

QUESTIONS ABOUT YOUR MEDICAL INSURANCE? YOU HAVE RESOURCES!



STEP 1:

Blue Access for Members (BAM)
Log onto bcbsil.com/member

On BAM, you can:

- Check claim statuses
- View Explanation of Benefits (EOBs)
- Locate providers or pharmacies
- Order ID cards
- So much more!

Note: You will need your BCBS ID card information to log on to BAM for the first time.



STEP 2:

BCBS Customer Service Advocate
Simply Call: 800-548-1686

BCBS Customer Service Advocates can:

- Answer specific questions about benefit plans and explain prescription drug benefits
- Help with prior-authorization questions for a procedure the doctor recommends
- So much more!

Note: You will need your BCBS ID card information when you call in.

