

Blue Shield Mobile FAQs

Q. What is Blue Shield's mobile website?

A. Blue Shield's mobile website streamlines our most popular and useful online features for access through your mobile device's browser. Unlike a mobile app that must be downloaded and installed - and only available for specific devices - our mobile website is easily accessible through the browser on any smart phone.

Q. What are Blue Shield's Mobile Apps?

A. They are downloadable applications for iPhone and Android smart phones that allow guests and members to quickly and easily access the same features and functionalities available through the mobile website. The free mobile apps can be found on iTunes and Google Play. Just search for Blue Shield of California Mobile.

Q. How do I access Blue Shield's mobile website?

A. Access the mobile website from any smart phone using blueshieldca.com in your mobile browser. To access personal health plan information, log in with your username and password. If you do not have a username and password, create an account (register) from the mobile website.

Q. Are Blue Shield's mobile website and mobile apps secure?

A. Just like our full site members must log in with their user name and password to access personal plan and benefits information. Because members can use the same user name and password for the mobile website, mobile apps and full site members only need to register once.

Q. Which online tools and resources can I use with Blue Shield's mobile website and mobile apps?

A. You have on-the-go access to these popular tools:

- Register for online and mobile access
- Find a doctor, pharmacy, or urgent care center near you
- View your plan summary details
- Look up your recent claims activity
- Download and view an online version of your ID card
- Call the NurseHelp 24/7 line for health related questions

View more mobile features below. To access the full range of blueshieldca.com online information and tools, select the *Full Site* link on your mobile device.

Q. Can all Blue Shield members access their plan information on Blue Shield Mobile?

A. No, not all members are able to log in to the mobile web or app to access personal plan information: Medicare Advantage plans, Medicare Supplement plans, and FEP members do not have access. These members do have access to Find a Provider/Facility and Urgent Care Centers.

Q. What if I have only a vision or dental plan with Blue Shield?

A. Vision-only plan members can access *Find a Provider/Facility* and *Urgent Care Center* as a guest but cannot register or access plan information through the Blue Shield mobile website or mobile apps. Dental-only plan members are able to register and log in to the mobile website and mobile apps, however plan and benefit information is not yet available. Dental-only plan members can access all other member features; *Find a Provider/Facility* or *Urgent Care*, *View ID Card*, *NurseHelp 24/7*, *Feedback* and *Contact Us*.

Q. What if I've forgotten my username or password?

A. The mobile website and mobile apps will connect you to the full website to retrieve or reset your username and password.

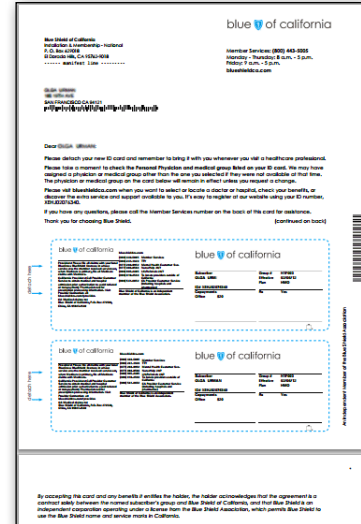
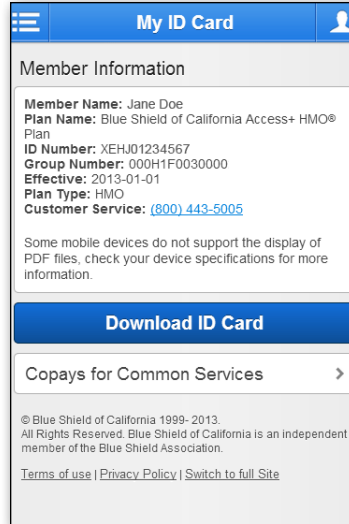
Q. Is the information on the full website the same as the information on the mobile website and mobile apps?

A. Content from the full website has been shortened or removed to streamline what is displayed on the mobile website.

Blue Shield Mobile Features & Tools

View ID Card

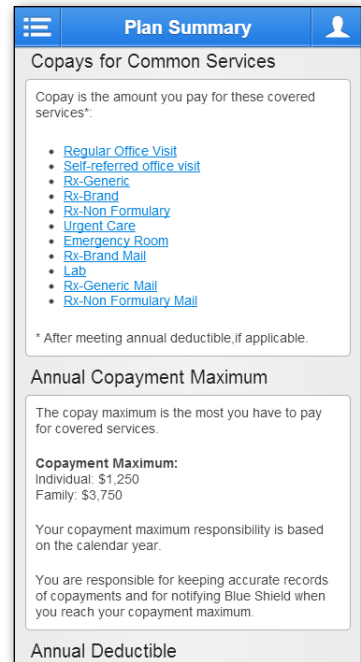
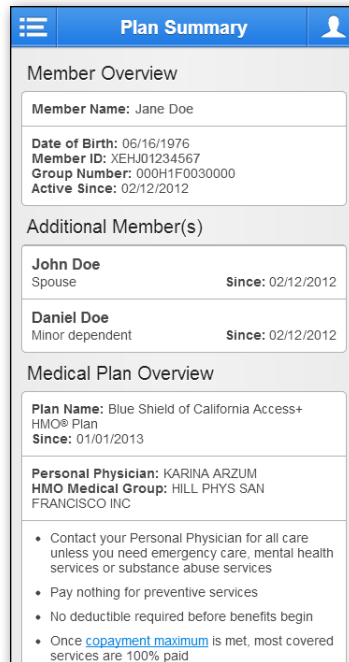
Members can see a PDF image of their member ID card once they log in.



View Plan Summary

Members can access important plan information from the mobile website:

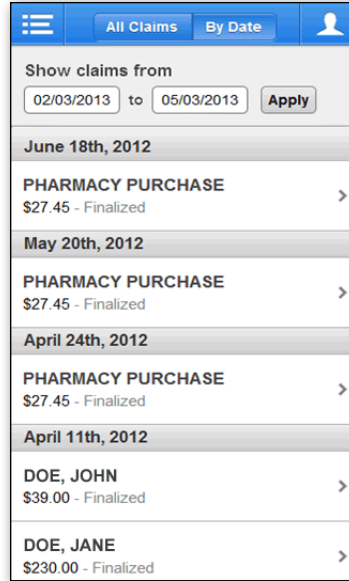
- Member Overview – Member ID & Group Number
- Covered Members
- Medical Plan Overview
- Copays for Common Services (Find benefit details under Copays)
- Annual Copayment Maximum
- Annual Deductible



Blue Shield Mobile Features & Tools

View Claims

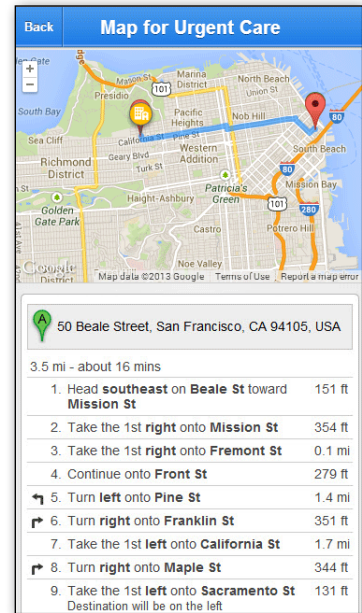
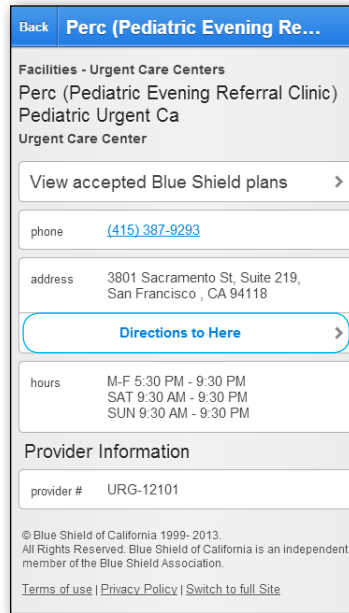
- All Claims
- Claims by Date



Find Urgent Care

Prospects & Members can search for Urgent Care. Members can log in when searching for results tailored specifically to their plan type or a different designated plan type.

- Plan Type (Search another plan)
- Search by Facility Name (optional)
- Distance
- Location (My Current Location, My Home Address (members only) or Another Address)
- Results include address, phone number, distance and view Map
- Choose a facility to see turn-by-turn directions to the location



Blue Shield Mobile Features & Tools

Find a Provider/Facility

Prospects and Members can search for Providers and Facilities. Members can log in when searching for results tailored specifically to their plan type or a different designated plan type.

- Provider/Facility Options:
 - Doctor
 - Facility, Hospital, Urgent Care
 - Dentist
 - Vision Care Provider
 - Pharmacy
 - Durable Medical Equipment
- Search options include professional specialty and location
- Results include name, address, phone number, distance, and turn-by-turn directions

Map Results	Refine Search
Todd, Nina S DPM Brown & Toland Med Grp 1511 Clement St San Francisco, CA 94118 (415) 387-5556 0.23 mile(s) View Map	
Todd, William R DPM Brown & Toland Med Grp 1511 Clement St San Francisco, CA 94118 (415) 387-5556 0.23 mile(s) View Map	
Wong, Hoi Sun DC 1420 Clement St San Francisco, CA 94118 (415) 933-8882 0.26 mile(s) View Map	
Dukhovny, Irina MD 5300 Geary Blvd 200 San Francisco, CA 94121 (415) 831-0292 0.3 mile(s) View Map	
Fu, Xing CA 5300 Geary Blvd 315 San Francisco, CA 94121 (415) 933-9993 0.3 mile(s) View Map	
Tam, Benson DC	

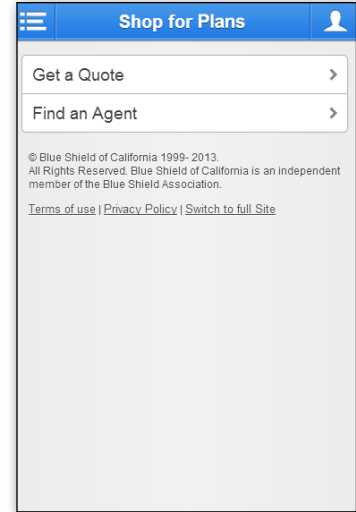
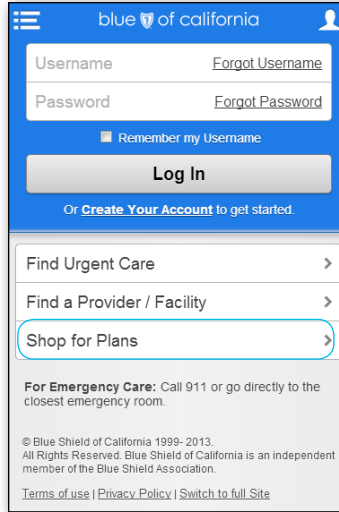
NurseHelp 24/7

Members have instant access to NurseHelp service 24/7.

Blue Shield Mobile Features & Tools

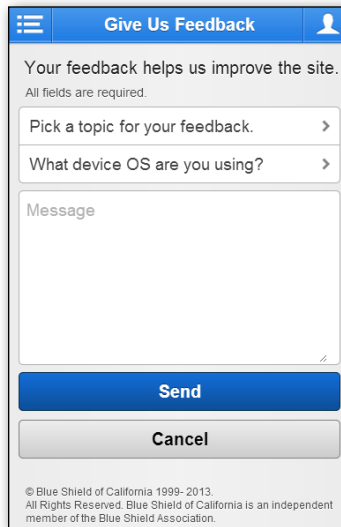
Shop for Plans

Prospects seeking insurance quotes can Get a Quote with our online Quote & Apply tool on the full website or Find an Agent on the mobile website.



Feedback

Registered members can provide feedback on a variety of topics



Contact Us

Members and guests have multiple contact options.

