

Simplifying Your Access to Health Care

Connect to the Power of BlueSM



BlueCross
of California



Your Direct Connection to More Facts

In addition to confidential, fast and convenient information, our web site, located at www.bluecrossca.com, provides easy access to other sources of information.

All you need to do is:

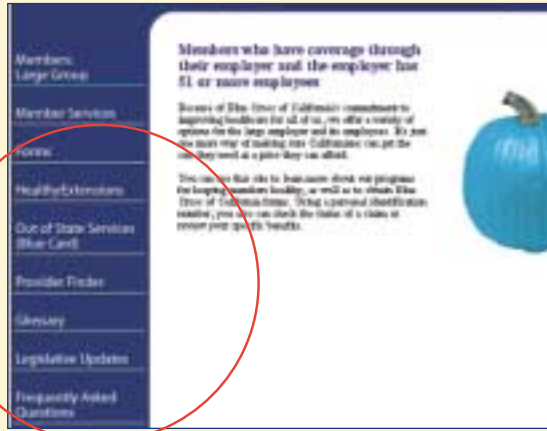
A. In the top navigation bar, or on the Home Page click on *Member*



B. Click on *Groups of 51 or More* in the side navigation bar



C. Now click on the appropriate hotlink in the side navigation bar to access:



• Forms

Forget to pick up that prescription drug claim form? Or a form for your UniAccount FSA? Or maybe one for medical cost reimbursement. Using the Forms page, you can download and print the form you need. Remember to attach all necessary information before sending it to Blue Cross.

• HealthyExtensions

You can easily find HealthyExtensions vendors located within your city or county via the *HealthyExtensions* hotlink. In addition to enhancing the value of your Blue Cross ID card, HealthyExtensions can help you choose your path to a healthy lifestyle for yourself and your family by informing you about various vendors and alternative health care practitioners who offer discounted products and services to our members. Discounted products include nutritional supplements and prescription eyewear,

At Blue Cross of California, we believe access to health care should be simple. With as many choices as possible. And with built-in conveniences for our members.

We built our Web site around your needs and created hotlinks to the areas you access most. When you visit www.bluecrossca.com, you'll connect to information about the providers, services and enhanced member services available with your Blue Cross of California membership.

Blue Cross Member Services

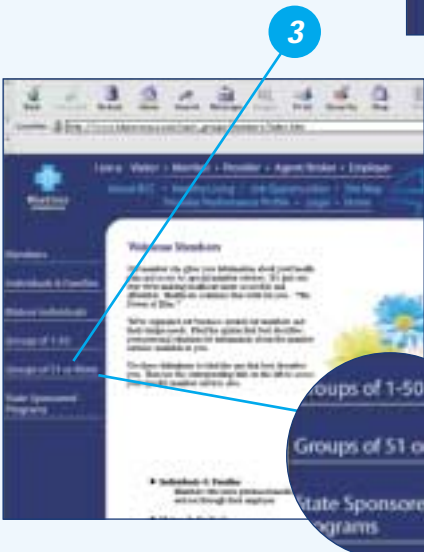
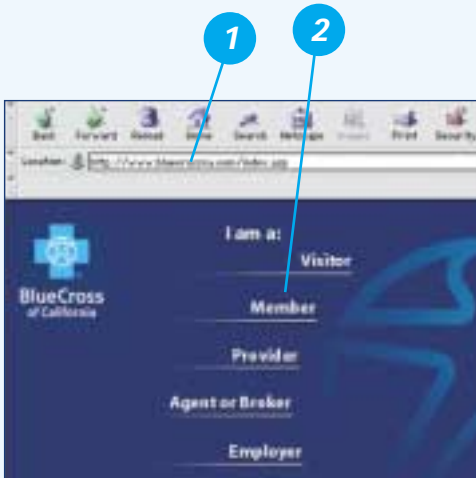
Need information fast? Confidentially?
And at your convenience?

We made accessing confidential information as simple as point-and-click at Blue Cross *Member Services*, our interactive page available to all Blue Cross of California members.

And because it's located via the member-friendly Blue Cross of California Web site, you'll access information faster and easier than ever!

To access *Member Services*, just:

1. Log on to www.bluecrossca.com, the Blue Cross of California Web site.
2. Click-on *Member* at the Home Page.



3. Since your health care coverage is provided through your employer, you'll click on *Groups of 51 or More* in the side-navigation bar.

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4. Now click on *Member Services*, which is also located in the side-navigation bar.



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5. Enter your certificate number (typically your Social Security number) and your personal identification number (PIN).

Note: If you do not have a PIN, you can request one at the Member Services page, or you can call Blue Cross Customer Service toll-free at the number printed on your ID card. To maintain your privacy and confidentiality, all PINs are mailed to members.



Once you're in *Member Services*, you have confidential access to all of your Blue Cross accounts. With the speed and convenience only the Internet can provide, you can electronically:

- **View Contract Information**, which allows you to view your current medical plan and any other benefits covering you and your enrolled dependents
- **View Claims**, where you can review the status of current and paid claims
- **Search Physician**, where you can find a physician or medical group based on your needs
- **Request ID Card**, where you can electronically request a new ID card for you or a family member
- **Change PIN**, where you can change your assigned PIN to an easily remembered number or code
- **Contact Us**, where you can electronically communicate with Customer Service about benefit issues, questions or concerns
- **Definitions**, where you can get explanations of health care industry terms
- **Claim Forms**, where you can download and print the claim forms you need

and services include discounts to massage, yoga, and other alternative health care practitioners.

- **Out-of-State Services**

If you belong to Blue Cross PPO or POS, you can locate out-of-state PPO providers via this hotlink, which connects you to bluecares.com. Here you can locate BlueCard providers via the *Provider Finder*; get information about international providers via BlueCard Worldwide,[®] and get information about the local Blue plan.

- **Provider Finder**

Moving? In need of a new physician? Simply click on the *Provider Finder* hotlink, type in your information, follow the prompts, and you're

connected to the health care professionals who match your needs. You can even access a map to your provider by clicking on the provider's street address.

- **Glossary**

Get the meaning behind all of those technical terms.

- **Legislative Updates**

Find out how your benefits are affected by California Legislative changes.

- **Frequently Asked Questions**

Your questions about health care may already have been answered.

Take advantage of your Blue Cross of California benefits. Connect to the Power of Blue.



BlueCross
of California

The Power of Blue.SM

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www.bluecrossca.com

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