

# Log in to your member account

BLUE ACCESS FOR MEMBERS<sup>SM</sup> (BAM<sup>SM</sup>)

Do you need to find a doctor near your school, or check if a claim has been processed? Blue Access for Members, the secure member website for your AcademicBlue plan, 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
- Request a new or replacement member ID card or print a temporary member ID card
- Locate a doctor or hospital in the network
- Confirm who is 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



### It's easy to get started.

1. Go to [bcbsil.com/member](https://bcbsil.com/member).
2. Follow the steps to log in or register.
3. Use the information on your member ID card from Blue Cross and Blue Shield of Illinois (BCBSIL) to complete the registration process.

For BAM on the go with the BCBSIL App, text\* BCBSIL APP to 33633.

# Find what you need at **Blue Access for Members**

The screenshot shows the Blue Access for Members website. At the top, there is a navigation bar with 'Settings' (8), 'Contact Us' (9), 'Language Assistance', 'En Español', and 'Log Out'. Below this is the BlueCross BlueShield of Illinois logo. A main navigation menu includes 'Home', 'My Coverage' (1), 'Claims Center' (2), 'My Health' (3), 'Doctors & Hospitals' (4), and 'Forms & Documents' (5). The 'blueaccess for Members' logo is in the top right. The main content area starts with a 'Welcome' message. On the left is a 'Message Center' (6) showing 'You have 1 new messages.' and a notification for the 'iPhone Centered Wellness App Now Available'. The central 'MY COVERAGE' section displays 'Plan Type: PPO+', 'Group Number: P12345', and 'ID Number: 0001233456789', with a link for 'In Network Benefits'. On the right, there are social media links for 'Stay Updated' (Twitter, Facebook, YouTube) and a 'Quick Links' (7) section with 'Get a Temporary ID Card' and 'Well onTarget'.

- 1 My Coverage:** Review benefit details for you and the 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 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, 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 Contact Us:** Submit a question and a Customer Service Advocate will respond by phone or through the message center.

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ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 855-710-6984 (TTY: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 855-710-6984 (TTY: 711).

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