

Welcome to your online member portal

Your member portal makes it easy to see what your Medicare Advantage plan covers.

Here's how to get started:

Sign up or log in

To access your portal, go to bcbsks.com/ma-member-portal. If it's your first time, click *Register* and follow the prompts to create your account. You'll need a few basic details like your member ID number and date of birth.



Homepage overview

Once you're logged in, you'll see several helpful boxes and links. Here's an overview:

Find a doctor or provider

- On the left side of your homepage, click *Find a Doctor, Pharmacy or Facility*. You'll be taken to a new page where you can type in a doctor's name, specialty or a type of care in the white search box (e.g. "Cardiologist").
- Be sure to check that the network listed matches your plan. (It should say *Kansas Preferred Blue Medicare Advantage Network* near the top of the screen.)
- You can also change the ZIP code or location at the top to find care near you.
- Click the blue magnifying glass button to search.
- You'll then see a list of providers — click one to view details like address, phone number and services offered.

View your claims

- On the left side of your homepage, click *Find a Claim*. You'll see a list of your recent claims.
- To see more details, click on a claim number. You'll be able to view the service description, diagnosis and a full breakdown of costs. You can also print the page for your records.

View or request your member ID card

On the left side of your homepage, click *View or Request ID Cards*. You'll see your name listed along with your Member ID number.

To request a physical ID card:

- Check the box next to your name.
- Click the blue *Submit* button. This will request a new ID card be mailed to your address on file.

There's even more you can do

Your new portal has several other helpful features you can explore anytime:

- View your plan's benefits.
- View your list of current medications.
- Sign up for wellness and disease management programs.
- Access your Medicare Advantage resources and forms.

We encourage you to keep this guide as a reference. The features outlined here are some of the most useful, but they're just the beginning. Explore the portal as needed and use the tools that make the most sense for your plan and preferences.

If you have any questions, or need help walking through a specific section of the member portal, please call 866-971-5360 for assistance.



Blue Cross and Blue Shield of Kansas offers PPO and PDP plans with a Medicare contract.

Enrollment in Blue Cross and Blue Shield of Kansas Medicare Advantage plan depends on contract renewal. For Medicare Advantage, call 800-222-7645 (TTY: 711) for more information. Hours are October 1 – March 31, Monday - Sunday, 8 a.m. - 8 p.m. and April 1 - September 30, Monday - Friday, 8 a.m. - 8 p.m. Medicare Advantage, through Blue Cross and Blue Shield of Kansas, is only offered within a limited number of Kansas counties. Please contact Blue Cross and Blue Shield of Kansas at 800-752-6650 (TTY: 711) if you need information in an accessible format or language other than English.

Visit us at bcbsks.com

