



Confidence comes with every card.®



# Manage your coverage and care — anytime, anywhere — in your member account

Find the tools, information and support you need to help you understand your plan — how it works and what it covers.

FIND IN YOUR ACCOUNT	WHY IT'S HELPFUL
<b>My Coverage</b>	Review your plan documents, keep up to date on your deductible, coinsurance and out-of-pocket balances, and view coverage information for each member on your plan.
<b>My Claims and Explanation of Benefits</b>	Track how much we pay and how much you pay for health care services. You'll receive emails and alerts as soon as they're posted to your account.
<b>Find Care</b>	Save time looking up doctors and places within your plan's network. See who offers virtual visits, extended office hours and are accepting new patients. Compare hospital quality for peace of mind.
<b>View or Change PCP</b> <i>(Only for HMO and point of service members in Michigan)</i>	Easily select or change your primary care provider in your plan's network.
<b>ID card</b>	Find your virtual member ID card in a pinch and show it to your doctor's office. Easily order extra or replacement plastic cards.
<b>Prescription Coverage and Pricing</b>	If you have our pharmacy benefits, you can manage your prescriptions, check an order status or find the cost of drugs available through your plan. If your plan offers the option, you may order a 90-day supply of your medications from a participating retail or home delivery pharmacy.
<b>Referrals and Authorizations</b>	Know when your prior authorization or referral, if required by your plan, is approved before you schedule an appointment to avoid surprise out-of-pocket costs.
<b>Estimate Your Costs</b>	Look up estimated costs for a wide range of health care services. You'll be ready to talk with your doctor about options for affordable care.
<b>Programs and Services</b>	Find other health care and wellness benefits available with your plan such as support for behavioral health, well-being resources and member discounts.
<b>BCN Member Handbook</b> <i>(Only for HMO and point of service members)</i>	Learn what you need to know about using your benefits, including specialty care, care when you travel, coordination of benefits and more.

Need help navigating your account?

Scan the QR code to watch a tutorial.



Or visit [bcbsm.com/app](https://bcbsm.com/app).



**No. 1 in member satisfaction among commercial health plans in Michigan**

For J.D. Power 2024 award information, visit [jdpower.com/awards](https://jdpower.com/awards).

**READY TO HELP**



**Register for your Blue Cross member account**  
It's easy and secure. Register one of these ways:



Go to [bcbsm.com/register](https://bcbsm.com/register)



Download our app at [bcbsm.com/app](https://bcbsm.com/app)



Text **REGISTER** to **222764\***

\*Message and data rates may apply. Visit [bcbsm.com](https://bcbsm.com) for our Terms and Conditions of Use and Privacy Practices.