



BlueCross BlueShield of Illinois

# 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 Illinois (BCBSIL) 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 [bcbsil.com/member](https://bcbsil.com/member)
- 2 Click **Register Now**
- 3 Use the information on your BCBSIL ID card to complete the registration process.



Text\* BCBSILAPP to 33633 to get the BCBSIL 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 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, Claims Center, My Health, Doctors & Hospitals, and Forms & Documents. A language selector for 'Información en español' and links for 'Help' and 'Contact Us' are also visible. The main content area is divided into several sections: a Message Center (6) showing 'You have no messages'; a 'MY COVERAGE' section (1) displaying plan details like Plan Type (PPO), Group Number (0000), and ID Number (XOF00000DEMO); a table of 'In Network Benefits' (2) including Medical Copays with details like Emergency Room Copay (\$300), Lifetime Maximum (\$0 per lifetime), Preauthorization Penalty (\$500), Deductible per Family (\$600), and Deductible per Individual (\$350); a 'Quick Links' section (7) with options like 'Get a Temporary ID Card', 'My Blue Community', 'Member Discount Program', 'Manage preferences', and 'Stop receiving paper statements'; and a 'Stay Updated' section with social media icons for Twitter, Facebook, and YouTube. A 'Proud to have Blue?' banner is also visible on the left side.

- 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.