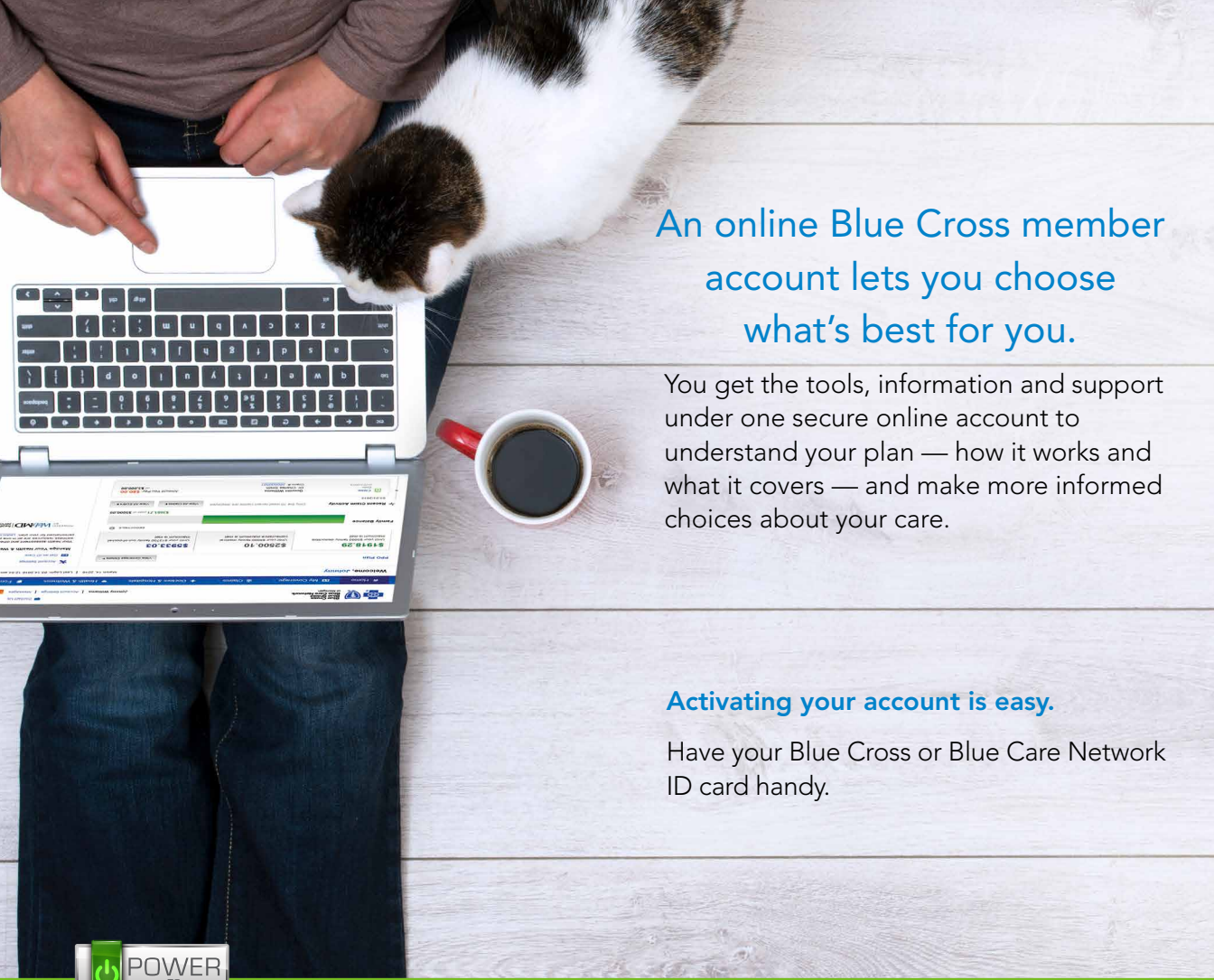




An online Blue Cross member account lets you choose what's best for you.

You get the tools, information and support under one secure online account to understand your plan — how it works and what it covers — and make more informed choices about your care.

Activating your account is easy.

Have your Blue Cross or Blue Care Network ID card handy.



Note: Message and data rates may apply when texting REGISTER to 222764. Visit bcbsm.com for our *Terms and Conditions of Use* and *Privacy Practices*.

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Register at:
bcbsm.com/register
Or, text **REGISTER**
to **222764**.

Get the app.



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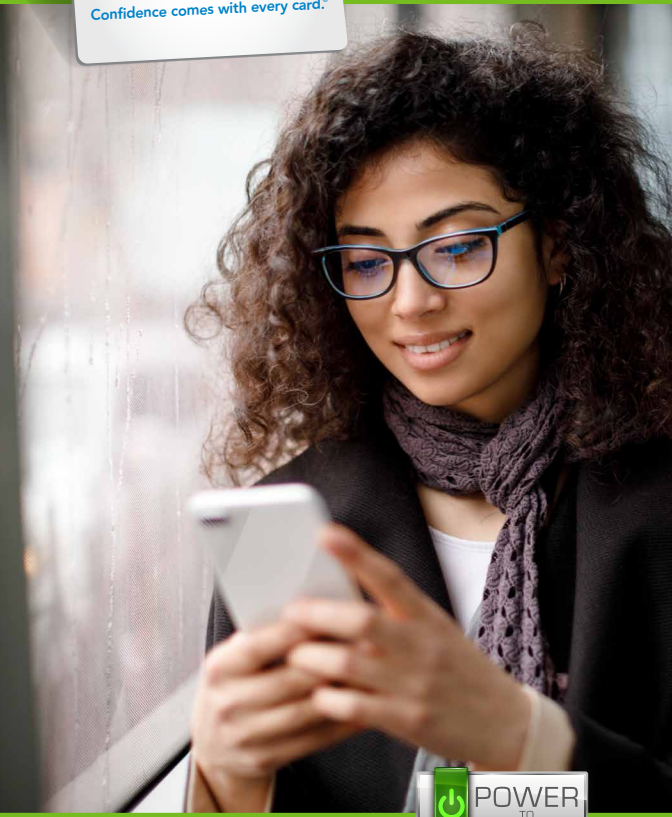


"Highest Member Satisfaction among Commercial Health Plans in Michigan"

Blue Cross Blue Shield of Michigan and Blue Care Network received the highest score in Michigan in the J.D. Power 2020 U.S. Member Health Plan Study of customers' satisfaction with their commercial health plan. Visit jdpower.com/awards



Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association



Make smart health care choices with your Blue Cross member account

Look what you can easily do using your online account:



CHECK YOUR BALANCES AND COVERAGE

Your deductible, coinsurance and out-of-pocket balance are pulled together in easily understandable charts.



MONITOR CLAIMS AND EXPLANATION OF BENEFITS STATEMENTS

Keep your claims and EOBs under one well-protected account. Track how much of the services your plan covers and your part of the costs. Get emails and alerts that tell you as soon as your explanation of benefits statements are posted to your account.



SEARCH FOR DOCTORS, HOSPITALS AND SPECIALISTS

Save time choosing or changing your primary care doctor. Look up doctors and places within your plan's network and see which are accepting new patients. Compare quality, office hours, hospital affiliations and other information.



COMPARE COSTS FOR HEALTH CARE SERVICES

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.

Also compare real prescription costs based on your plan's deductible, coinsurance and copayment, if you have Blue Cross or Blue Care Network pharmacy coverage.



FIND PEACE OF MIND WITH QUALITY HOSPITAL CARE

Feel good knowing you're receiving the best of care. Find hospitals that meet national quality standards.



CARRY YOUR ID CARD SAFELY

Your Blue Cross or Blue Care Network ID card is always at your fingertips. If you need more plastic cards, order them using your secured account.



GET ANSWERS FAST WITH 24/7 PERSONAL SUPPORT

Ask MIBBlue Virtual AssistantSM, an interactive, automated chat feature, to direct you on finding care, getting balances, choosing a doctor and more.



STAY HEALTHY

Get online health and well-being resources and information, store your personal health record and track your goals in one location.



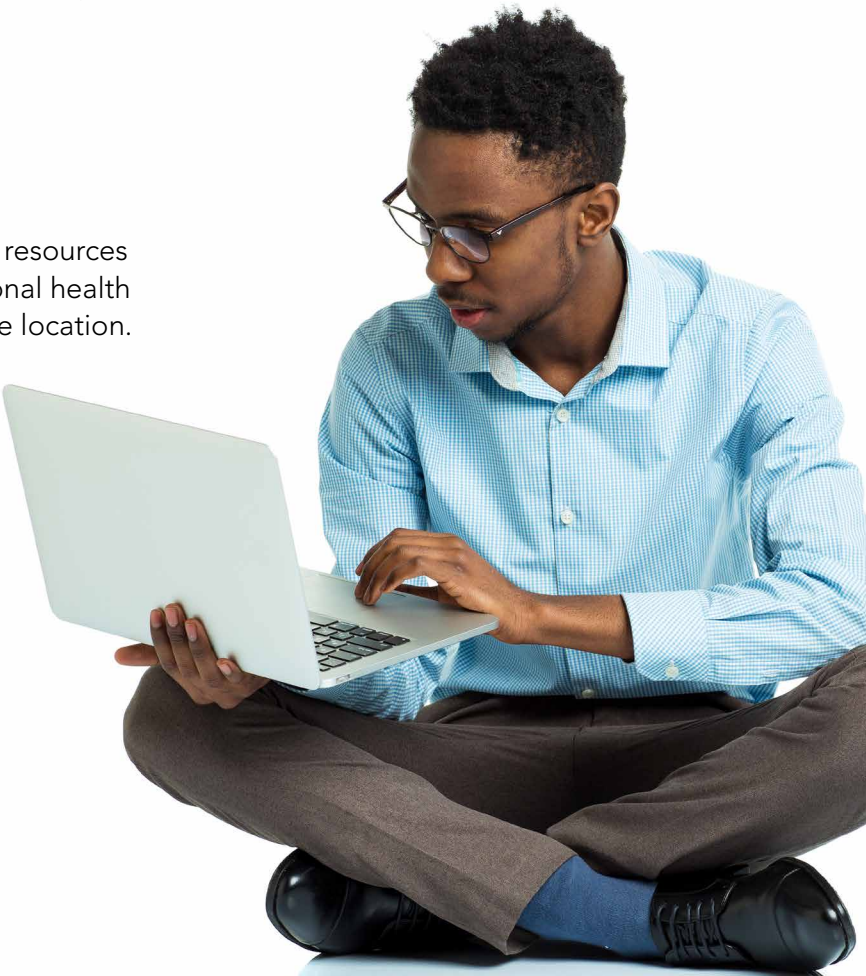
SEE THE STATUS OF AUTHORIZATIONS AND REFERRALS

Know when your referral or authorization is approved, if your plan requires them, before you schedule an appointment. An email lets you know as soon as a new, approved or denied referral or authorization is posted to your account.**



USE YOUR MEMBER DISCOUNTS

Save on gym memberships, fitness gear, weight loss programs and more with Blue365.[®]



*Cost estimates for certain services are available for most non-Medicare members.

**Not all approval and denial letters are handled by Blue Cross or BCN. Letters distributed by a vendor other than Care Advance aren't available through the Blue Cross member account.

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