



The secure and easy way  
to manage your health care  
benefits and your health



BlueCross BlueShield  
of Illinois

Member Guide

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## Blue Access for Members

Blue Cross and Blue Shield of Illinois (BCBSIL) has a solid reputation for providing reliable, affordable health care benefit plans 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.

## Take charge of your health with the Personal Health Manager\*

- 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 coverage for you and your dependents
- Use the Provider Finder® to locate a contracting doctor or hospital

## Make wiser health care decisions

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

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

The screenshot shows the Blue Access for Members login interface. On the left, a blue box contains the text: "It's Easy to Get Immediate Access. All you need are your group and 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, Monday - Friday, 7 a.m. to 10 p.m. (CT), Saturday, 7 a.m. to 3:30 p.m. (CT)." On the right, the "Blue Access for Members" logo is displayed above a login form. The form includes fields for "User Name:" and "Password:", a "Log In" button, and two links: "I forgot my User Name" and "I forgot my Password". Below the form is a "Sign Up" button.

**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.**



https://members.hcsc.net/members/servlet/com.hcsc.member=HOME

GO

.Links

Welcome to Blue Access for Members Aaron!

5

News & Updates

[New HRA and Health Web Content](#)

[Help Children Without Insurance](#)

[Protecting Your Online Information](#)

[Serious Mental Illness Benefits Expand](#)

6

Message Center

You have 2 NEW messages!

**Subject**      **Date**  
One or more of your claims have been finalized.

Re: Why isn't my claim paid yet?      4/3/2006

Blue Cross and Blue Shield Pending Claim Notification      8/19/2006

[More...](#)

User Profile

> [Receive e-mail notifications of claim activity](#)

> [Update your online profile](#)

> [Change your password](#)

My Health



National Nutrition Month

100 fewer calories a day adds up to healthier weight.

[Learn More...](#)



**Personal Health Manager**  
Set up a personal health record for you and your family.



**Treatment Cost Advisor™**  
Get answers to questions about your health and health care expenses.

Medical Visits & Claims

Your 2 most recent visits:

Date	Patient	Physician/Provider	Status
03/04/2006	AARON SMITH	NATHAN JOHNS MD	PAID
07/18/2006	SAMANTHA SMITH	NATHAN JOHNS MD	NOT PAID

[More...](#)

Dental Visits & Claims

Your 2 most recent visits:

Date	Patient	Physician/Provider	Status
06/05/2006	AARON SMITH	NATHAN JOHNS DDS	PAID
08/01/2006	SAMANTHA SMITH	NATHAN JOHNS DDS	NOT PAID

[More...](#)

I need to...

My Coverage

Coverage	Effec. Date
<a href="#">Medical</a>	01/01/2007
<a href="#">Rx Drugs</a>	01/01/2007
<a href="#">Dental</a>	01/01/2007

[More...](#)

Quick Links



**Carry the Card!**  
Need to print a temporary ID card?

> [View claim status?](#)

> [Download a form?](#)

> [Find a doctor, hospital or dentist](#)

> [Stop receiving paper statements?](#)

7



# *It's easy to find what you need* Explore Blue Access for Members

1

## **My Health**

Find information and tools to help you make more informed health care decisions. See Page 5 for more details.

2

## **My Coverage**

Confirm who is covered under your plan, view your benefit highlights and get answers to frequently asked questions. See Page 7 for more details.

3

## **Visits & Claims**

View claim details, including payment amounts, a summary of your claims by date of visit, names of doctors and dentists, total charges and status. BlueEdge<sup>SM</sup> members can also view information about their spending accounts.

4

## **Doctors & Hospitals**

Use the Provider Finder to locate a network doctor or hospital and get driving directions.

5

## **News & Updates**

Learn about updates to your health care benefit plan and enhancements to this site.

6

## **Message Center**

Receive notification of pending and finalized claims via secure messaging.

7

## **Quick Links**

Request a replacement ID card, print a temporary ID or download a medical or prescription drug claim form.

8

## **Contact Us**

Submit a question to Customer Service and a Customer Advocate will respond within two business days.

9

## **User Profile**

Update your e-mail address and choose to receive claim statements via e-mail, instead of through the mail.

10

## **Help**

Look up definitions of health insurance terms and get answers to frequently asked questions.



https://members.hcsc.net/members/servlet/com.hcsc.member=HEALTH

GO

-Links

Contact Us | User Profile | Help | **Log Out**

**Home** | **My Health** | **My Coverage** | **Visits & Claims** | **Doctors & Hospitals**

Wellness Information | Tools

## My Health - Tools

I need to...

### My Health Highlights

My Health is your online resource for health and wellness information and tools. Use the online tools below to help manage your health and make more informed health care decisions.

### Health FAQs

- [What is the Personal Health Manager?](#)
- [What is a Health Risk Assessment?](#)
- [What is the Hospital Comparison tool?](#)
- [What is the Treatment Cost Advisor?](#)

[View all FAQs](#)

### Related Information

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



#### Personal Health Manager **1**

- Complete your Health Risk Assessment and find health information
- Create a personal health profile
- Receive targeted wellness information
- Set up reminders about appointments and screenings

[More...](#)



powered by HealthShare

#### Compare Hospitals **2**

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

[More...](#)



Treatment Cost Advisor

#### Treatment Cost Advisor™ **3**

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

[More...](#)

# Take charge of your health with My Health

1

## Personal Health Manager\*

- Complete a Health Risk Assessment, set up a personal health record, receive messages with targeted wellness advice, set up reminders about medical appointments and prescription refills.
- 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 or quit smoking.
- Get e-mail answers to your health-related questions with *Ask A Nurse*, *Ask A Dietitian*, *Ask A Trainer* and *Ask A Life Coach*.
- Use easy decision-making tools to better understand your medical treatment options.
- Earn Blue Points<sup>SM\*\*</sup>, redeemable for gift cards to retailers, health and wellness products, an iPod and other items.

2

## 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.

3

## Treatment Cost Advisor

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

\*If your plan does not include the Personal Health Manager, you can access health and wellness information and take a Health Risk Assessment via the "My Health" tab.

\*\*Blue Points program rules are subject to change without prior notice.



https://members.hcsc.net/members/servlet/com.hcsc.member=COVERAGE

GO

.Links

Contact Us | User Profile | Help | **Log Out**

**Home** **My Health** **My Coverage** **Visits & Claims** **Doctors & Hospitals**

**2** Coverage Details **3** Rx Drugs **4** Dental

## My Coverage

I need to...

### **1** Summary

#### Who is covered?

**Subscriber:** **Aaron J Smith**  
 Date of Birth: 10/02/1966  
 Coverage Effective Date: 01/01/2007  
 Medical: 01/01/2007  
 Rx Drugs: 01/01/2007  
 Dental: 01/01/2007

#### Who are my dependents?

**Julie**  
 Date of Birth: 02/22/1968  
 Coverage Effective Date: 01/01/2007  
 Medical: 01/01/2007  
 Rx Drugs: 01/01/2007  
 Dental: 01/01/2007

#### Samantha

Date of Birth: 08/12/2002  
 Coverage Effective Date: 01/01/2007  
 Medical: 01/01/2007  
 Rx Drugs: 01/01/2007  
 Dental: 01/01/2007

### **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](#)

### 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](#)

### Related Information **7**

- [My Health](#)
- [Find a doctor or hospital](#)
- [Compare hospitals @ HealthShare.com](#)

# Understand your health benefits with My Coverage

1

## Summary

Confirm your coverage, dependents' coverage and the effective date of your health care benefit plan.

2

## Coverage Details

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

3

## Prescription Drugs

If your prescription drug coverage is provided by Blue Cross and Blue Shield of Illinois, you can search the drug formulary, obtain the cost of your prescription, review your claims history, submit mail service refills online, locate a pharmacy, get information about generic drugs and pharmacy related-forms.

4

## Dental

Access information about BlueCare® Dental plan advantages, view highlights of common services, locate a dentist, and download a dental claim form.

5

## Plan Information

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

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.

7

## Related Information

Link directly to important information and resources, including the Provider Finder and "My Health" wellness tools.



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

### Doctors & Hospitals

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

### Health Plan Decision Tools

Use this tab in the Members section to find tools to help you make health care benefit plan and provider decisions.

### Which Plan Is Right For Me?

Take a short survey to identify the type of health care benefit plan that best meets your needs and preferences.

### Health Plan Cost Estimator

Complete a health profile to obtain estimated annual health costs to help you decide the preferred type of health plan for your budget.

### Blue Star<sup>SM</sup> Hospital Report

Find performance information on 93 contracting, urban Illinois hospitals.

Smart choices can have an immediate and positive impact on your health. Blue Cross and Blue Shield of Illinois is committed to keeping you well by making you aware of largely preventable safety and health issues through our new Web site.

[www.besmartbewell.com](http://www.besmartbewell.com)

where awareness and prevention meet

be smart. be well.™





# BlueCross BlueShield of Illinois

Take a tour of Blue Access for Members at “Learn More”@ [www.bcbsil.com](http://www.bcbsil.com).  
Visit often to find new information and take advantage of the latest feature updates!

