

Visit our Web site at excellusbcb.com -click *For Members (policy holder, spouse, child, or dependent)*

| In order to... | Follow these instructions: |
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| <p><u>How to register?</u></p> | <p>Go to www.excellusbcb.com</p> <ul style="list-style-type: none"> • Under Register Now, select relation (PolicyHolder, Spouse, Child, or Dependent) • Enter all requested information • Select a username and password <p>For questions on the registration or login process, please contact The Web Helpdesk at 1-800-278-1247</p> |
| <p><u>Change Your Doctor</u></p> | <ul style="list-style-type: none"> • From the top gold navigation bar, select Account Manager • Click <i>Change your Doctor</i> from the left side menu • Select the correct option from <i>Do You Need To:</i> <p>Note: this feature is security protected, and requires your user and password information.</p> |
| <p><u>Change Your Address/Phone</u></p> | <ul style="list-style-type: none"> • From the top gold navigation bar, select Account Manager • Click Change Your Address/Phone from the left side menu • Select the correct option from Do You Need To: <p>Note: this feature is security protected, and requires your user and password information.</p> |
| <p><u>Request an Identification Card</u></p> | <ul style="list-style-type: none"> • From the top gold navigation bar, select Account Manager • Click <i>Request an ID Card</i> from the left side menu. • Select the correct option from <i>Do You Need To:</i> <p>Note: this feature is security protected, and requires your user and password information</p> |
| <p><u>Print Forms</u></p> | <ul style="list-style-type: none"> • Click Print Forms from left side menu or from the bottom footer of the page. • Select your Region • Select which form you require and print the form |
| <p><u>Manager Your Policy</u></p> | <ul style="list-style-type: none"> • From the top gold navigation bar, select Account Manager • Click on Manage Your Policy from the left side menu • Select View Coverage <p>Note: this feature is security protected, and requires your user and password information</p> |
| <p><u>Share Your Protected Health Information</u></p> | <ul style="list-style-type: none"> • From the top gold navigation bar, select Account Manager • Click on Share Your Protected Health Information from the left side menu <p>Note: this feature is security protected, and requires your user and password information</p> |