

# Access Your Plan Online



## Personalized member account

Your benefits and other valuable information are available in one place — whenever and wherever you need it.

With your member account you can:

- View plan benefits
- Access recent claims and Explanation of Benefits (EOBs)
- Compare treatment options and estimate health care and pharmacy costs
- Live chat with a customer service representative
- View and order replacement member ID cards

Visit [bcbswny.com/register](https://bcbswny.com/register) to get started.

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**BlueCross BlueShield  
of Western New York**

# To register

If you're new to our online services:

- Go to [bcbswny.com](https://bcbswny.com) and click *Login*
- Click *Register*

**Step 1:** Enter your first and last name, email address, and date of birth. Click *Next*.

**Step 2:** Create a username and password as well as a security question and answer. Click *Next*.

**Step 3:** Have your member ID card ready to reference your group number, subscriber ID, and member suffix. Click *Next*.

**Step 4:** If everything is correct, check the box marked *I'm not a robot*. Check the terms of use and privacy policy box and click *Submit*.

**Step 5:** Verify your email address. Log in to your email account. Click *Confirm* in the message that was sent to you.

Your member account is now set up.

If you need further assistance, please contact the customer service number on the back of your member ID card.



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