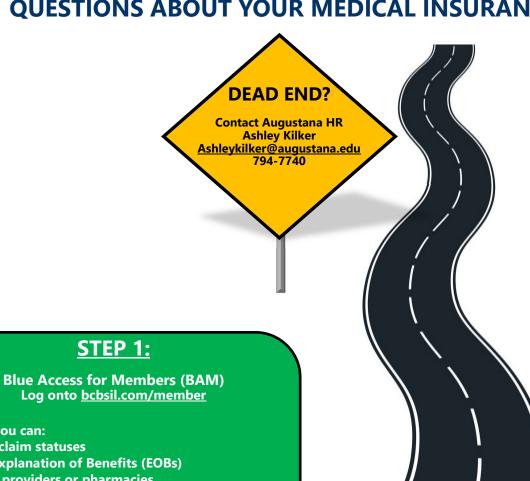
QUESTIONS ABOUT YOUR MEDICAL INSURANCE? YOU HAVE RESOURCES!



START

HERE

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.

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 1:

