

# Blue Cross member account: Your first step to understanding your plan

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## Your Blue Care Network plan information at your fingertips

Once you enroll in a plan, what should you do next? Activate your Blue Cross member account at [bcbsm.com/register](https://bcbsm.com/register). Or, text **REGISTER** to **222764**.<sup>1</sup> Your account provides everything you need to understand your health care plan — and how it works — to help you get the most from your benefits right from the start.



See your coverage information, out-of-pocket and deductible balances, depending on your health care plan.



Compare estimates for costs of health care services.<sup>2</sup>



Select your primary care physician.



Manage prescriptions, find a pharmacy and compare medication costs, depending on your plan.



Check your claims and explanation of benefits statements.



See if authorization requirements or referrals are approved and when they expire, if your plan requires them.



Search for doctors and hospitals in your plan's network and review quality information.



Share your BCN ID card with your doctor's office to be sure the medical services you receive are covered and billed correctly.



Get 24/7 personal support with MIBlue Virtual Assistant<sup>SM</sup>, an interactive, automated account chat feature, to find answers fast to questions about your plan.

<sup>1</sup>Message and data rates may apply. Visit [bcbsm.com](https://bcbsm.com) for our *Terms and Conditions of Use* and *Privacy Practices*.

<sup>2</sup>Cost estimates for certain services are available to most non-Medicare members.

## Healthful perks

Once registered for your account, you can explore many more resources to help you feel your best, such as:



Exclusive member discounts for gym memberships, fitness gear, recreation, healthy meal kit services and more.



Digital resources for keeping track of your personal goals, doctor visits, medical records, immunizations and more — all in one place.

### Blue Cross mobile app

Once you're enrolled and receive your ID card, get the app in one of two ways:



Search **BCBSM** at Apple® App Store® or Google Play™.



Or, text **APP** to **222764**.<sup>1</sup>



### "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](https://www.jdpower.com/awards)

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