



# MYBLUEKC.COM

## Your Go-to Healthcare Resource

Navigating your healthcare coverage just got easier.

Blue Cross and Blue Shield of Kansas City (Blue KC) understands the complexities of healthcare. That's why we've developed a website specialized just for you. MyBlueKC.com is easily accessible and offers members customized information for each section of the site including:

- Personalized policy and coverage details
- Claims history
- Health information
- Cost-saving tools and more.

### REGISTER ON MYBLUEKC.COM

To get started, you'll need information from your Blue KC member ID card to create your profile. Once registered and logged in, your member homepage displays important information about your Blue KC policy.



### Important Notes on Registering

- You can register multiple policies with one username and password. If you have a separate Blue KC dental or medical policy, you can register both under the same user ID and password.
- All family members on your policy who are age 18 and older must register separately.

### SEARCH AND GET ANSWERS

#### Find a Doctor

The Doctor and Hospital Finder helps you make more informed decisions using many features including:

- Provider comparison options to review providers or facilities side-by-side.
- Provider reviews to read and share patient experiences.
- Provider quality information to review certifications and recognitions.
- Doctor and hospital profiles to view specialties, plans accepted, admitting privileges and educational background.

#### Compare Costs for Common Procedures

The Blue KC cost forecaster tool uses 12 months of claims data to provide a cost range for over 1,000 of the most common, elective procedures. For example, the total cost for a knee replacement at a specific hospital may be \$19,000 to \$23,000. The cost forecaster tool can be found on the **Get Care** page of [MyBlueKC.com](http://MyBlueKC.com), then click **What I Need to Pay**.

#### Find Answers

Located right on the homepage of [MyBlueKC.com](http://MyBlueKC.com), you can use our Intelligent Search feature to ask a question and receive an immediate response, along with related questions in that category.

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# GET A SIMPLE LOOK AT YOUR COVERAGE

## Benefits

Track what you have already paid, status of your deductible and out-of-pocket costs. You can also access your summary of benefits and certificate for specific details about your Blue KC policy.

## Claims

Check the status of your claims and export a list of past claims (up to 24 months). You can view your claims at a summary level, expand the details, or view a copy of your Explanation of Benefits (EOB).

# ACCESS PERSONALIZED CONTENT

## Get Care

Learn how insurance works including what you need to do, what you need to pay and how to get the most value from your plan.

## Living Healthy

Take charge of your health. Blue KC health and wellness programs can help you: reach your health goals, manage a chronic condition or prepare for a new baby. This section also includes tools such as the Symptom Checker and more!

## Stay Informed – How You Want

Tell us how you would like Blue KC to communicate with you. Communication categories vary, but you can pick one preference (email, text or U.S. Mail) to apply to all categories or you can customize your communication delivery preference for each category.

# USE YOUR MOBILE DEVICE

Accessing MyBlueKC.com from your mobile device gives you the information you want most, anytime, anywhere. Whether you simply need to find a doctor quickly or have a moment to check on a claim, it's all at your fingertips. Before accessing our site from your mobile device, you'll need to first register with MyBlueKC.com from a desktop computer.

Home Benefits Claims Get Care Living Healthy Pharmacy

**PLAN USAGE**

Medical **Dental**

2014

**In-Network Medical**

You do not have an in-network family deductible.

FAMILY MEMBER	APPLIED TO DEDUCTIBLE	AMOUNT REMAINING TO MEET DEDUCTIBLE	OUT-OF-POCKET EXPENSES APPLIED TO MAXIMUM*	AMOUNT REMAINING TO MEET OUT-OF-POCKET MAXIMUM*
John Smith	\$0.00	\$600.00	\$0.00	\$2,350.00
Jane Smith	\$0.00	\$600.00	\$100.00	\$2,250.00
Suey Smith	\$0.00	\$600.00	\$0.00	\$2,350.00
<b>FAMILY</b>	<b>\$0.00</b>	<b>\$1,200.00</b>	<b>\$100.00</b>	<b>\$4,600.00</b>
Maximum you pay		\$600.00/INDIVIDUAL \$1,200.00/FAMILY		\$2,350.00/INDIVIDUAL \$4,700.00/FAMILY

**GET CARE**

WHAT I NEED TO DO  
WHAT I NEED TO PAY  
HOW I GET THE MOST VALUE

**GET CARE**  
Navigating the world of healthcare is no easy task. But with the right tools and information, you can get the answers – and coverage – you need.

**What I Need to Do**  
How to get the care you need to get and stay well.

**What I Need to Pay**  
Make dollars and sense of your health insurance coverage.

My PROFILE  
MANAGE COMMUNICATIONS  
FILE CABINET  
MY ID CARD

How I Get the Most Value

**FOR MY HEALTH**

SCHEDULE FACE-TO-FACE COACHING APPOINTMENT  
IN OUR COMMUNITY  
MEMBER HEALTH PROGRAMS  
VIDEO LIBRARY  
SYMPTOM CHECKER  
A TO Z HEALTH TOOLS  
NEWSLETTERS

**FOR MY HEALTH**

**Take an Active Role in Your Health**  
All it takes to achieve better health and well-being is a plan. Your personalized A Healthier You™ portal is here to give you the support and tools you need to live healthy and be well.

**Family Health Guide**  
Look it up here! Blue KC brings you the information you need to keep you and your family healthy and to cope with illness when it does strike.

**Alternate Means Screening**  
The alternate means screening option is available if you are unable to attend or your employer doesn't offer an onsite screening event. Simply print the form below, have your doctor complete all fields and fax to the number listed on the form. Please remember if any items are left blank or unsigned by your doctor, this form will be considered incomplete.  
Alternate means screening form

**Discover Your Path to Well-being**

**In Our Community**  
Learn about our community initiatives and our near neighborhood wellness.

My PROFILE  
MANAGE COMMUNICATIONS  
FILE CABINET  
MY ID CARD

