



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 bar 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 secondary navigation bar includes 'Información en español', 'Help', and 'Contact Us'. The main content area is divided into several sections: a 'Message Center' on the left, a 'MY COVERAGE' section in the center, and a 'Quick Links' section on the right. The 'MY COVERAGE' section displays plan details like Plan Type (PPO), Group Number (0000), and ID Number (XOF00000DEMO). It also lists 'In Network Benefits' with a table of medical copays. The 'Quick Links' section offers options like 'Get a Temporary ID Card', 'Member Discount Program', and 'Manage preferences'. A 'Stay Updated' section with social media icons is also visible.

- 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.