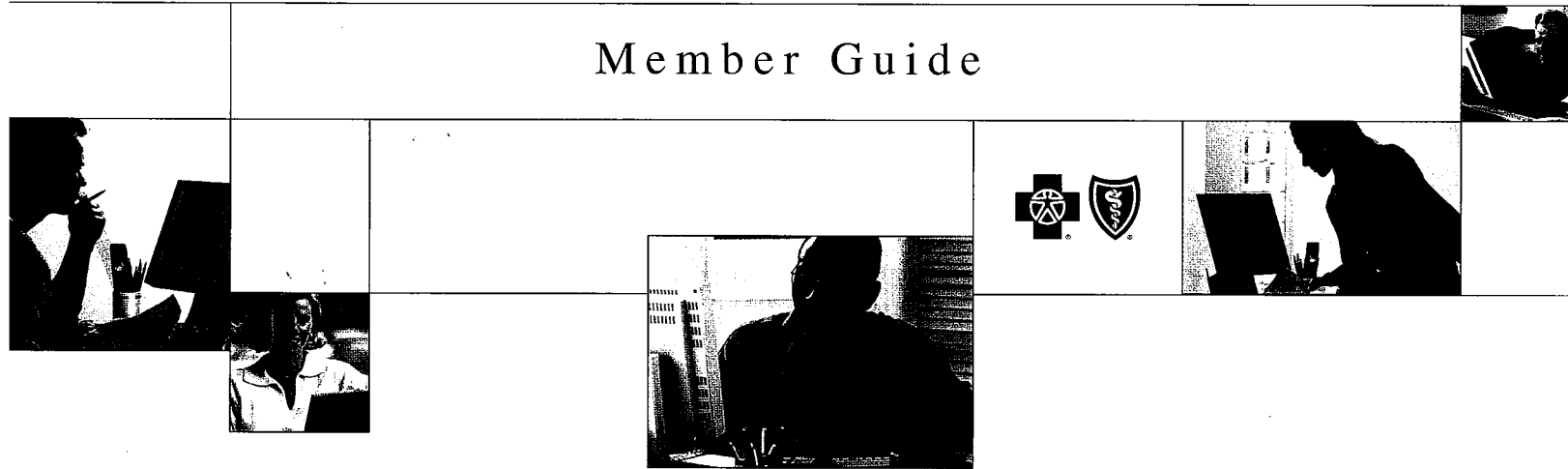


Blue Access[®] for Members

The secure and easy way to manage your health care benefits

Member Guide



www.bcbsil.com

**BlueCross BlueShield
of Illinois**

- 1 Get Access @www.bcbsil.com
- 3 Explore Blue Access for Members
- 5 Take charge with *My Health*
- 7 Understand *My Coverage*
- 8 Access Other Online Services

A Division of Health Care Service Corporation, a Mutual Legal Reserve Company,
an Independent Licensee of the Blue Cross and Blue Shield Association

Get Access

@www.bcbsil.com



Blue Access for Members

Blue Cross and Blue Shield of Illinois (BCBSIL) has a solid reputation for providing reliable, affordable health care benefit programs and customer service. Blue Access for Members, our secure member Web site, gives you immediate access to health care benefit information and easy-to-use tools.

With Blue Access for Members, you can:

Take better care of your health

- Find practical information about specific conditions and self-management tools for common health problems
- Take a health risk assessment
- Create a personal health record, receive targeted wellness information, and set up reminders about doctor appointments and screenings*

Take full advantage of your health care benefits

- Check the status of a claim
- Confirm your coverage and benefit coverage for your dependents
- Use the Provider Finder® to locate a contracting doctor or hospital

Make better health care decisions

- Use the Hospital Comparison Tool to compare hospitals' outcome data
- Use the Treatment Cost Advisor to obtain the costs of various medical procedures

*The Personal Health Manager is not available to some health care plans, including HMO plans. Check with your benefits manager to learn what your plan offers.

It's Easy to Get Immediate Access
All you need are your group and member identification numbers (found on your BCBSIL ID card).

Help Desk
If you have difficulty accessing the site, call our Help Desk toll free at (888) 706-0583, 8 a.m. to 5 p.m. Monday – Friday (CT).

Blue Access

for Members

User Name:

Password:

[Log In](#)

I forgot my User Name
 I forgot my Password

[Sign Up](#)

Blue Access for Members has online tools you can use wherever – and whenever – you have internet access.

If you're a member, sign up today.

My Health



My Health Highlights

Welcome to My Health at Blue Cross and Blue Shield of Illinois. My Health is your online resource for information and tools to help you better manage your health and make more informed health care decisions.



1 Personal Health Manager

- Create a personal health profile
- Receive targeted wellness information
- Set up reminders about appointments and screenings

[More...](#)



2 Mayo Clinic

- Take a Health Risk Assessment
- Get advice on how to start an exercise program
- Start a program to stop smoking or lose weight
- Research specific conditions

[More...](#)



3 Compare Hospitals

- Compare hospitals based on specific diagnoses and procedures
- Search and compare hospital performance factors

[More...](#)



4 Treatment Cost Advisor

- Get answers to questions about your health and health care expenses

[More...](#)

I need to...

Health FAQs

- What is the Personal Health Manager?
- What is a health risk assessment?
- What can I learn at the Mayo Clinic* Web site?
- What is the Hospital Comparison tool?
- What is the Treatment Cost Advisor?

[View all FAQs](#)

Related Information

- [My Coverage](#)
- [Find a doctor or hospital](#)

Take charge of your health with My Health

1 Personal Health Manager*
Complete a health risk assessment, set up a personal health record, receive e-mails with targeted wellness advice, set up reminders about medical appointments and prescription refills. With the 24/7 Nurseline, you can get answers to your health-related questions 24 hours a day, 7 days a week.

2 Mayo Clinic*
Read about current health and wellness topics and research specific conditions that are important to you, such as arthritis, diabetes or high blood pressure. Use interactive health and lifestyle tools to help you lose weight, start exercising and quit smoking. Easy-to-use decision making tools can help you better understand medical treatment options.

3 Compare Hospitals
Compare hospitals' outcome data based on specific diagnoses and procedures. Quickly compare hospital performance factors such as length of stay, complications and how many procedures the hospital has performed.

4 Treatment Cost Advisor
Obtain cost estimates for common health care services based on age, gender and where you live.

*Not all plans offer this service.

*The relationship between Blue Cross and Blue Shield of Illinois and Mayo Clinic is not an endorsement.

[Home](#) | [My Health](#) | [My Coverage](#) | [Visits & Claims](#) | [Doctors & Hospitals](#) | [User Profile](#)

[2 Coverage Details](#) | [3 Benefit Highlights](#) | [4 Rx Drugs](#)

My Coverage

I need to...

1 My Coverage

Who is covered?		Who are my dependents?	
Subscriber:	Aaron J Smith	Julie	
Date of Birth:	10/02/1965	Date of Birth:	02/22/1967
Effective Date:	01/01/2005	Effective Date:	01/01/2005
Plan:	PPO	Plan:	PPO
		Samantha	
		Date of Birth:	08/12/2001
		Effective Date:	01/01/2005
		Plan:	PPO

Coverage FAQs 6

- Am I covered if I travel outside the United States?
- What is an Explanation of Benefits?
- Where can I view my coverage information online?
- What is emergency medical care?
- Where can I view my dependents' coverage information online?

[View all FAQs](#)

5 Plan Information

- [About Your PPO Plan](#)
- [Your PPO Coverage Away From Home](#)
- [Emergency Care When and Where You Need It](#)
- [Your Vision Discount Program](#)

Related Information 7

- My Health
- Find a doctor or hospital
- Research health topics @ MayoClinic.com
- Complete a health risk assessment
- Compare hospitals

Understand your health benefits with **My Coverage**

- 1 My Coverage**
Confirm your coverage, dependents' coverage and the effective date of your health care benefit plan.

5 Plan Information
Review general information about your health care benefit plan, including information about your coverage, emergency care and coverage away from home.

2 Coverage Details
View who is covered and additional information about your health care benefit plan.

6 Coverage FAQs
Get answers to frequently asked questions about health care coverage such as receiving emergency care, the availability of generic drugs, how to find a doctor or hospital and when to file a claim.

3 Benefit Highlights Coming Soon!
View highlights of your health care benefits including deductibles, out-of-pocket expense limits and copayment and/or coinsurance amounts.

7 Related Information
Link directly to important information and resources, including the Provider Finder and Mayo Clinic.

4 Prescription Drugs
If your prescription drug coverage is provided by Blue Cross, you can locate a pharmacy, obtain mail service forms and order refills online. You can search the drug formulary, get information about generic drugs and obtain the cost of your prescription.

In addition to the secure Blue Access for Members site, you'll find helpful services on the public, non-secured section of www.bcbsil.com. Available to members and non-members, these services include:

Doctors & Hospitals

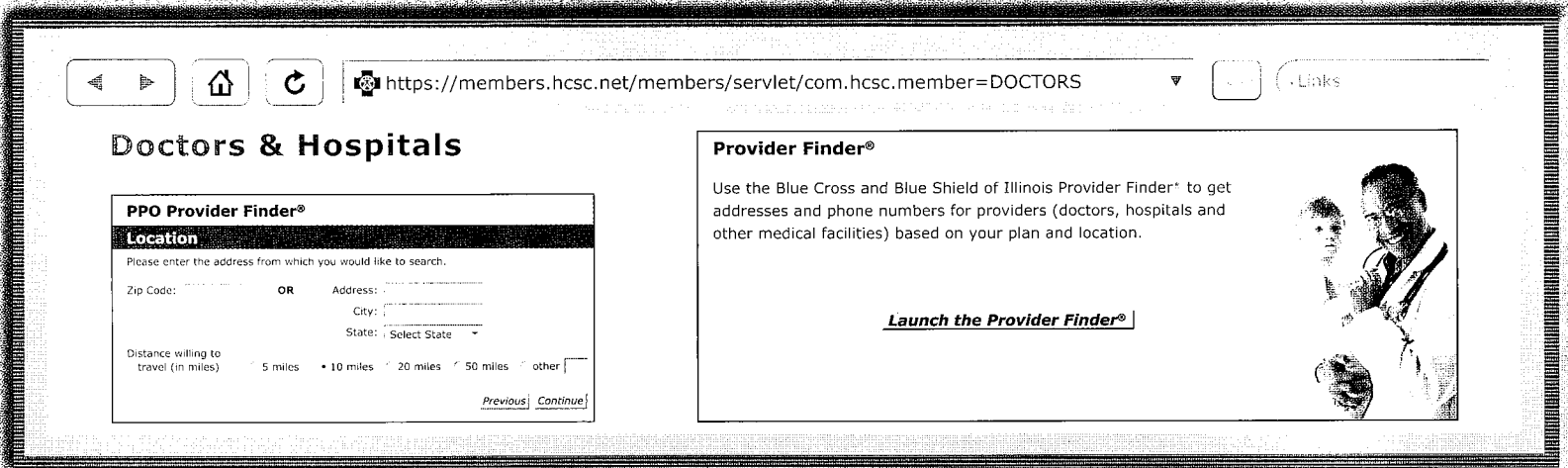
Use the Provider Finder to see if your doctor is in one of the networks, and find other contracting doctors, hospitals or other health care providers.

News & Updates

Receive information about product enhancements and new Web features.

Which Plan Is Right For Me?

Take a survey to find the health care plan that best meets your needs, based on the type of coverage you want and how much you can afford to spend.



Learn More

Want to learn more about Blue Access for Members? Take a tour at "Learn More" at www.bcbsil.com. We regularly add new information and features, so visit us often.