



BlueCross BlueShield of Texas

# Blue Access for Members<sup>SM</sup>

Secure access to your personal health plan information



Get information about your health benefits, anytime, anywhere. Use your mobile phone, tablet or computer to access the Blue Cross and Blue Shield of Texas (BCBSTX) secure member website, Blue Access for Members (BAM).

#### With BAM, you can:

- Check the status or history of a claim
- Locate a doctor or hospital in your plan's network
- Find Spanish-speaking providers
- Request a new ID card – or print a temporary one
- Visit [Health Care School](#) to see articles and videos to help you make the most of your benefits

**Any covered dependent age 18 and older can have his or her own BAM account.**

## It's easy to get started

From your mobile phone, tablet or computer:

- 1** Go to [bcbstx.com/member](http://bcbstx.com/member)
- 2** Click **Register Now**
- 3** Use the information on your **BCBSTX ID card to complete the registration process.**



Text\* BCBSTXAPP to 33633 to get the BCBSTX app that lets you use BAM while you're on the go.

\* Message and data rates may apply. Terms and conditions and privacy policy at [bcbstx.com/mobile/text-messaging](http://bcbstx.com/mobile/text-messaging).

# Find what you need with Blue Access for Members

The screenshot shows the Blue Access for Members website interface. At the top, there is a user profile for John Smith with links for Message Center, Settings, and Log Out. A Feedback link is also present. Below this is a navigation bar with tabs for Home, My Coverage (1), Claims Center (2), My Health (3), Doctors & Hospitals (4), and Forms & Documents (5). The main content area is divided into several sections: a Message Center (6) showing no messages, a MY COVERAGE section with details for Plan Type: PPO, Group Number: 0000, and ID Number: XOF00000DEMO, and a table of In Network Benefits. A Stay Updated section (7) with social media icons and a Quick Links section with options like Get a Temporary ID Card, Member Discount Program, and Manage preferences. A 'I CHOSE BLUE' badge is also visible.

In Network Benefits	
Medical Copays	
EMERGENCY ROOM COPAY	\$ 300
LIFETIME MAXIMUM	\$ 0 PER LIFETIME
PREAUTHORIZATION PENALTY	\$ 500
DEDUCTIBLE PER FAMILY	\$ 600
DEDUCTIBLE PER INDIVIDUAL	\$ 350

- 1 **My Coverage:** Review your benefit details.
- 2 **Claims Center:** View and organize details such as payments, dates of service, provider names, claims status and more.
- 3 **My Health:** Make more informed health care decisions by reading about health and wellness topics and researching specific conditions.
- 4 **Doctors & Hospitals:** Use Provider Finder® to locate a network doctor, hospital or other health care provider and get driving directions.
- 5 **Forms & Documents:** Use the form finder to get medical, dental, pharmacy and other forms quickly and easily.
- 6 **Message Center:** Learn about updates to your benefit plan and receive promotional information via secure messaging.
- 7 **Quick Links:** Go directly to some of the most popular pages, such as medical coverage, replacement ID cards, manage preferences and more.
- 8 **Settings:** Set up notifications and alerts to receive updates via text and email, review your member information and change your secure password at any time.
- 9 **Help:** Look up definitions of health insurance terms, get answers to frequently asked questions and find [Health Care School](#) articles and videos.
- 10 **Contact Us:** Submit a question and a Customer Advocate will respond by phone or through the Message Center.



**Blue Access Mobile<sup>SM</sup>** allows you to conveniently and securely access your health coverage and wellness information via your mobile devices anywhere, anytime.



**Learn more about Blue Access Mobile at [bcbstx.com/mobile](http://bcbstx.com/mobile) or text\* GOTX to 33633.**

\*Message and data rates may apply. Terms and conditions and privacy policy at [bcbstx.com/mobile/text-messaging](http://bcbstx.com/mobile/text-messaging).



**BCBSTX App and Mobile Website:**

- Find a doctor, hospital or urgent care facility or search for Spanish-speaking providers
- Register or log in to Blue Access for Members<sup>SM</sup>
  - View coverage details
  - Check claims status
  - Access ID card information



**Centered App for iPhone<sup>®</sup>:**

- Promote wellness through mindful meditation and activity
  - Set a daily steps goal and a weekly meditation goal
  - Choose from three meditation sessions - short, mindful or body awareness
  - Record activity automatically



**Text Messaging:**

- Set up personalized, daily reminders to take your prescriptions, multi-vitamins or check your blood glucose
- Get weekly diet, exercise and fitness tips
- Send texts to BCBSTX when you need instant account information