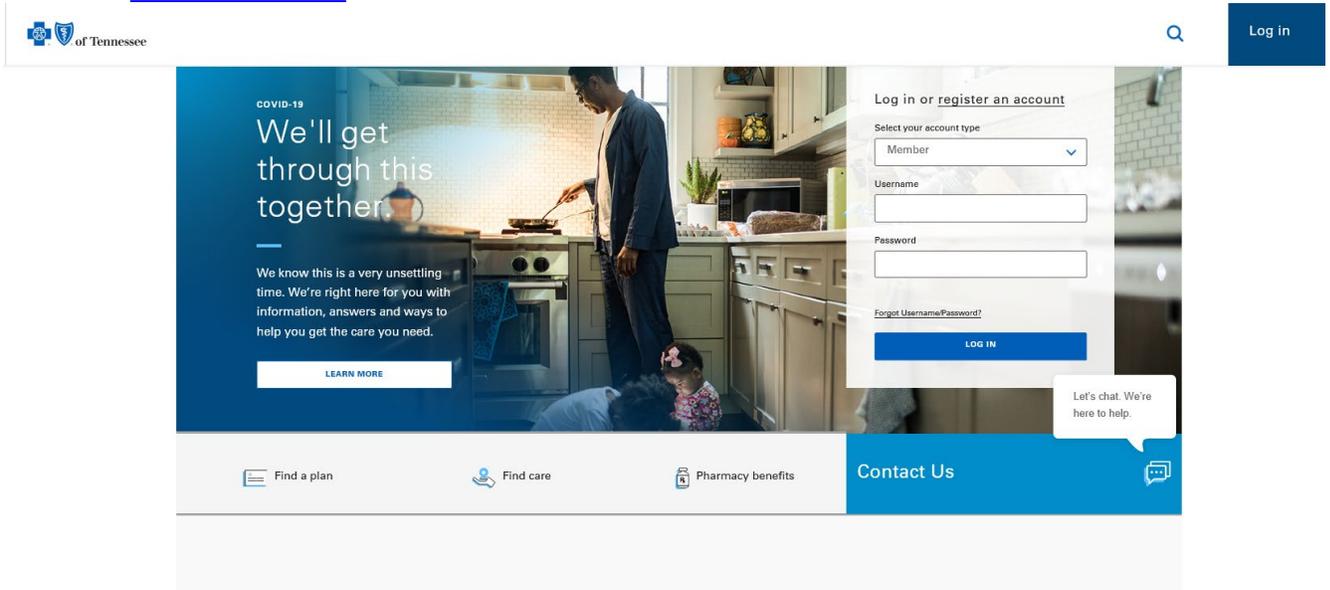


# BCBST Website Registration Job Aid

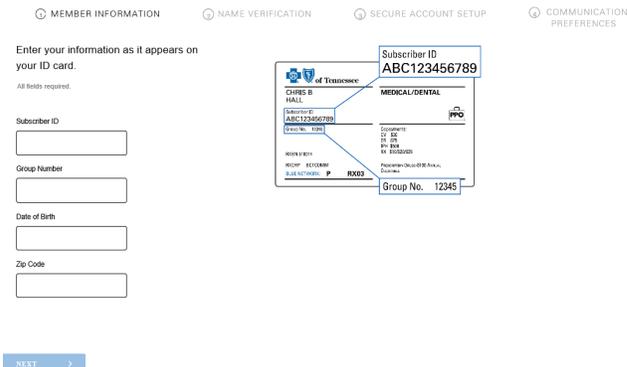
1. Your insurance information will be sent to HR and sent to BCBS by HR. Once this happens it will generate an ID# by the next day. \*You WILL need the BCBS ID# to create a login/password\*
2. Go to [www.bcbst.com](http://www.bcbst.com)



3. Then choose Register an account above the Select your account type dropdown:



4. The first step is putting in your information (ID#, Group#, DOB and Zip Code):
  - a. The three letters before your member ID# are ORU, but this is usually not needed.



## 5. The second step is verifying your name like shown below:

1 MEMBER INFORMATION

2 NAME VERIFICATION

3 SECURE ACCOUNT SETUP

4 COMMUNICATION PREFERENCES

Is this the correct member name?

We've found one or more records matching the information you entered. To confirm, just select the name you want to register.

Marguerite Bashaw

Don't see the right member name?

We can use the subscriber's date of birth, ZIP code and member ID card information to help you [find the name you want to register](#).

If you're still having trouble, please call our Customer Service team at 1-800-565-9140. We're right here Monday - Friday 8:00am to 6:00pm EST.

Be sure to select the circle next to your name, and then click next.

< PREVIOUS

NEXT >

## 6. The third step is to create a username/password and security questions:

1 MEMBER INFORMATION

2 NAME VERIFICATION

3 SECURE ACCOUNT SETUP

4 COMMUNICATION PREFERENCES

Complete your login details and security questions.

All fields required.

Username ⓘ Your Username must be 3-15 characters long.

Password ⓘ

Confirm Password ⓘ

Email Address ⓘ Please enter a valid email address.

Security Question 1

Security Answer 1:

Security Question 2

Security Answer 2:

Security Question 3

Security Answer 3:

Usage Agreement

I agree to the [BlueCross BlueShield of TN terms of service](#).

< PREVIOUS

NEXT >

Be sure to click the box under Usage Agreement after putting in User ID, password, email, and security questions. Then click NEXT.

## 7. The fourth and final step is choosing your Communication Preferences as seen below:

① MEMBER INFORMATION

② NAME VERIFICATION

③ SECURE ACCOUNT SETUP

④ COMMUNICATION PREFERENCES

### Go digital, and get your info faster

Save paper and time by getting many of your plan details online. Sign up for email and text alerts, and we'll send you a message as soon as we have new info for you. Please note, we'll still have to send you important documents by regular mail.

We'll send emails to [benson.brook1983@gmail.com](mailto:benson.brook1983@gmail.com)

You can update your preferences at any time and request paper copies as needed. [Contact Us](#)

Get available communications via text		<input type="checkbox"/>
Get available communications via email <i>Or choose the emails you want to receive below</i>		<input type="checkbox"/>
<b>Important Plan Information</b> We'll send you details about your coverage including updates to your network, benefits and appeals.	<b>Benefits and Coverage Information</b>	<input type="checkbox"/>
	<b>Important Coverage Updates</b>	<input type="checkbox"/>
<b>Claims Information</b> Get summaries about your share of care costs.		<input type="checkbox"/>
<b>Health &amp; Wellness</b> We'll send you tips and reminders to help you get the care you need and stay well.	<b>Wellness Tips and Checkup Reminders</b>	<input type="checkbox"/>
	<b>Care Management</b>	<input type="checkbox"/>
	<b>Newsletters</b>	<input type="checkbox"/>
<b>Pharmacy</b> Get information about your drug benefits.	<b>Information on Your Prescription Drugs</b>	<input type="checkbox"/>

Our documents are designed to work with all current browsers. [Learn More](#)

- By checking this box I agree to enroll in email and/or mobile communication service as a member that is 18 or older, or as the legal guardian or personal representative of a member. I understand that communications via unencrypted email over the internet and/or via text message are not secure and that there is a possibility that information included in email and/or text messages can be intercepted and read by other parties besides the person to whom it is addressed. By signing up, I accept the risks associated with emailing and text messaging and understand that message and data rates may apply. Further, by providing a phone number, I agree that BlueCross, its affiliates, and service providers may contact me using automated dialing systems.

Be sure to click the agreement box and then click NEXT.

< PREVIOUS

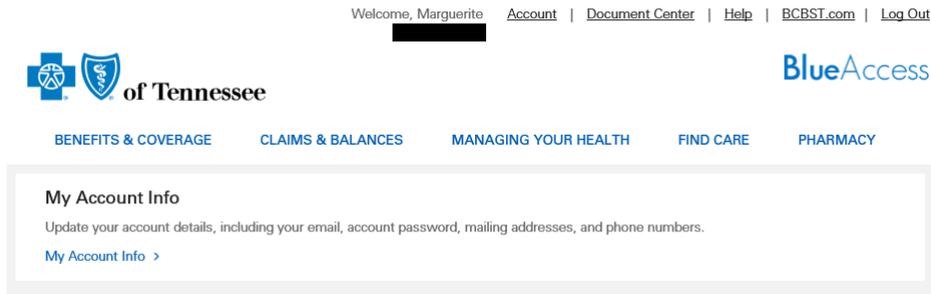
NEXT >

8. Once you have successfully logged into your account, please verify the address listed on your account is the address you want your insurance card, medical documentation, and tax information to go to.

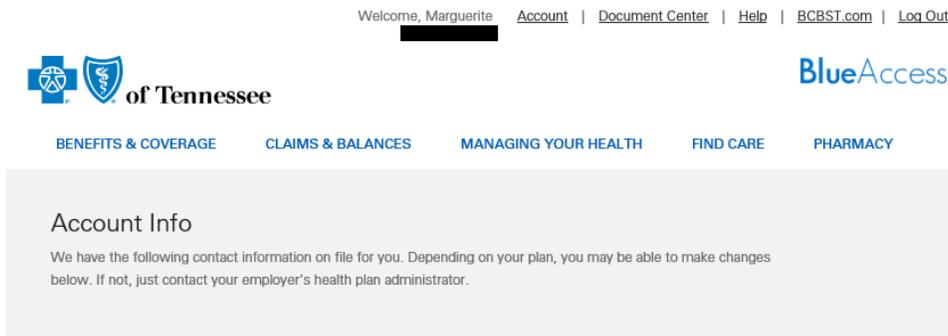
9. You can check this by selecting Account:



10. Then select My Account Info:



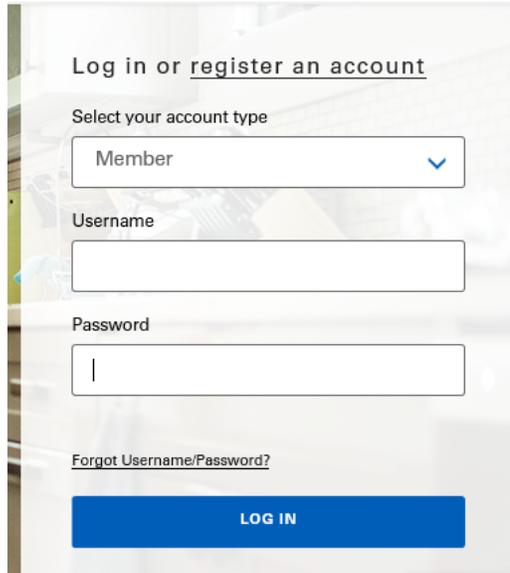
11. Once you select My Account Info, verify your information and if anything needs to be change, please reach out to us at [HRHealthInsurance@orau.org](mailto:HRHealthInsurance@orau.org).



<b>[REDACTED]</b>	DOB: <b>[REDACTED]</b>	ID: <b>[REDACTED]</b>	
ADDRESS LINE 1 <b>[REDACTED]</b>	PRIMARY PHONE		
ADDRESS LINE 2	SECONDARY PHONE		
CITY <b>[REDACTED]</b>			
STATE TN			
ZIP CODE <b>[REDACTED]</b>			
COUNTY <b>[REDACTED]</b>			

## BCBS – Downloading a Temporary Insurance Card

1. Go to [www.bcbst.com](http://www.bcbst.com)
2. Enter login information and click Login:



Log in or [register an account](#)

Select your account type

Member

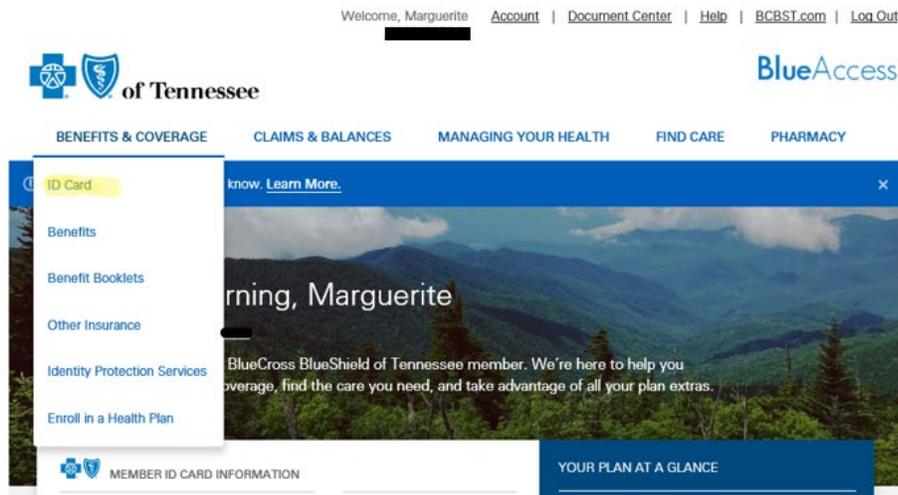
Username

Password

[Forgot Username/Password?](#)

**LOG IN**

3. Click Benefits and Coverage, then click ID Card:



Welcome, Marguerite [Account](#) | [Document Center](#) | [Help](#) | [BCBST.com](#) | [Log Out](#)

 **BlueAccess**

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**ID Card** [know. Learn More.](#)

[Benefits](#)

[Benefit Booklets](#)

[Other Insurance](#)

[Identity Protection Services](#)

[Enroll in a Health Plan](#)

 MEMBER ID CARD INFORMATION

**YOUR PLAN AT A GLANCE**

BlueCross BlueShield of Tennessee member. We're here to help you coverage, find the care you need, and take advantage of all your plan extras.

4. Click “Get a card for the plan I have today” and click Download ID Card

### Download ID Cards

Select the card you want to download to have on hand whenever you need it.

- Get a card for the plan I have today.
- Get a card for a plan starting at a later date.

**DOWNLOAD CARDS**

*Please make sure your browser's pop-up blocker is disabled.*

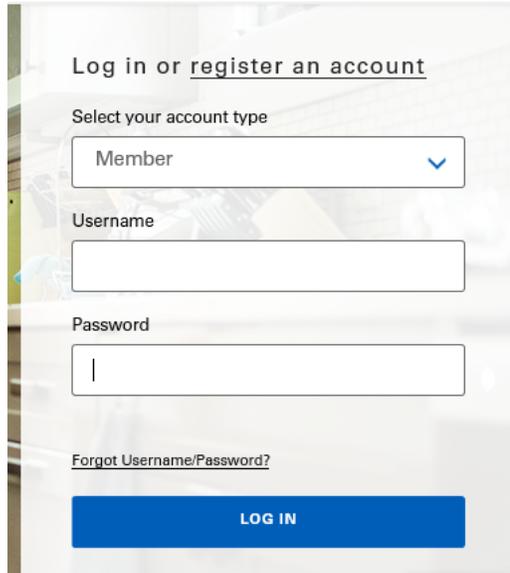
- a. You will then see a PDF of your insurance card. Please save this to your device, and print a copy to take with you until your permanent cards arrive.

 <b>Subscriber ID</b> [REDACTED]	<b>Medical</b>	
<b>Group No.</b> 89513	<b>Copayments:</b> IPH \$200 SPEC \$40 ER \$100 OV \$20	
<b>RXBIN</b> 610014	<b>RX \$10/\$35/\$55</b>	
<b>RXGRP</b> BCTCOMM <b>RX FORMULARY</b> Preferred <b>BLUE NETWORK: P RX04</b>		

 hcbst.com Member Service 1-800-565-9140 Network Provider Outside Tennessee: 1-800-676-2583 (BLUE) To use your Behavioral Health: benefits 1-800-888-3773 Provider Service Eligibility/Prior Authorization and Claims: 1-800-924-7141 Prior Authorization required for Advanced Radiological Imaging: 1-888-693-3211 Pharmacists 1-800-922-1557	<b>BCBST provides administrative services only and assumes no financial risk for claims.</b>  Providers: Submit claims to your local BCBS Plan. Prior Authorization required for admissions and certain medical services.  BCBST Claims Service Ctr. 1 Cameron Hill Circle, Suite 0002, Chattanooga, TN 37402-0002	<b>Members show this card and tell your provider to check for prior authorization to avoid additional costs. Check your benefit materials for details. Possession of this card does not guarantee eligibility for benefits.</b>
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## BCBS – Ordering a new BCBS ID Card

1. Go to [www.bcbst.com](http://www.bcbst.com)
2. Enter login information and click Login



Log in or [register an account](#)

Select your account type

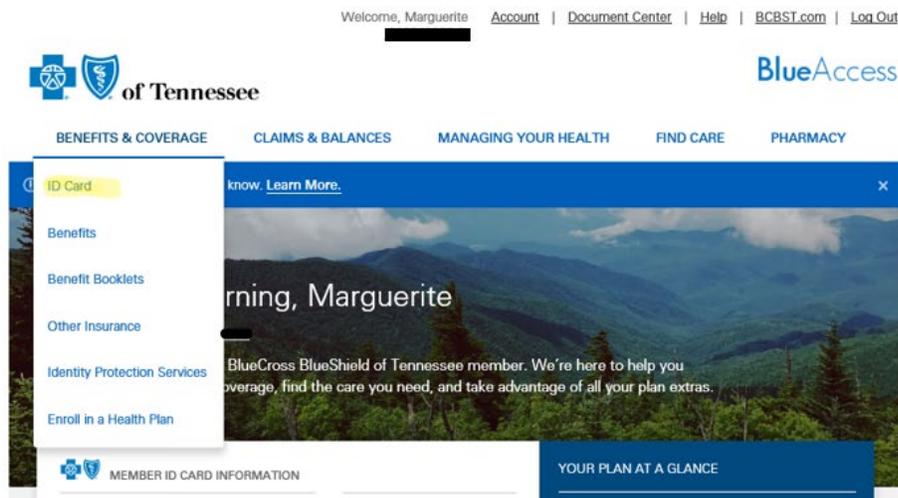
Member

Username

Password

[Forgot Username/Password?](#)

3. Click Benefits and Coverage, then click ID Card:



Welcome, Marguerite [Account](#) | [Document Center](#) | [Help](#) | [BCBST.com](#) | [Log Out](#)

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[ID Card](#) | [Benefits](#) | [Benefit Booklets](#) | [Other Insurance](#) | [Identity Protection Services](#) | [Enroll in a Health Plan](#)

[MEMBER ID CARD INFORMATION](#) | [YOUR PLAN AT A GLANCE](#)

- 4.) Select the number of New ID Cards you would like to order and press “Order Cards” button:

### Order New ID Cards

Select the number of ID cards you want to order. They will be mailed to your address in 7-14 business days.

Number of ID Cards: