

# Log in to Blue Access for Members<sup>SM</sup> (BAM)

## Your Online Resource

Would you like to get health tips by text? Do you need to find a doctor near your college? BAM, the secure member portal for **AcademicBlue**, can help. Get immediate online access to health and wellness information, and:

- Check the status of a claim and your claims history
- Set your preferences to receive notifications for claims status and wellness updates through emails or text alerts
- Locate a doctor or hospital in the network
- Request a new or replacement member ID card or print a temporary member ID card
- Join My Blue Community<sup>®</sup>, a social network for BAM members
- Confirm the family members who are covered under your plan
- View and print an Explanation of Benefits (EOB) statement for a claim
- Select an option to stop receiving EOBs by mail

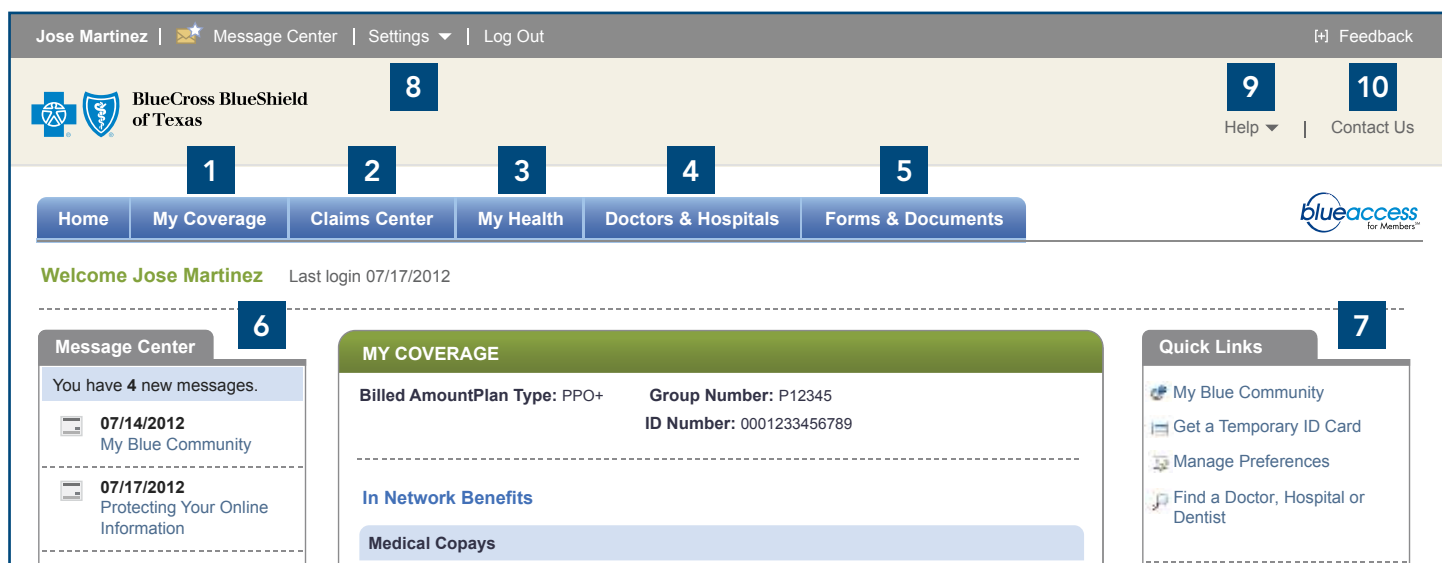
Use BAM while you're on the go. Register or log in by going to [bcbstx.com](http://bcbstx.com) from your mobile device Web browser for secure and convenient access.

## It's easy to get started

1. Go to [bcbstx.com/member](http://bcbstx.com/member).
2. Click the **Log In** button and then the **Register Now** link in the box that opens on the right.
3. Use the information on your ID card from Blue Cross and Blue Shield of Texas to complete the registration process.



# Find what you need at Blue Access for Members<sup>SM</sup> (BAM)



The screenshot shows the BAM website interface for user Jose Martinez. At the top, there is a navigation bar with links for Message Center, Settings, and Log Out. Below this is the BlueCross BlueShield of Texas logo and a 'Feedback' link. A main navigation menu includes Home, My Coverage, Claims Center, My Health, Doctors & Hospitals, and Forms & Documents. A welcome message for Jose Martinez is displayed. The main content area is divided into three sections: Message Center (with 4 new messages), MY COVERAGE (showing plan details like PPO+ and Group Number P12345), and Quick Links (with options like My Blue Community and Get a Temporary ID Card). Numbered callouts 1 through 10 are placed over various elements to correspond with the legend below.

- 1 My Coverage:** Review benefit details for you and the 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<sup>®</sup> to locate a network doctor, hospital or other health care provider, and get driving directions.
- 5 Forms & Documents:** Use the form finder to get forms related to medical and pharmacy coverage, as well as dental coverage (if enrolled), quickly and easily.
- 6 Message Center:** Learn about updates to your benefit plan, and receive notification of pending and finalized claims via secure messaging.
- 7 Quick Links:** Go directly to some of the most popular pages for information, such as medical coverage, replacement ID cards, manage preferences and more.
- 8 Settings:** Set up notifications and alerts to receive updates via text messaging 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 helpful articles and videos available from Health Care School (after you log in to BAM, click on "Help" at the top of the page).
- 10 Contact Us:** Submit a question and a Customer Service Advocate will respond by phone or through the message center.