

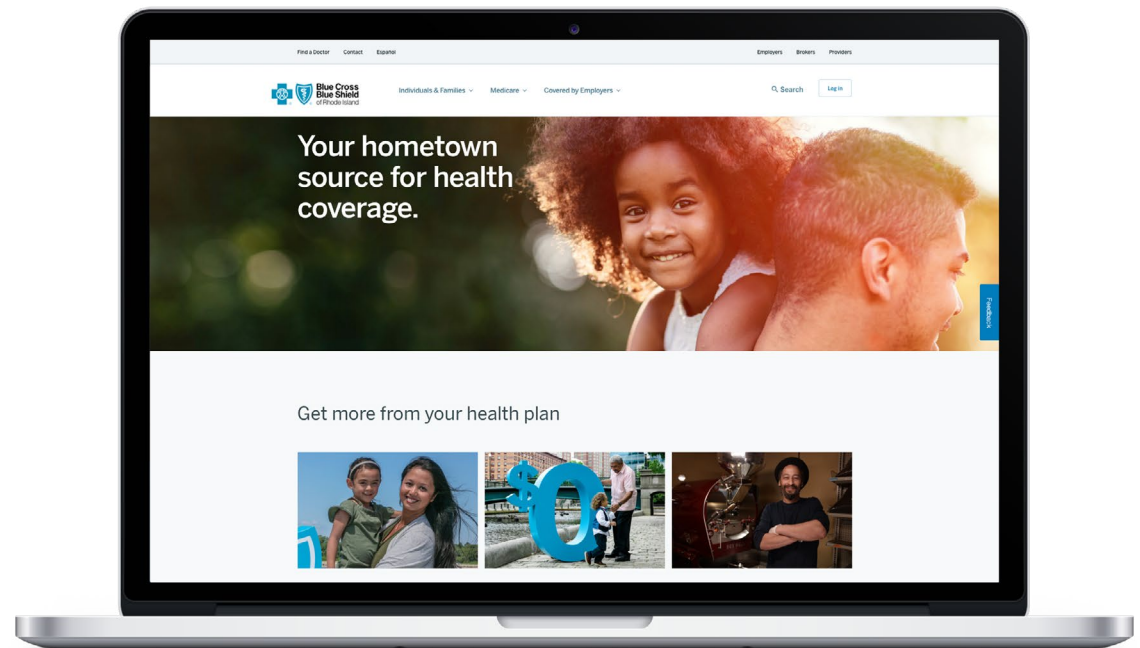


HOW TO USE YOUR BCBSRI ONLINE MEMBER ACCOUNT

**IT'S WHAT
WE LIVE FOR[®]**



As a member of Blue Cross & Blue Shield of Rhode Island (BCBSRI), you have easy, anytime access to health plan information through your online member account at **bcbsri.com**. Whether you want to check your deductible, find a doctor, or order a new ID card, you can do it all from here. Here's how...



Create your member account

1. Go to **Employee** page at bcbsri.com
2. Click on **'Need to register?'** (You'll need your **BCBSRI ID card** to complete your registration, so keep it nearby.)
3. Select **'Member'** from the registration categories.
4. Fill in your member ID and other required information and click **'Next.'**
5. Enter your BCBSRI account information including a user name and password. Once you've completed all fields, click **'Next.'**

Your account has been created!



Start with your home page

Each time you log in, you'll be sent to your home page. You'll find a brief plan overview, along with any alerts or updates.

To reach other pages, click on the navigation bar links on the left-hand side.

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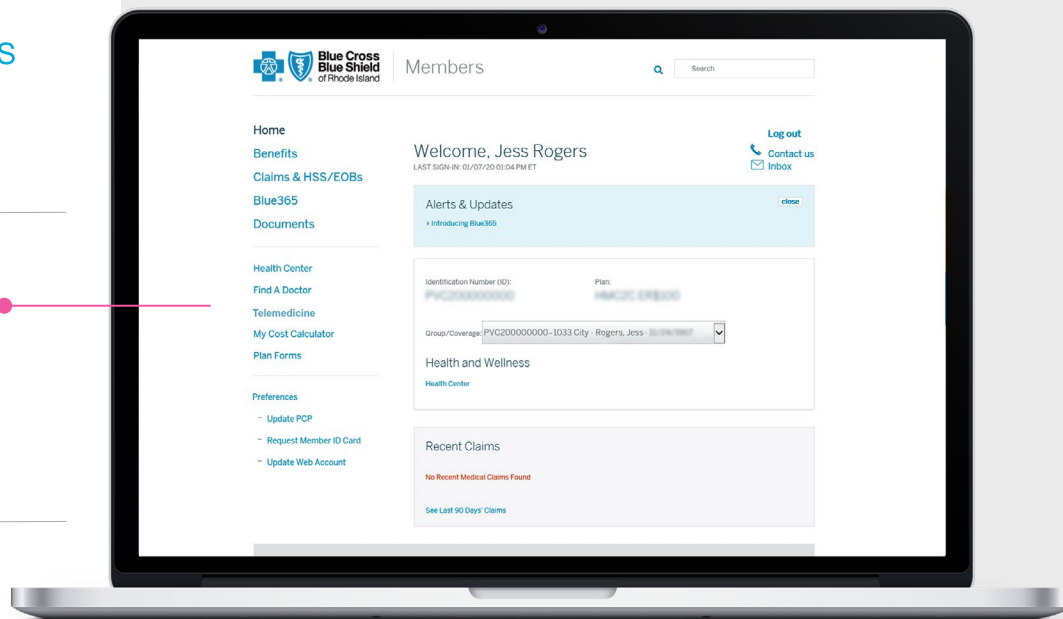
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- [Request Member ID Card](#)
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Access benefits information

Review your specific health plan details or scroll down to see if you've met your deductible or out-of-pocket maximum.

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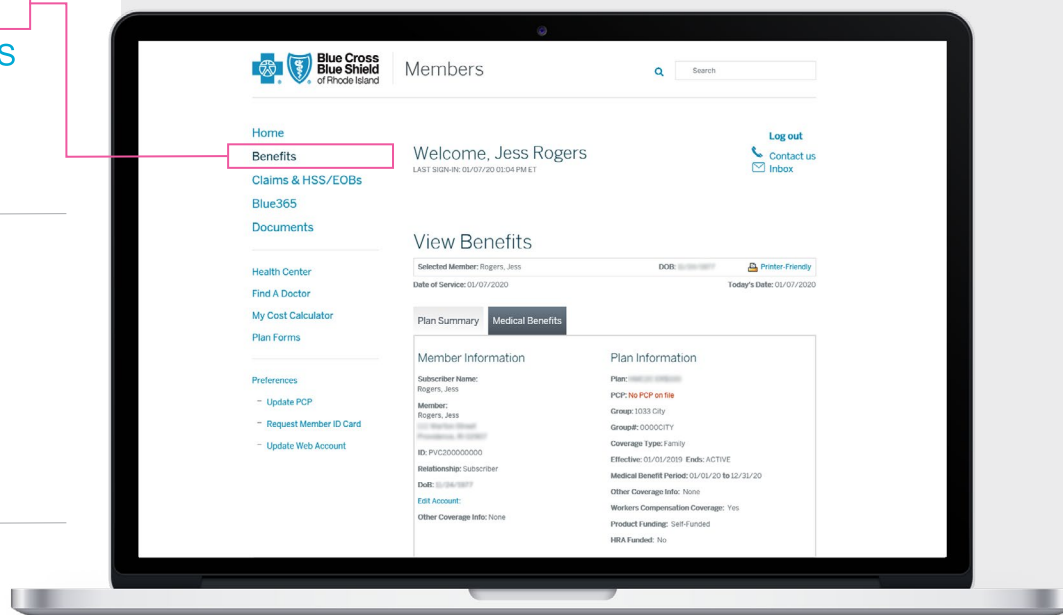
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Review claims status

Click here to check claim status or compare payment information to any statements you may have received from healthcare providers.

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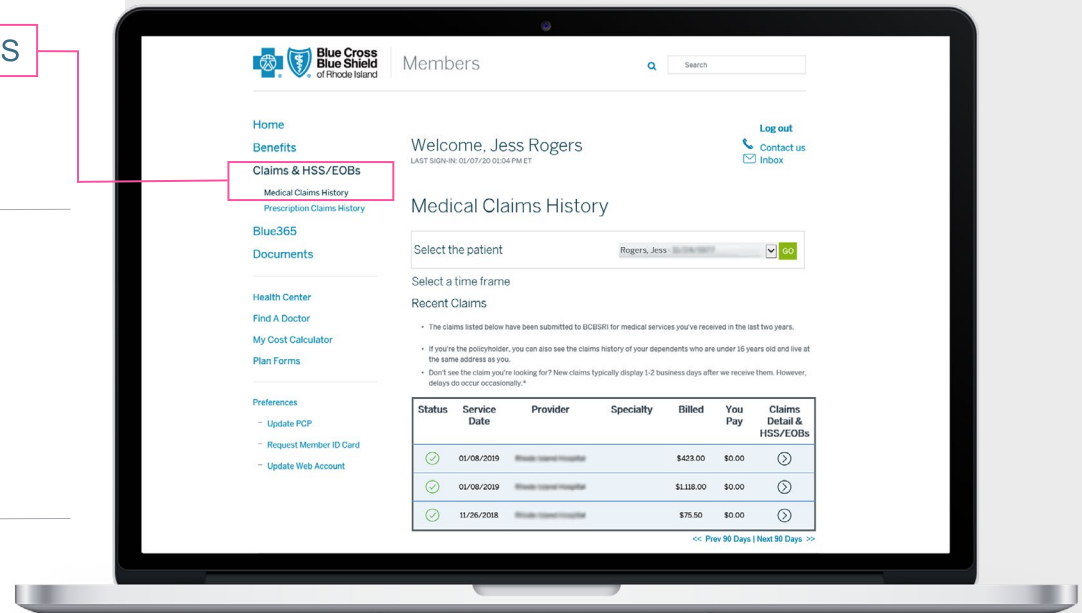
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Discover Blue365®

Find members-only discounts on a range of health and wellness products and services from nationally known brands.

Visit **blue365deals.com** to create your account and review available offers. And don't forget to sign up for email alerts tailored to your preferences.

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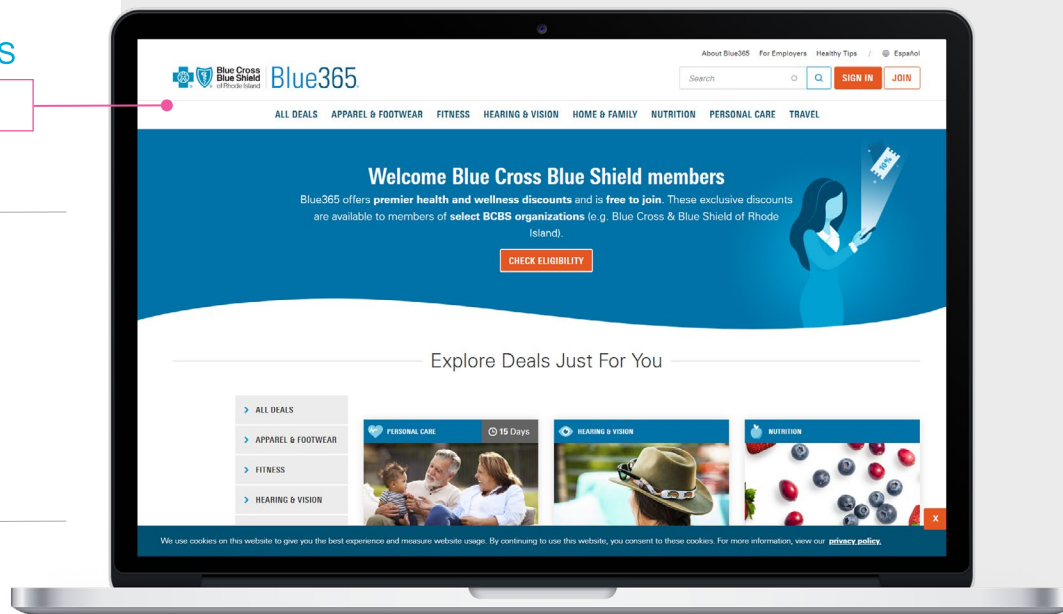
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Telemedicine

When you need to see a doctor for a minor health concern but can't go in person, consider Doctors Online. It's a convenient, cost-effective option that lets you video chat with a board-certified physician online or through the mobile app.

To get started, search "Drs. Online" in your favorite app store, or visit **drs-online.com**. Then create an account using your BCBSRI member ID information.

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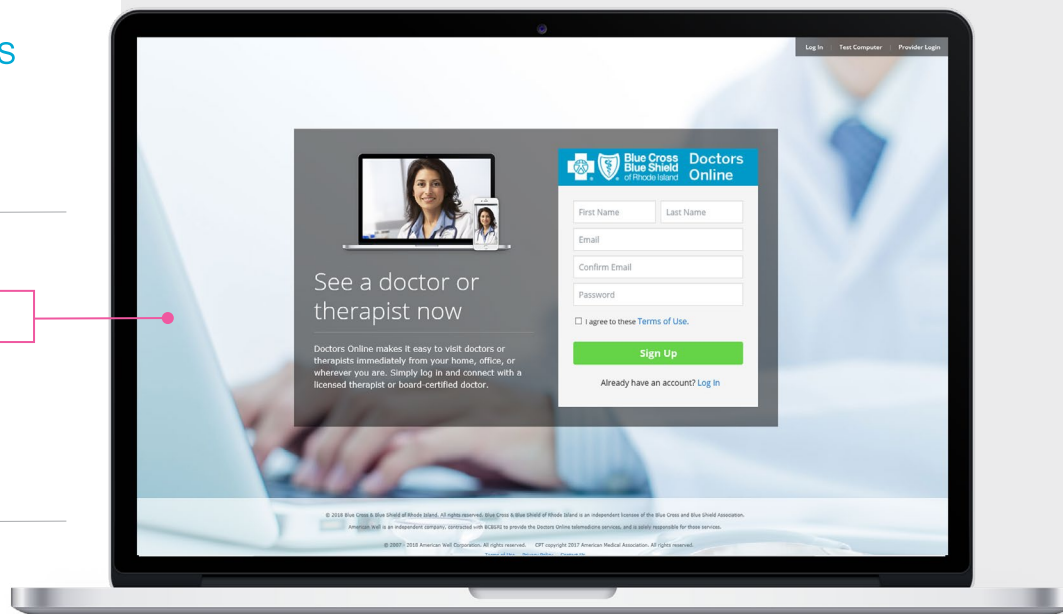
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Doctors Online is a telemedicine service provided by American Well®, an independent company that administers Doctors Online on behalf of Blue Cross & Blue Shield of Rhode Island.

Find a doctor

Your primary care provider (PCP) plays a key role in coordinating your healthcare, so it pays to choose wisely. You can use this tool to find a PCP or in-network hospital, or to get the address for a specialist or lab. You can even read performance reviews to help you make informed decisions about doctors.

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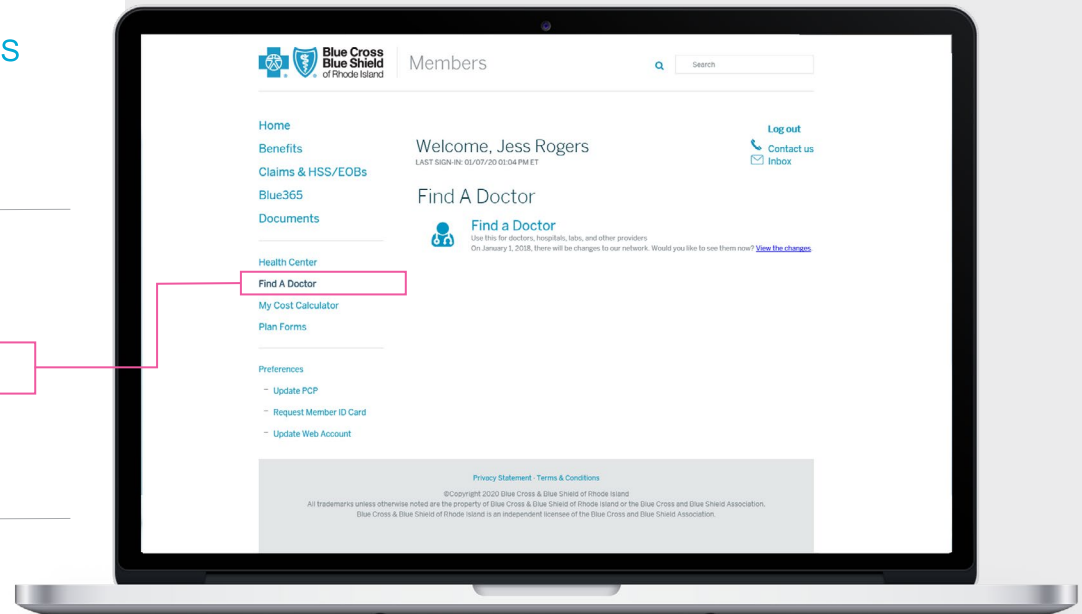
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Compare costs

Get an estimate of what a test or procedure will cost before you decide where to have it done. You might be surprised how much the cost can vary from location to location.

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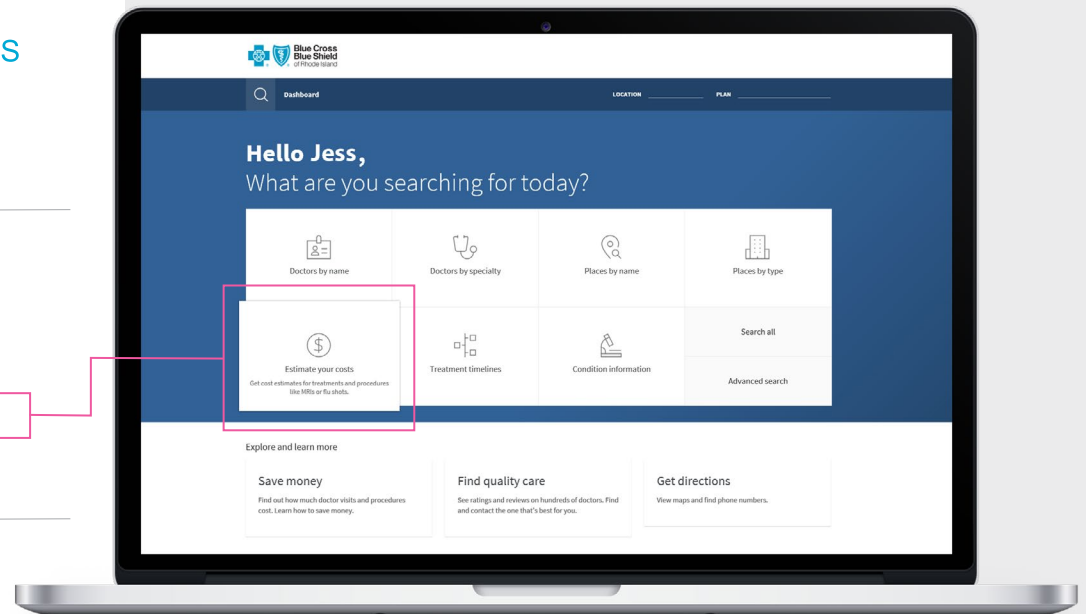
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Request a new card

If you need one, you can order a replacement member ID card here. You can even download a temporary ID card to show healthcare providers while you wait for your new card to arrive in the mail.

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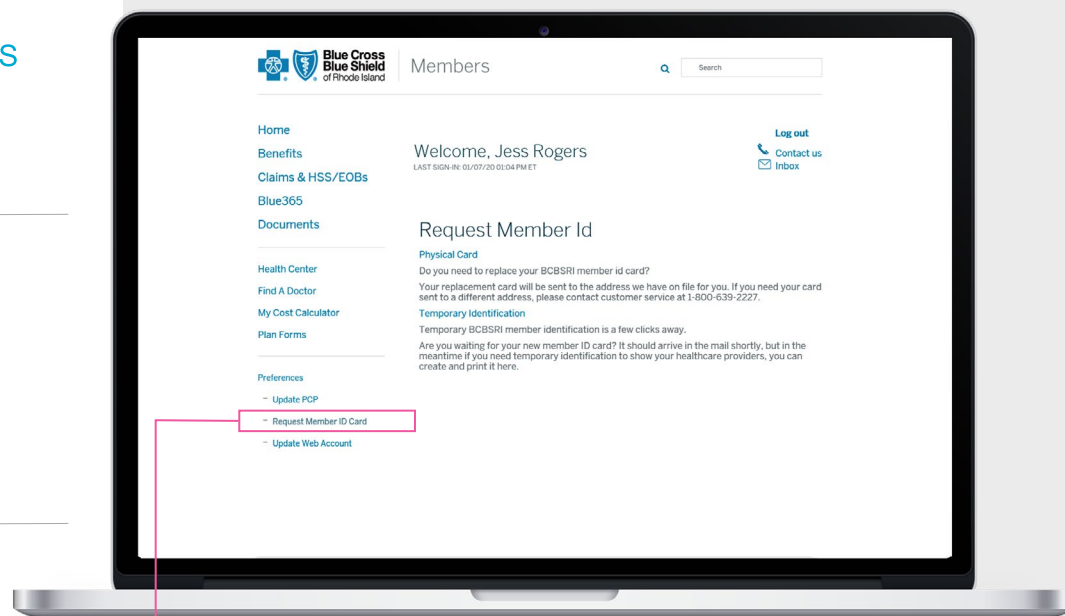
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Send a message

Use our secure messaging feature to send a private message to customer service, and a team member will contact you within one business day.

Log in to your account at bcbsri.com.

Click **“INBOX”** in the upper right-corner.

Then, click **“COMPOSE NEW MESSAGE”** on the next screen.

The first screenshot shows the Blue Cross Blue Shield of Rhode Island homepage. The 'Log in' button is highlighted with a red box. A callout bubble shows a magnified view of the 'Log in' button with a mouse cursor clicking it.

The second screenshot shows the 'Members' page. The 'Inbox' link is highlighted with a red box. A callout bubble shows a magnified view of the 'Contact us' and 'Inbox' links with a mouse cursor clicking the 'Inbox' link.

The third screenshot shows the 'Secure Messaging' page. The 'COMPOSE NEW MESSAGE' button is highlighted with a red box. A callout bubble shows a magnified view of the 'COMPOSE NEW MESSAGE' button with a mouse cursor clicking it.

Do you prefer to speak with someone in person? Visit a nearby Your Blue Store location



Sometimes you want to talk face-to-face. Our friendly team can answer your questions—in plain language—at one of our four convenient locations.

Cranston

Marshall's Plaza
1400 Oaklawn Ave.

East Providence

Highland Commons
71 Highland Ave.

Lincoln

Lincoln Mall
622 George Washington Hwy.

Warwick

Cowesett Corners
300 Quaker Lane

Hours: Monday and Thursday – 9:00 a.m. to 7:00 p.m.
Tuesday, Wednesday, Friday – 9:00 a.m. to 5:00 p.m.
Stop by, or call (401) 459-2200 for an appointment at any location.



Blue Cross & Blue Shield of Rhode Island is an independent licensee of the Blue Cross and Blue Shield Association.