



MASSACHUSETTS

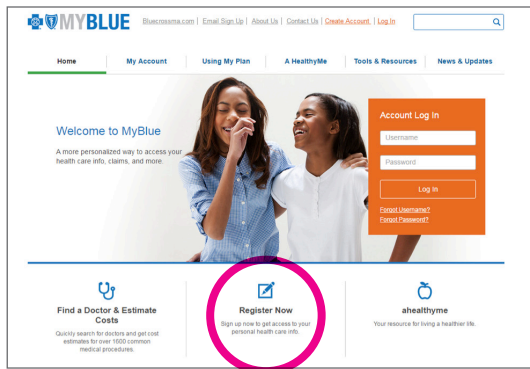


Registering on MyBlue:

A How-To Guide

Please read for important information on getting full access to your health plan information on MyBlue. To view and manage your information online, you must complete the entire MyBlue registration process, including the security step described below.

Follow the instructions below to complete your initial MyBlue registration:



Register

Click the **Register Now** button located on the MyBlue member home page.

Fill out the registration form

Enter basic information including your name, member ID, and password. When you're done, click **Next**.

A screenshot of the MyBlue Registration form, Step 1: Create Your Profile. The form is titled 'MyBlue Registration' and 'Step 1 - Create Your Profile'. It contains a section titled 'Enter Your Information:' with the following fields: *Member ID: (with a link 'Where can I find this?'), *First Name (lastly as it appears on your ID card), Middle Name or initial, *Last Name, *Date of Birth (MM/DD/YYYY), and *Email Address.

Security

You must complete one of these options:

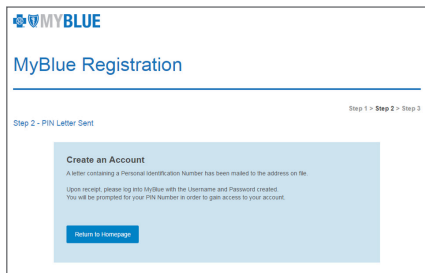
- Fill out the answers to a series of security questions to complete your registration and immediately gain full access to MyBlue.* (If you do this, it's not necessary to request and activate a PIN code.)

OR

- Request a PIN code to be sent to your mailing address on file. You'll see a PIN letter notification on your screen.

A screenshot of the MyBlue Registration form, Step 1: Answer Security Questions. The form is titled 'MyBlue Registration' and 'Step 1 - Answer Security Questions'. It contains a section titled 'We are committed to protecting your personal health information.' with two options: *Immediate Access (Recommended) (3 to 5 minutes to answer security questions) and Access upon receipt of Personal Identification Number (US Postal delivery within a week). A 'Next' button is at the bottom.

*The security questions option is not available for members with dental-only plans. A PIN code will automatically be generated and mailed if you have a dental-only plan.



MYBLUE

MyBlue Registration

Step 1 > **Step 2** > Step 3

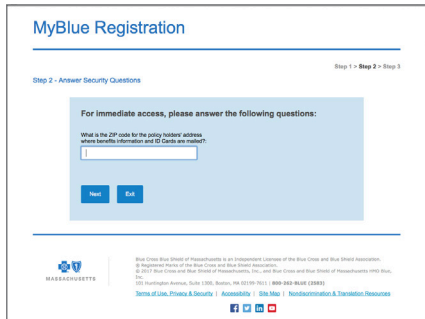
Step 2 - PIN Letter Sent

Create an Account

A letter containing a Personal Identification Number has been mailed to the address on file.

Upon receipt, please log into MyBlue with the Username and Password created. You will be prompted for your PIN Number in order to gain access to your account.

[Return to Homepage](#)



MYBLUE

MyBlue Registration

Step 1 > Step 2 > **Step 3**

Step 3 - Answer Security Questions

For immediate access, please answer the following questions:

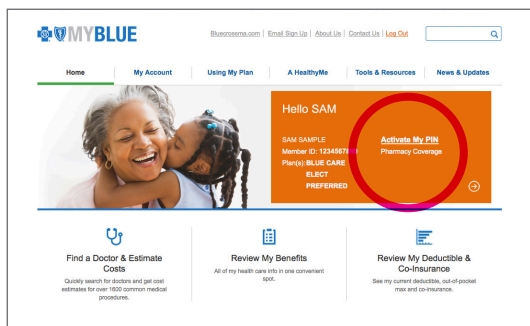
What is the ZIP code for the policy holder's address where benefits information and ID Cards are mailed?

[Next](#) [End](#)

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Please note: Until you complete your registration and, if necessary, activate your PIN, **you won't have full access to MyBlue.** You'll be granted interim access to some of MyBlue's tools, but you won't be able to view your Health Financial Account, claims, or prescriptions.



MYBLUE

BlueCrossma.com | Email Sign Up | About Us | Contact Us | Log Out

Home | My Account | Using My Plan | A HealthyMe | Tools & Resources | News & Updates

Hello SAM

SAM SAMPLE
 Member ID: 13146871
 Plan(s): BLUE CARE, ELECT
 PHARMACY COVERAGE

Activate My PIN

[Find a Doctor & Estimate Costs](#)
 Quickly search for doctors and get cost estimates for over 100 common medical procedures.

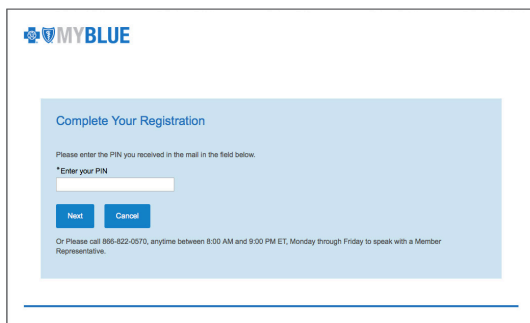
[Review My Benefits](#)
 All of my health care info in one convenient place.

[Review My Deductible & Co-insurance](#)
 See my current deductibles, out-of-pocket max and co-insurance.

Activate Your PIN

When your PIN arrives, go to MyBlue and click **Activate My PIN.**

After you've entered your PIN, you'll have full access to MyBlue. If you misplace your PIN code, call **1-866-822-0570** to have the code reset.



MYBLUE

Complete Your Registration

Please enter the PIN you received in the mail in the field below.

*Enter your PIN

[Next](#) [Cancel](#)

Or Please call 1-866-822-0570, anytime between 8:00 AM and 9:00 PM ET, Monday through Friday to speak with a Member Representative.

What happens if you answer the security questions incorrectly when trying to log into MyBlue?

A PIN code will automatically be sent to your mailing address on file, and you'll see the "Activate My PIN" link on the home page (as shown above). Without this PIN, you can still log into your MyBlue account but your access will be limited to viewing your benefit information, using Find a Doctor & Estimate Costs, and a few other tools.

Nondiscrimination Notice & Translation Resources

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Services at the number on your ID Card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).