



Welcome

Get the Most from Your Benefits

The choices you make each day affect your health now and in the future. That's why Blue Cross and Blue Shield of Illinois (BCBSIL) has been committed to the wellbeing of the communities we serve for 85 years. We provide a range of online tools and resources to help you plan and manage your health care.



Your Member ID Card

You will get a member ID card in the mail before your coverage is effective. Be sure to show this card when you receive care. The cards have only the subscriber's name but can be used by each covered family member.

With a BCBSIL PPO-based plan, you can:

Choose from a large provider network.

The BCBSIL networks include a range of independently contracted hospitals, doctors and other health care providers. And with the BlueCard[®] program, you have access to an established PPO network throughout the country.

Use our wellness resources.

We provide helpful articles, emails and text alerts about general and specific health issues to support you.

Check out our free app.

Access all of our mobile websites and services in one spot. Text* **BCBSILAPP** to **33633** to learn more.

Get deals and discounts through Blue365[®].

Save money on fitness gear, family activities, healthy eating choices and more from local and national retailers.

Get the Most from Your Benefits

Find information about doctors.

Our online directory is the quick and easy way to find doctors, hospitals or other health care providers in your network. Follow these steps:

- Go to **bcbsil.com**
- Click **Find Care**
- Answer a few questions and follow the prompts

Continuation of Care

BCBSIL recognizes the importance of maintaining a strong doctor-patient relationship when you change health care providers. This is especially true if you have a serious or chronic medical condition. That's why we provide continuation of care services that give you peace of mind.

If you are getting care from a doctor who is not part of your medical plan, you may be able to continue treatment with that doctor temporarily until the end of the current course of treatment. For more information, contact Customer Service at the number on the back of your member ID card as soon as possible to discuss what continuation of care options are available.

Find More Online

After you receive your member ID card, go to **bcbsil.com** to sign up for **Blue Access for MembersSM**. You can use this secure website from your desktop or mobile device to:

- Check the status of a claim and your claims history
- See who is covered under your plan
- View and print an Explanation of Benefits statement
- Review articles on health and wellness topics
- Print a temporary ID card
- Find a doctor, hospital or other health care provider in the network
- Estimate the cost of a provider's procedures, treatments and tests
- Get answers to frequently asked questions

If you have questions, a **Benefits Value Advisor^{**}** can help. Call the number on the back of your member ID card, weekdays from 8:00 a.m. to 6:00 p.m. CT.

**THANK YOU FOR BEING A
BLUE CROSS AND BLUE SHIELD
OF ILLINOIS MEMBER!**



*Message and data rates may apply. Terms, conditions and privacy policy can be found at bcbsil.com/mobile/text-messaging.

**For medical emergencies, call 911.

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