



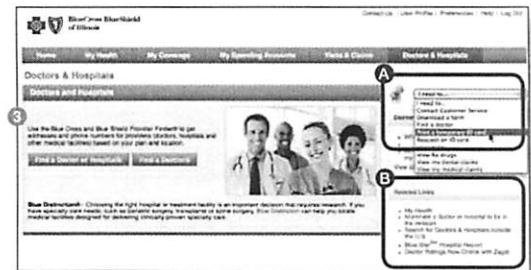
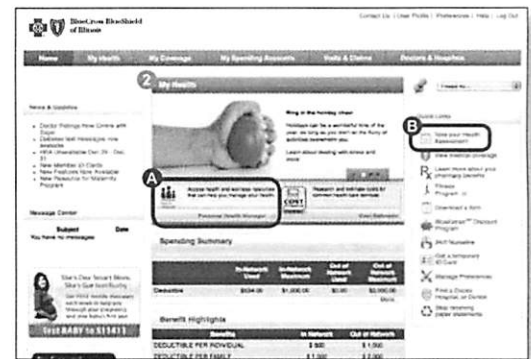
# Log in to Blue Access for Members<sup>SM</sup> (BAM)

*BAM provides you with immediate and secure access to your claims activity, health and wellness information, and much more. Explore the online resources and tools available to you from your computer or mobile device.*



## Getting started is simple. Follow these steps:

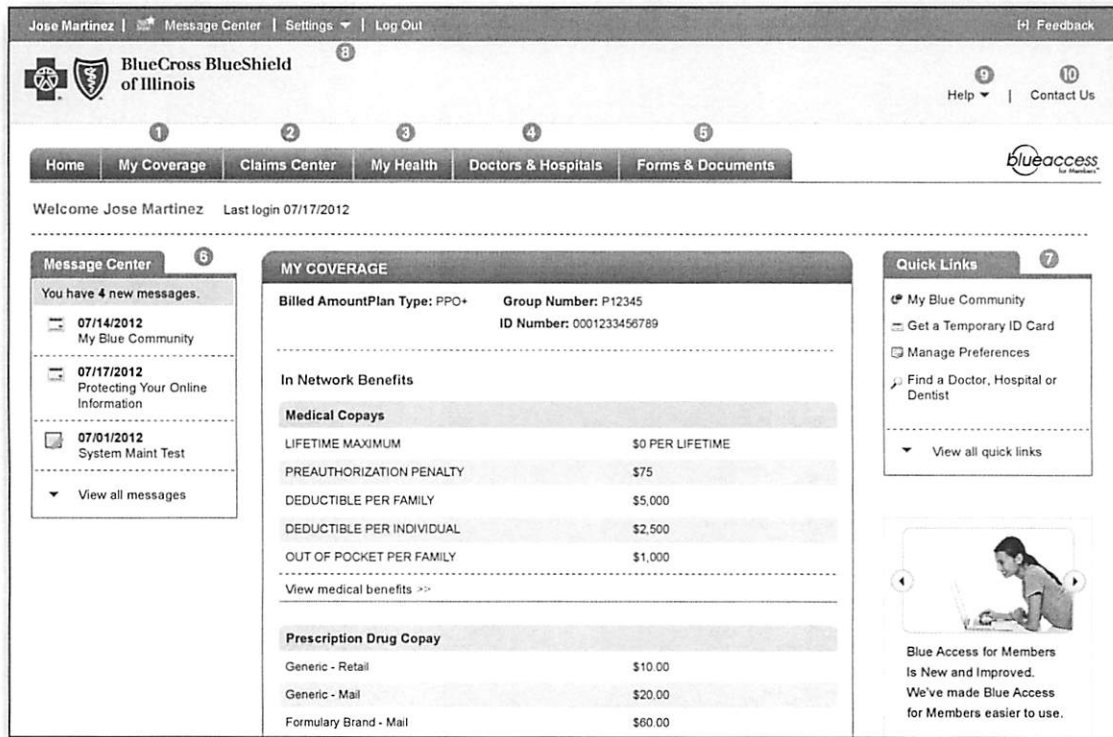
- 1 Go to **bcbsil.com**. Click the **Already a Member?** tab. Then click on the **Register Now** button in the BAM section. Use the information on your member ID card to complete the registration process.
- 2 Welcome to your BAM home page. Use the **Personal Health Manager (A)** to help make more informed health care decisions, take the **Health Assessment (B)** and much more.
- 3 Select the **Doctors & Hospitals** tab and click on the drop-down menu to (A) print a temporary ID card, download forms or contact Customer Service. HMO members can change medical groups by using the **Related Links (B)** box.



bcbsil.com



# Find what you need at Blue Access for Members<sup>SM</sup> (BAM)



- 1 **My Coverage:** Review benefit details for you and the 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<sup>®</sup> 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 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, manage 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 **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.