



BlueCross BlueShield of Texas

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

Get all the advantages your health plan offers

Get information about your health benefits, anytime, anywhere. Use your computer, phone or tablet 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
- View or print Explanation of Benefits statements
- 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

## It's easy to get started

- 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

# 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 navigation bar with links for 'John Smith', 'Message Center', 'Settings', and 'Log Out'. On the right, there are links for 'Feedback', 'Información en español', 'Help', and 'Contact Us'. Below this is a main navigation menu with buttons for 'Home', 'My Coverage', 'Claims Center', 'My Health', 'Doctors & Hospitals', and 'Forms & Documents'. The 'My Coverage' button is highlighted with a callout '1'. Below the navigation menu, there is a 'Welcome John Smith' message and a 'Last login' indicator. A 'Message Center' widget shows 'You have no messages' and a 'View all messages' link, with a callout '6'. The main content area is titled 'MY COVERAGE' and displays plan details: 'Plan Type: PPO', 'Group Number: 0000', and 'ID Number: XOF00000DEMO'. Below this is a section for 'In Network Benefits' with a table of 'Medical Copays':

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

On the right side, there is a 'Stay Updated' section with social media icons and a 'Quick Links' section with links for 'Get a Temporary ID Card', 'My Blue Community', 'Member Discount Program', 'Manage preferences', and 'Stop receiving paper statements'. A callout '7' points to the 'Quick Links' section. At the bottom right, there is a 'Feedback' link with a callout '10'.

- 1 **My Coverage:** Review benefit details for you and family members covered under your plan.
- 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 anytime.
- 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 Service Advocate will respond by phone or through the message center.