

February

Benefit Tip of the Month

SOUTHERN LAND
COMPANY

Blue Cross Blue Shield of TN (BCBST) Member Portal and Mobile App

One of BCBST's top priorities is to help you understand your health plan, so you can use your benefits with confidence. You can easily access all your health plan details in one place. Quickly find benefit and wellness tips, find a doctor and much more.

If you are not already registered

Visit **www.bcbst.com** and click on "Log in" at the right-hand corner of the screen, then click "register an account". You will be required to enter your information such as:

- Subscriber ID (found on your ID Card)
- Group Number (#99219)
- Date of Birth
- ZIP Code

Click "**Next**" and follow the on-screen instructions.

If you get stuck or have questions just call the member service number on the back of your ID card!

If you already are registered, visit **www.bcbst.com** and login with your username and password.

Once you're logged in, check out the different tabs:

- On the **Benefits & Coverage** tab, you can get full details on what's covered, who's covered and what you pay for health care services.
- On the **Claims & Balances** tab, you can pay claims from your providers, view the status of your claims, get a copy of your EOB and check to see if your deductible has been met.
- On the **Managing Your Health** tab, you can talk to a doctor or nurse about non-emergency health conditions, get help with your pregnancy, speak with a care manager about a long-term health condition, access valuable resources and so much more.
- On the **Find Care** tab, you can find a doctor or hospital in your network and see objective comparisons and reviews from other BlueCross members. Get and compare health care cost estimates from different providers.
- On the **My Account** tab, you can set up your account profile, update your email address and choose email, text or paper communications.

You're constantly on the go, so you need a convenient way to keep up with your BCBST health plan. Scan the QR code or visit the App Store or Google Play to download the mobile app!

- Chat online with a live agent on your care team
- Access information about your plan including coverage and estimated up-front costs
- View your digital ID card to conveniently access it on the go
- Locate in-network providers close to you
- Access your telehealth services through Teladoc

