

BCBS Member Resources

Blue Access for Members

To access the many resources available to Blue Cross and Blue Shield members, register to participate in Blue Access for Members at www.bcbsil.com. To register, click on “Already a Member” tab located on the right side of the homepage. Be sure to have your BCBS ID card handy.

Blue Access is available 24 hours a day, 7 days a week, 365 days a year.

Blue Access Features

- Claim status
- View your personal information
- Locate a provider
- Access to health and wellness information
- Compare hospitals
- Receive email alerts
- Print a temporary ID card or order a replacement card
- Member decision tools
- View and print Explanation of Benefits (EOB)

BlueCard Worldwide

BlueCard Worldwide provides members with access to medical assistance service, doctors and hospitals in nearly 200 countries and territories around the world.

To take advantage of the BlueCard Worldwide program contact BCBSIL for coverage details. The BlueCard Worldwide Service Center is available **24 hours a day, seven days a week** toll-free at **800.810.BLUE (2583)** or by calling collect at **804.673.1177**.

Blue Care Connection

The Blue Care Connection program is designed to help you take charge of your health and provide you with the tools to better manage your benefits. In addition to confidential, telephonic coaching for individuals identified with particular conditions, members have access to a variety of resources through Blue Cross and Blue Shield’s secure website and Blue Access for Members. Resources include:

24/7 Nurseline— Around-the-Clock, Toll-Free Support

The 24/7 Nurseline can help you figure out if you should call your doctor, go to the ER or treat the problem yourself.

Health concerns don’t always follow a 9-to-5 schedule. Fortunately, registered nurses are on call at **800.299.0274** to answer your health questions, wherever you may be, 24 hours a day, 7 days a week.

The 24/7 Nurseline’s registered nurses can understand your health concerns and give general health tips. Get trusted guidance on possible emergency care, urgent care, family care and more.

Note: For medical emergencies, call 911 or your local emergency service first.

Well onTargetSM

A Dynamic New Wellness Program

Wellness is more than diet and fitness. It involves making healthy choices that enrich your mind, body and spirit. Well onTarget is designed to give you the tools and support you need to make these choices. All while rewarding you for your hard work.

Well onTarget Features:

Liveon Member Wellness Portal

The Liveon portal is the heart of the Well onTarget program. It inspires and supports you through healthy living programs, online courses, tools and trackers. Leading-edge technology offers you a gateway to a suite of interactive programs:

- onmytime self-directed courses on topics such as healthy eating, stress, weight management and fitness

- Health and wellness content
- Tools and trackers, such as a food diary
- Life Points program

Life Points

With the Life Points program, you can earn points by taking part in healthy activities. This program makes it easy for you to track your points from one screen. Real-time granting of points lets you instantly use your points. Points can be redeemed for a host of products from the online shopping mall. To earn a larger reward, you can add to your point total at checkout.



BlueCross BlueShield of Illinois

Blue Access for MembersSM

Get all the advantages your health plan offers

Get information about your health benefits, anytime, anywhere. Use your computer, phone or tablet to access the Blue Cross and Blue Shield of Illinois (BCBSIL) secure member website, Blue Access for Members (BAM).

With BAM, you can:

- Check the status or history of a claim
- View or print Explanation of Benefits statements
- 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

It's easy to get started

- 1 Go to bcbsil.com/member
- 2 Click **Register Now**
- 3 Use the information on your BCBSIL ID card to complete the registration process.



Text* BCBSILAPP to 33633 to get the BCBSIL app that lets you use BAM while you're on the go.

*Message and data rates may apply

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 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 (1), Claims Center (2), My Health (3), Doctors & Hospitals (4), and Forms & Documents (5). The main content area is divided into sections: a Message Center (6) showing no messages, a MY COVERAGE section (1) displaying plan details like PPO, Group Number 0000, and ID Number XOF00000DEMO, and a table of In Network Benefits (1) including Medical Copays. A Quick Links section (7) offers options like Get a Temporary ID Card and My Blue Community. The page also features a 'Proud to have Blue?' banner and social media links.

- 1 My Coverage:** Review benefit details for you and 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® 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 anytime.
- 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 Service Advocate will respond by phone or through the message center.

A New Way to Experience Wellness

Well onTarget offers personalized tools and resources to help you — no matter where you may be on the path to health and wellness.

Well onTarget can give you the support you need to make healthy choices — while rewarding you for your hard work.

MEMBER WELLNESS PORTAL

The heart of Well onTarget is the member portal, available at wellontarget.com. It uses the latest technology to offer you an enhanced online experience. This engaging portal links you to a suite of innovative programs and tools.

- **Self-directed courses:** These courses let you work at your own pace to reach your health goals. Learn more about nutrition, fitness, losing weight, quitting smoking and managing stress. Track your progress and reach your milestones as you make your way through each lesson. Reach your milestones and earn Blue PointsSM.*
- **Health and wellness content:** The health library teaches and empowers through evidence-based, reader-friendly articles.
- **Tools and trackers:** These resources can help keep you on course while making wellness fun. Use a food and exercise diary, symptom checker and health trackers.

* Blue Points Program Rules are subject to change without prior notice. See the Program Rules on the Well onTarget Member Wellness Portal at wellontarget.com for further information.

Start experiencing the new wellness today. Go to wellontarget.com.



WELLNESS COACHING

Certified health coaches offer you guidance on nutrition, fitness and stress management. You can interact with your coach by phone or via secure messages through the portal.

HEALTH ASSESSMENT (HA)

The HA uses adaptable questions to learn more about you. After you take the HA, you will get a personal wellness report. This confidential report offers you tips for living your healthiest life. Your answers will help tailor the Well onTarget portal with the programs that may help you reach your goals.

BLUE POINTS PROGRAM

Blue Points can help motivate you to maintain a healthy lifestyle. Earn points for participating in wellness activities. You can redeem points in the online shopping mall. The program gives you points instantly, so you can use them right away. If you want a larger reward, you can purchase additional points when you check out.

FITNESS PROGRAM*

Fitness can be easy, fun and affordable. The Fitness Program is a flexible membership program that gives you unlimited access to a nationwide network of more than 9,000 fitness centers. If you want, you can choose one gym close to home and one near work. And you can visit gyms while you're on vacation or traveling for work. Other program perks include:

- **No long-term contract:** Membership is month to month. Monthly fees are \$25 per month per member, with a one-time enrollment fee of \$25 per member.
- **Blue Points:** Get 2,500 points for joining the Fitness Program. Earn additional points for weekly visits.
- **Convenient payment:** Monthly fees are paid via automatic credit card or bank account withdrawals.
- **Web resources:** You can go online to locate gyms and track your visits.
- **Health and wellness discounts:** Save money through a nationwide complementary and alternative medicine network of 40,000 health and well-being providers, such as massage therapists, personal trainers and nutrition counselors.

It's easy to join the Fitness Program! Just call the toll-free number **888-762-BLUE (2583)** Monday through Friday, from 8 a.m. to 9 p.m. in any continental U.S. time zone.

* The Fitness Program is provided by Healthways, Inc., an independent contractor that administers the Prime Network of fitness centers. The Prime Network is made up of independently owned and operated fitness centers.

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

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FITNESS TRACKING

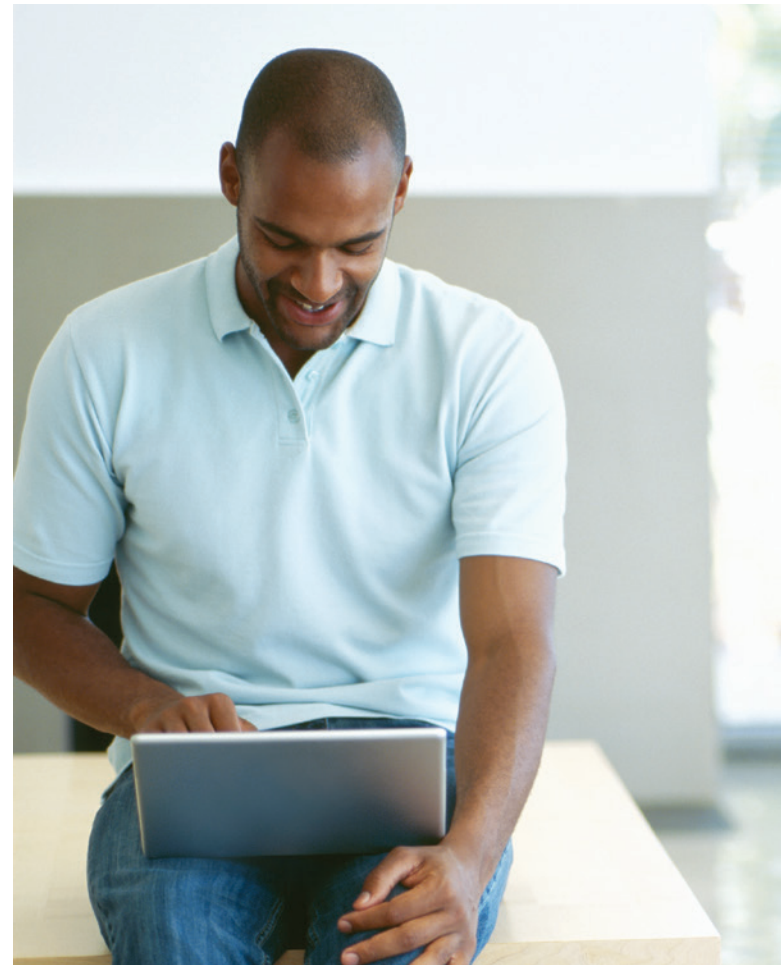
Track your fitness activity using popular fitness devices and mobile apps.

ONLINE WELLNESS CHALLENGES

Challenge yourself to meet your wellness, stress management, fitness and nutrition goals. Plus, team challenges let you join forces with others to compete in monthly contests.

WELLNESS PROGRAM QUESTIONS?

Call Customer Service at **877-806-9380**.



Take Wellness on the Go

Check out the Well onTarget mobile app, available for iPhone® and Android™ smartphones. It can help you work on your health and wellness goals — anytime and anywhere.



BlueCross BlueShield of Illinois

Go Mobile with the New BCBSIL App!



Stay connected with Blue Cross and Blue Shield of Illinois (BCBSIL) and access important health benefit information wherever you are.



Find a doctor, hospital or urgent care facility or search for Spanish-speaking providers

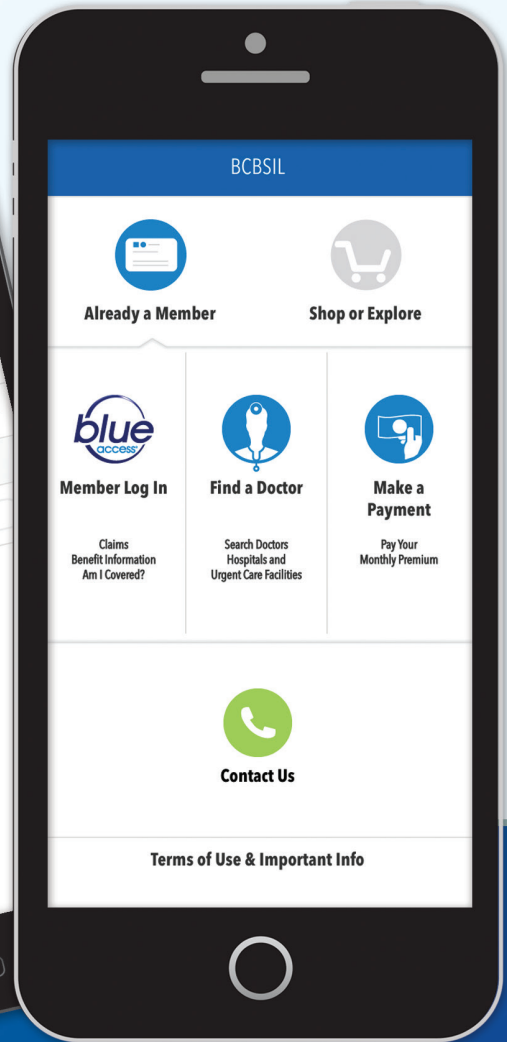


Register or log in to the secure member website, Blue Access for MembersSM

- Get coverage and claims information
- View or order a new ID card

Text* **BCBSILAPP**
to **33633** to get
the **BCBSIL** app.

*Messages and data rates may apply.



bcbsil.com/mobile