, with 'Back Pain' highlighted. The main content area features a video titled 'What is Back Pain?' with a woman holding her back. A 'Related Videos' section shows 'Chronic Low Back Pain'. An interactive video player is overlaid on the bottom right, displaying 'Back Pain' and 'Chronic (recurring)' with a calendar illustration and navigation controls.

Select a topic from the list at left to view available videos.

Topics include:

- Coronary artery disease
- Bariatric surgery
- Chronic low back pain
- Depression
- Diabetes
- Blood sugar
- Insulin injections
- Type 2 diabetes
- Metabolic syndrome