



# BCBST Member Portal and Mobile App

The BlueCross BlueShield of Tennessee (BCBST) Member Portal and Mobile App puts your health plan information at your fingertips, making it easy to manage your health anytime, anywhere. These tools are designed to provide convenient access to your benefits, coverage, and wellness resources—whether at home or on the go.

## How to Register

Follow these steps to register your BCBST account:

1. Visit [www.bcbst.com](http://www.bcbst.com) and click "Log in" at the top right corner.
2. Select "Register an Account" and provide:
  - **Subscriber ID** (from your ID Card)
  - **Group Number** (#99219)
  - **Date of Birth**
  - **ZIP Code**

If you are already registered, visit [www.bcbst.com](http://www.bcbst.com) and log in with your username and password.

If you encounter any issues, call the Member Service number on the back of your ID card for assistance.

## Member Portal

Explore the following tabs in the Member Portal to maximize your benefits:

- **Benefits & Coverage Tab:** Review plan details, including coverage specifics, costs, and your dependents coverage
- **Claims & Balances Tab:** Pay claims, check claim statuses, view Explanation of Benefits (EOB), and track deductible progress
- **Managing Your Health Tab:** Connect with a nurse or doctor, manage long-term conditions, access pregnancy resources, and more
- **Find Care Tab:** Locate in-network doctors, compare healthcare costs, and read reviews
- **My Account Tab:** Manage your profile, update communication preferences, and set your preferred communication methods (email, text, or paper)

## Mobile App

BCBST Mobile App Features:

- Chat with a live care team agent for quick support
- View and share your Digital ID Card anytime
- Access plan details, including coverage specifics and cost estimates
- Locate in-network providers
- Schedule virtual doctor visits through Teladoc

## Get Started Today!

Download the BCBST Mobile App for free by scanning the QR code

