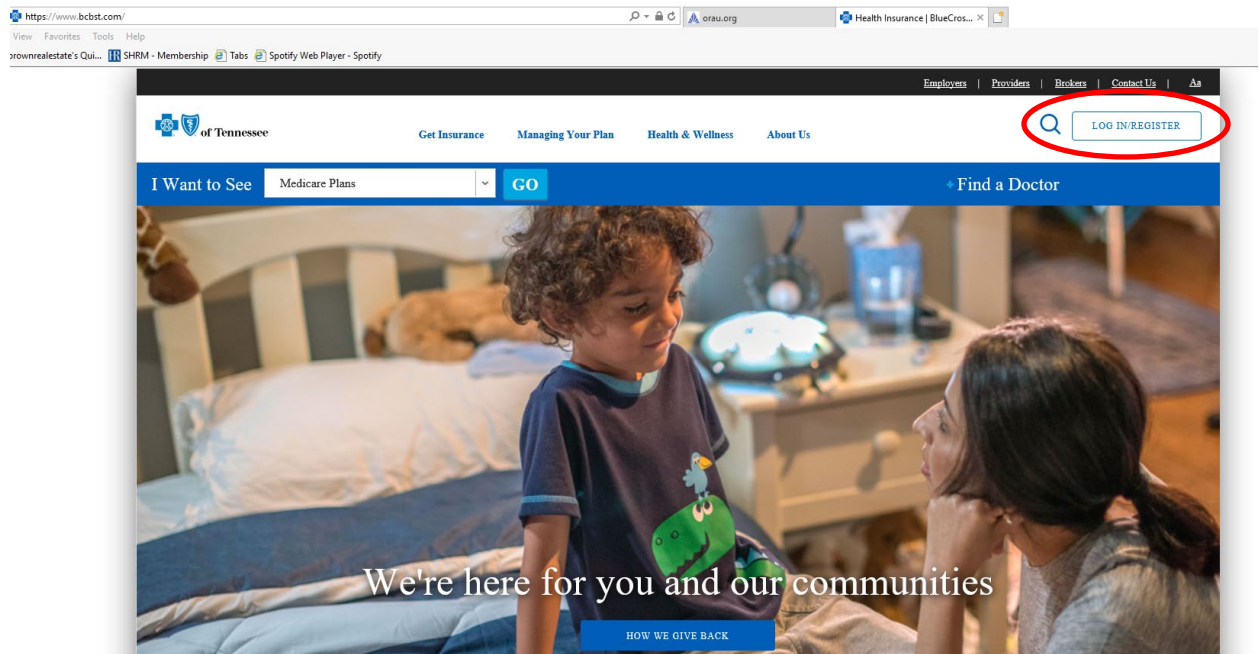


BCBS Website Registration Job Aid

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



- 4.) Then choose Register Now at the bottom of the options:

Select a login option below:

[Member](#) [Employer](#) [Broker](#) [Provider](#)

Member Login

Member Username

Password

Remember Me

[Forgot Username/Password?](#)

Don't have an Account?

5.) On the next page click on Register as a Member as shown below:

Register as a:

Member

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):

1 MEMBER INFORMATION 2 NAME VERIFICATION 3 SECURE ACCOUNT SETUP 4 COMMUNICATION PREFERENCES

Enter your information as it appears on your ID card.

All fields required.

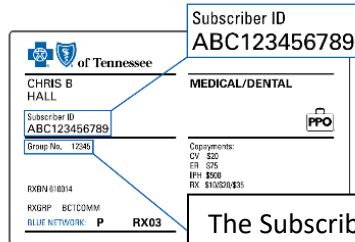
Subscriber ID

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

NEXT

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.

CONTINUE

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:	<input type="text"/>	i
Password:	<input type="password"/>	i
Re-type Password:	<input type="password"/>	i
Current Email Address:	<input type="text"/>	i
Security Question 1:	Who was your childhood hero?	i
Security Answer 1:	<input type="text"/>	i
Security Question 2:	What is your oldest sibling's birthday month and year?	i
Security Answer 2:	<input type="text"/>	i
Security Question 3:	In what city does your nearest sibling live?	i
Security Answer 3:	<input type="text"/>	i

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

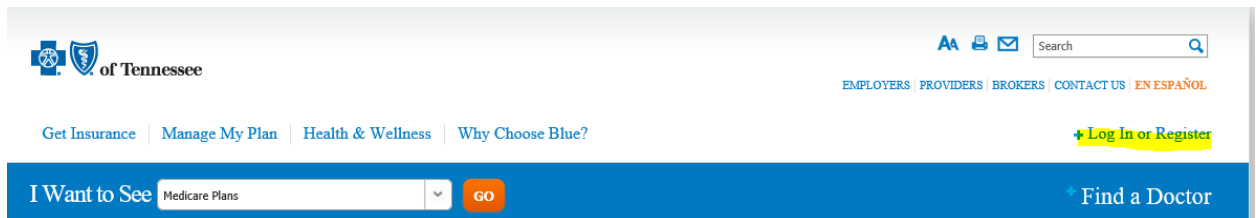
I agree to the BlueCross BlueShield of TN terms of service.

SUBMIT

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

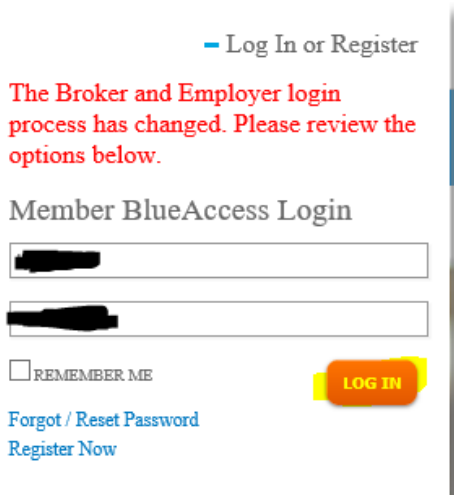
BCBS – Downloading a Temporary Insurance Card

1. Go to www.bcbst.com
2. Click Log In or Register



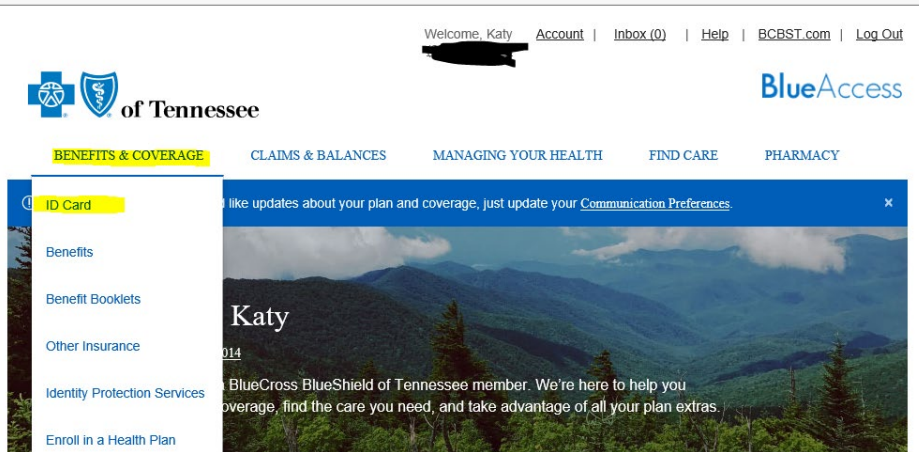
The screenshot shows the top portion of the BCBS of Tennessee website. On the left is the BCBS of Tennessee logo. On the right, there are icons for accessibility (AA), print, and email, followed by a search bar. Below these are navigation links: EMPLOYERS, PROVIDERS, BROKERS, CONTACT US, and EN ESPAÑOL. A secondary navigation bar contains links for Get Insurance, Manage My Plan, Health & Wellness, and Why Choose Blue?, with a highlighted '+ Log In or Register' link on the right. At the bottom of this bar is a dropdown menu for 'I Want to See' with 'Medicare Plans' selected and a 'GO' button, and a 'Find a Doctor' link on the far right.

3. Enter login information and click Login



The screenshot shows the login page on the BCBS of Tennessee website. At the top, there is a link for '- Log In or Register'. Below this is a red warning message: 'The Broker and Employer login process has changed. Please review the options below.' The main heading is 'Member BlueAccess Login'. There are two input fields for username and password, both containing redacted text. Below the password field is a checkbox labeled 'REMEMBER ME'. To the right of the input fields is a yellow 'LOG IN' button. At the bottom left, there are links for 'Forgot / Reset Password' and '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.

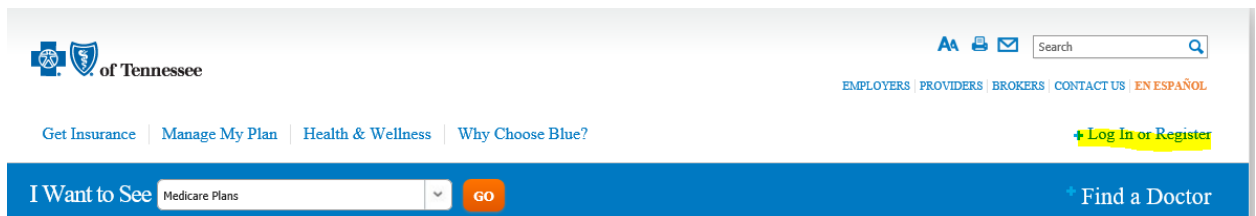
When does this plan begin: (MM/DD/YYYY)

DOWNLOAD ID CARD

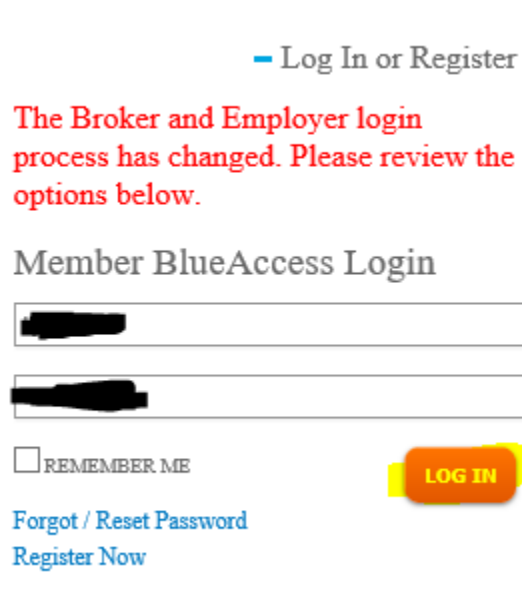
Please make sure your browser's pop-up blocker is disabled.

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: (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.