

## Gaining Access

Whether you're logging on as a Member, Employer, Broker or Provider, we've made sure you are able to easily explore our online services. To do so, you must enter a user ID and password - an important step we take to ensure the security of the information provided.

**Members:** All members, including spouses and dependents, must have a Personal Identification Number (PIN) to receive access to their online healthcare information. To set up a PIN number, simply click on the Member area and follow the directions listed on the screen.

**Employers and Brokers:** To obtain a password, please email your name, agency/company name, address and group number (*employer only*) to [larry.murphy@bcbskc.com](mailto:larry.murphy@bcbskc.com).

## Log On!

We are continually working to make your health care plan more efficient for you. Likewise, we are continually working to improve our Web site. As technology changes, so will our Web site, so please take advantage of the great service it provides, and keep checking for even more enhancements and improved access. Log on today and discover all our Web site has to offer.

✓ Check Out All Your Choices!

✓ See The Benefits!

✓ Get Answers!

[www.bcbskc.com](http://www.bcbskc.com)



Blue Cross and Blue Shield of Kansas City  
2301 Main  
Kansas City, MO 64108

## ONLINE HEALTHCARE CONNECTIONS

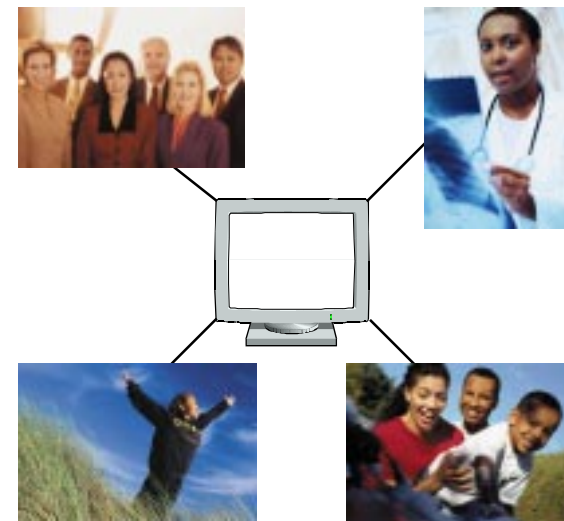
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BlueCross BlueShield  
of Kansas City  
An independent licensee of the Blue  
Cross and Blue Shield Association.

Government Programs including Medicare, Medicaid, FEP  
and NASCO recipients do not have access to Web site functions.



**Members**



**Employers**



**Providers**



**Brokers**

## ***Check Out The Choices!***

**B**lue Cross and Blue Shield of Kansas City is pleased to welcome you online! Instant connection to your healthcare coverage information is now available, 24 hours a day. Created for you, [www.bcbskc.com](http://www.bcbskc.com) can help you save time by quickly allowing access to the information you need to manage your valued healthcare services.

## **Online Functions**

**L**og on to our Web site and take advantage of many time-saving features. For example, you can access:

### **Provider Directories**

Get the most current list of BCBSKC network providers instantly. Search through our provider networks to find doctors, specialists and hospitals nearest your home. Also available for BlueCard and HMO members is a “hotlink” to the Blue Cross and Blue Shield provider finder. Now, when BlueCard and HMO members travel and require urgent or emergency healthcare services, they can find a nationwide provider listing here.

Need to locate a pharmacy closest to your home? Find one here in our online Pharmacy Directory.

## ***See The Benefits!***

**Primary Care Physician Changes**  
HMO members can easily change Primary Care Physicians (PCPs) here.

### **Claims**

Easily learn the status of a claim, the date it was received, when it was processed, coinsurance due, plan payment and patient responsibility detail.

### **Eligibility Review**

Those accessing this feature can quickly review their eligibility, as well as check the amounts applied to their deductible, if applicable.

### **Benefits Review**

Find out what benefits are available. Does your plan cover physical therapy? How much is a member’s copayment or coinsurance? Access this feature and find out!

### **Billing Information**

If you pay your premium directly to Blue Cross and Blue Shield of Kansas City, you can review current billing summary information, along with up to six previous billing statements here.

## ***Get Answers!***

### **Contact Us**

Need answers to questions regarding topics such as billing or claims service? How about more information on our products and services? Access the Contact Us section to connect through email with knowledgeable staff who can provide the information you need.

### **Health and Wellness Tips**

Find helpful advice on issues affecting your health in this section. Also available is a link to our popular *Natural Blue Program* that provides members a 25% discount when accessing such services as massage therapy and acupuncture, as well as discounts on network fitness club memberships and a number of nutritional products and resources.

*As with all business affairs and records, confidentiality is a top priority for our Web site. Visit our Legal and Privacy link to view our information security policies.*

**VISIT [WWW.BCBSKC.COM](http://WWW.BCBSKC.COM) TODAY!**