



## Personalized Information about Your Health Care Coverage

Would you like to know when your medical claims are paid and the payment amounts?

Do you need to confirm who in your family is included under your coverage? Go to [www.bcbstx.com](http://www.bcbstx.com), log in to Blue Access® for Members and:

- Check the status of a claim and your claims history
- Confirm who in your family is covered under your plan
- View and print an Explanation of Benefits (EOB) for a claim
- Locate a doctor or hospital in the network
- Select option to stop receiving EOBs in the mail
- Sign up to receive claim status e-mail alerts
- Request a new or replacement member ID card or print a temporary member ID card

### It's easy to get started

1. Have your group and member identification numbers ready – you can find these on your Blue Cross and Blue Shield ID card
2. Go to [www.bcbstx.com](http://www.bcbstx.com)
3. Log in to Blue Access for Members
4. Create a user ID and password, for immediate and secure access to your personal information.



We provide a variety of online resources for our members – from the status of medical claims to staying healthy. Blue Cross and Blue Shield of Texas conveniently delivers information and resources wherever you have access to the Internet.

## Personal Health Manager

Click on the Personal Health Manager icon on the home page of Blue Access for Members or the My Health section to access online resources and tools to help you set goals and improve your health.

### Key features of the Personal Health Manager include:

- A health risk assessment to evaluate your personal health status;
- Fitness and weight loss advice from a team of personal trainers at *Ask A Trainer*;
- Nutrition advice from registered dieticians with *Ask A Dietician*;
- Help to manage stress, workplace conflicts and other issues with *Ask A Life Coach*;
- Health related questions answered online from registered nurses – Blue Care Advisors – with the *Ask A Nurse* feature;
- A personal health record to keep track of and manage health information within one secure Web location;
- Targeted wellness information via e-mail to help manage specific medical conditions, including alerts for screening tests, and reminders for medical appointments and medication refills;
- Access to the online health content, including wellness tracking tools, videos and interactive tutorials; and
- Access to information on exercise, nutrition and lifestyle issues in the For Your Health area of Personal Health Manager.



You can earn Blue Points<sup>SM</sup> by using the For Your Health features of Personal Health Manager. After accumulating points, you can redeem them online for gift certificates from major retailers or other rewards of your choice.

You can earn Blue Points for activities that help you take control of your health and wellness, such as,

- Planning and tracking a fitness workout;
- Recording meals and seeing how they fit into your fitness plan;
- Reading or rating articles or recipes, and
- Asking a question of a nurse, coach, trainer or dietitian.



## Other Online Resources for Health Care Information

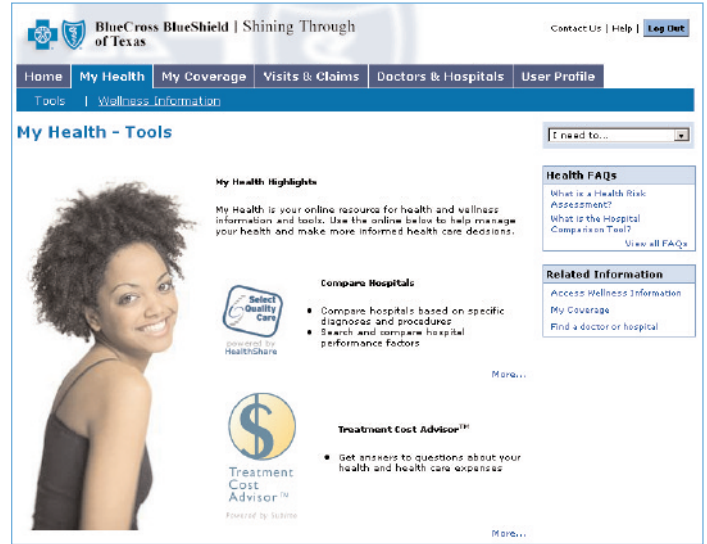
### Hospital Comparison Tool

When your physician has recommended a surgical treatment, you can easily find and review the outcome history of procedures previously performed at hospitals using HealthShare.\*

For example, if you're having bypass surgery, you can review a hospital's performance based on factors such as:

- Mortality
- Length of stay
- Complications
- Number of procedures performed
- Cost

To review hospital outcome data, log on to Blue Access for Members, click on the My Health section and select on *Compare Hospitals*.



\*The relationship between Blue Cross and Blue Shield of Texas and HealthShare Technology, Inc. is solely that of independent contractor



### Treatment Cost Advisor

Through the Treatment Cost Advisor\*\* tool, you can find the typical cost of a health care procedure from a list of common medical conditions.

Members simply need to enter information, such as age, gender and state or zip code to help determine a cost estimate for a specified medical procedure.

Log on to Blue Access® for Members, click on the My Health section and select *Treatment Cost Advisor* to get started.

\*\*All information is intended for your general use only and is not a substitute for medical advice or treatment for specific medical conditions. You should seek prompt medical care for any specific health issues and consult your physician before taking any action on your health conditions. Use of this online service is subject to the Terms and Conditions.



A Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association 47099.1106

