



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.

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).

Blue Access for Members

User Name:	<input type="text"/>
Password:	<input type="password"/>
<input type="button" value="Log In"/>	
▶ I forgot my User Name	
▶ I forgot my Password	
<input type="button" value="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.



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](#)

My Health



National Nutrition Month
100 fewer calories a day adds up to healthier weight. [Learn More...](#)

PERSONAL HEALTH MANAGER
[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.

I need to... [dropdown]

My Coverage

Coverage	Effec. Date
Medical	01/01/2008
Rx Drugs	01/01/2008
Dental	01/01/2008

[More...](#)

6 Message Center

You have 2 NEW messages!

Subject	Date
One or more of your claims have been finalized.	4/3/2008
Blue Cross and Blue Shield Pending Claim Notification	1/19/2008

[More...](#)

7 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?](#)

Medical Visits & Claims

Your 2 most recent visits:

Date	Patient	Physician/Provider	Status
04/02/2008	AARON SMITH	NATHAN JOHNS MD	PAID
01/18/2008	SAMANTHA SMITH	NATHAN JOHNS MD	NOT PAID

[More...](#)

Dental Visits & Claims

Your 2 most recent visits:

Date	Patient	Physician/Provider	Status
01/05/2008	AARON SMITH	NATHAN JOHNS DDS	PAID
12/27/2007	SAMANTHA SMITH	NATHAN JOHNS DDS	NOT PAID

[More...](#)

User Profile

- > [Receive e-mail notifications of claim activity](#)
- > [Update your online profile](#)
- > [Change your password](#)



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. BlueEdgeSM 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 Service Advocate will respond by phone or mail.

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.



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...](#)

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](#)

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^{SM**}, 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
 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
 Medical 01/01/2007
 Rx Drugs 01/01/2007
 Dental 01/01/2007

Samantha

Date of Birth: 08/12/2002
 Coverage Effective Date
 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.



BlueCross BlueShield of Illinois

https://members.hcsc.net

Provider Finder

Search by Name
Search for a doctor, hospital or other health care professional by name.

Search by Health Plan
Search for doctors, hospitals and other health care professionals in your health plan (e.g. PPO, POS, HMO).

Search by Provider Type
Searching for pediatricians, dermatologists or general practitioners?

More Medical Searches

- Find Providers Outside the US
- Find Labor Account Providers here
- Find a Pharmacy
- Find a Dentist
- Find a Vision Provider

Other Provider Searches

- To find information on discount laser vision correction procedures or disposable contact lenses, contact Davis Vision at (877) 393-8644.
- To find information on discount hearing aids, contact TruHearing at (866) 687-2020.

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. 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 StarSM 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

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.
Visit often to find new information and take advantage of the latest feature updates!

