



BlueCross BlueShield  
of Texas



TEXAS  
**STAR** Kids  
Your Health Plan ★ Your Choice



## Blue Access for Members<sup>SM</sup>

Customer Advocate: **1-877-688-1811** (TTY: 711)

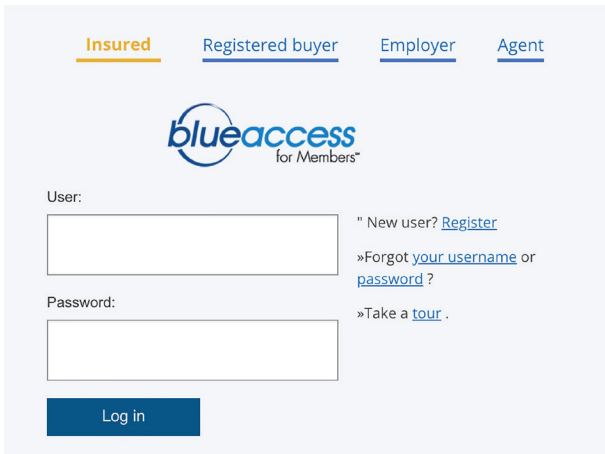
[www.bcbstx.com/starkids](http://www.bcbstx.com/starkids)

## STAR Kids deserve STAR treatment!

Blue Access for Members (BAM<sup>SM</sup>) is the secure online member portal from Blue Cross and Blue Shield of Texas (BCBSTX), where you can view your health plan and wellness information instantly.

### It is easy to get started

1. Go to [www.bcbstx.com/starkids](http://www.bcbstx.com/starkids).
2. Click **Sign Up** or **Login** at the top-right side of the homepage.
3. New User? Register Now.
4. Verify your account by entering the code sent to you by email or text.
5. To accept the Terms of Use, check the box **I agree to these Terms of Use** and then click **Next**.



The screenshot shows the login interface for Blue Access for Members. At the top, there are four navigation links: **Insured** (highlighted in orange), **Registered buyer**, **Employer**, and **Agent**. Below these is the **blueaccess** logo with the tagline "for Members". The login form includes a "User:" label and a text input field, a "Password:" label and a text input field, and a "Log in" button. To the right of the input fields, there are three links: "New user? [Register](#)", "»Forgot [your username](#) or [password](#)?", and "»Take a [tour](#)."

### To register

1. Enter the member's first name, last name and date of birth.
2. Enter the ID number from the member's Medicaid ID card.
3. If you are legally responsible for a Medicaid member under the age of 18, check the box under **"Are you a Legal Guardian?"**
4. Provide your contact information.
5. Create your secure login by creating a **'Username'** and **'Password.'**
6. Verify your email then you can return to the Login page.



## **BAM allows you to:**

- Print a temporary ID card or order a new card.
- Find doctors, Long Term Services and Supports (LTSS) providers and hospitals under the 'Doctors and Hospitals' tab.
- Get the most up-to-date information on your child's assigned service coordinator and how to reach them.
- View, download and print the most recent Screening and Assessment Instrument (SAI) and Individual Service Plan (ISP).
- View authorizations for medical services.
- Find a doctor who is taking new patients.
- Access the Medicaid Fraud, Waste and Abuse Hotline.
- Sign up for text message alerts.
- Find information on any third-party insurance you or your child has.

If you have questions, please call Customer Advocate at **1-877-657-1811** (TTY: **711**). They can tell you what information we have on file for you or your child.

Blue Cross and Blue Shield of Texas complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, gender identity, age, sexual orientation, health status or disability. See our full non-discrimination notice and contacts.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-710-6984 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-710-6984 (TTY: 711).

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