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.) Click on Log In/Register to BlueAccess on right of page:

4.) Then choose Register Now at the bottom of the options:
5.) **On the next page click on Register as a Member as shown below:**

Register as a:

![Member](image)

If you have a BlueCross BlueShield of Tennessee health plan, you’ll register as a member.

Have questions about benefits or need to check if a claim has been paid? BlueAccess is here for you! You can also monitor your balances, see a copy of your Member ID card and view or print an Explanation of Benefits (EOB).

*More about Member*

6.) **The next to last step is putting your information (ID#, DOB, Group#, and Zip Code):**

<table>
<thead>
<tr>
<th>MEMBER INFORMATION</th>
<th>NAME VERIFICATION</th>
<th>SECURE ACCOUNT SETUP</th>
<th>COMMUNICATION PREFERENCES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subscriber ID</strong></td>
<td><strong>Group Number</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Enter your information as it appears on your ID card.

All fields required.

- **Subscriber ID**
- **Group Number**
- **Date of Birth**
- **Zip Code**

Be sure to click Continue once all information is put in.

The Subscriber ID is the 9 digit Blue Cross ID#, as you can’t use your SS# as the Subscriber ID. You can only register once you have been added to the BCBS system by HR.
7.) It will then ask you to verify your name like shown below:

Great!
We have found record(s) matching the information entered. Next, verify your name:

© Ebony Andrews
+ Take me back, I do not see my name

Don’t see your name? Click the take me back link to verify your date of birth, the subscriber’s zip code card information. If you still have trouble, please contact our Customer Service team at: 1-800-565-91.
Monday - Friday 8 am to 5:15 pm ET

Warning: It is a criminal offense to access the information of others.

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

8.) Last step is to create a username/password and security questions:

Member Registration
All information is required.

User ID: 
Password: 
Re-type Password: 
Current Email Address: 

Security Question 1: Who was your childhood hero?
Security Answer 1: 

Security Question 2: What is your oldest sibling’s birthday month and year?
Security Answer 2: 

Security Question 3: In what city does your nearest sibling live?
Security Answer 3: 

Communication Preferences
You are automatically enrolled to receive communications electronically. You can update your communication preferences after you’ve registered by visiting Communication Preferences.

Usage Agreement
I agree to the BlueCross BlueShield of TN terms of service

Be sure to click the box under Usage Agreement after putting in User ID, password, email, and security questions. Then click SUBMIT.
1. Go to www.bcbst.com
2. Click Log In or Register
3. Enter login information and click Login

The Broker and Employer login process has changed. Please review the options below.

Member BlueAccess Login

Forgot / Reset Password
Register Now
4. Click Benefits and Coverage, then click ID Card

5. Click get a card for the plan I have today, and click Download ID Card

Print Temporary ID Card

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

When does this plan begin: 09/06/2018 (MM/DD/YYYY)

DOWNLOAD ID CARD

Please make sure your browser's pop-up blocker is disabled.
BCBS – Ordering a new BCBS ID Card

1. Go to www.bcbst.com
2. Click Log In or Register
3. Enter login information and click Login
4. Click Benefits and Coverage, then click ID Card
5. Click “Order new ID Cards”

Print Temporary ID Card

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

When does this plan begin: 09/06/2018 (MM/DD/YYYY)

[Download ID Card] Please make sure your browser's pop-up blocker is disabled.

[Or click to order new ID Cards]

6. Next tell how many ID Cards you want to order. Then click “Place Order” to complete the process.