

New Member

How-to Guide

Florida Blue 



Click a button below to see the steps. To go back to this page, click Table of Contents at the bottom right of every screen.

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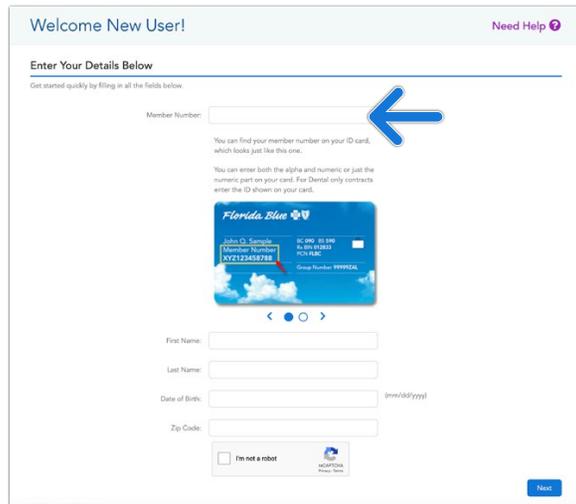
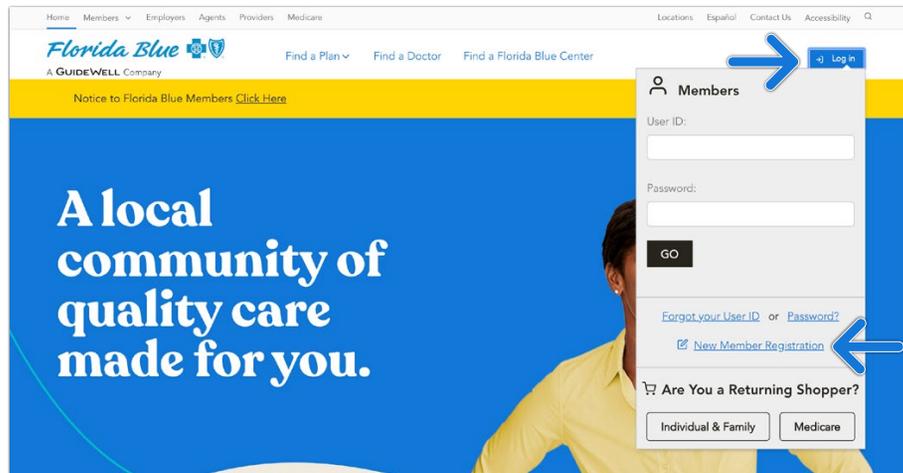
[Find Medications & Compare Costs](#)

[Get Discounts with Blue365®](#)



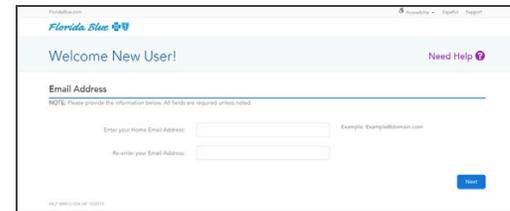
How to Activate My Member Account

If you are already signed up for an account, simply enter your user ID and password to log in. If you forgot these, click **Forgot your User ID** or **Password**. You'll need your Florida Blue Member ID to recover your user ID. If you have trouble logging in, call 800-352-2583 for help.

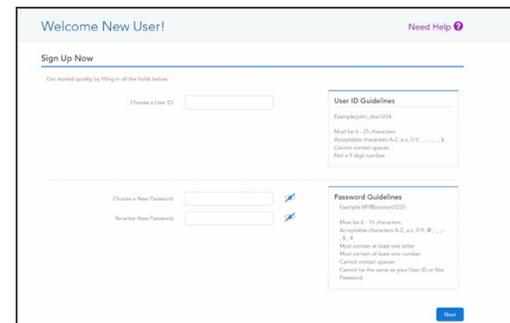


Step 1: To sign up for your Member Account, you'll need your Member Number (shown on your ID card).

Step 2: Fill in all of the boxes, and click **Next**.



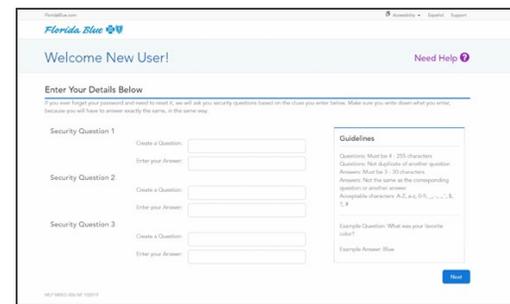
Step 3: Enter your email address. Click **Next**.



Step 4: Choose and type in a User ID (click on user ID suggestion for help on user IDs).

Step 5: Choose and type in a password. The password must be typed in twice for security purposes. Click **Next**. If you opt-in for electronic communications, a screen for email address will also appear on this screen. If so, enter your email address twice, and click **Next**. (not applicable for everyone)

Note: Write down your user ID and password in case you forget them later.



Step 6: Type three different security questions and type an answer to each. Click **Next**.

Note: The security questions will be used if you forget your user ID or password.



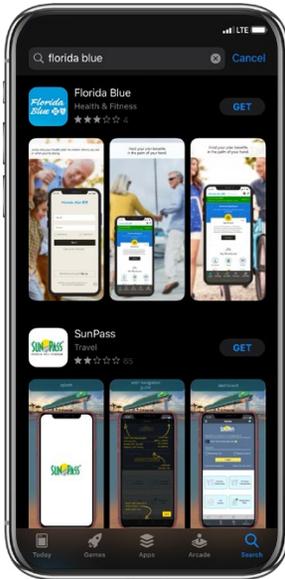
Step 7: Click **Continue**, and you'll be taken to the member website homepage.

How to Set Up My Mobile App



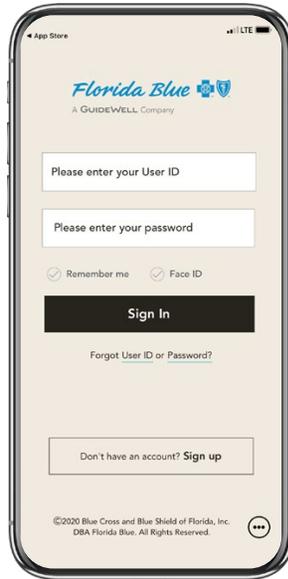
STEP 1

Use your phone to go to your app store (the iOS App Store for iPhone and Google Play Store for Androids).



STEP 2

Search for **Florida Blue** and install the free app.



STEP 3

Log in with your user ID and password or register for your member account.



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TELADOC.

How to Register for Virtual Care

When You Don't Have Time to Wait, You've Got Teladoc!

Provides 24/7 Access to Care

When you or a family member don't feel well and your primary care doctor or your child's pediatrician can't see you right away, you can now get care within minutes without leaving home with Teladoc. For a cost that's less than an urgent care or ER visit, Teladoc gives you 24/7/365 access to U.S. board-certified doctors by web, phone or mobile app. It's a more convenient and affordable option for quality medical care. And there's no obligation or extra monthly fee.

Getting Started

Set up your account today—so when you need care, a Teladoc doctor is just a call or click away.

How Does Teladoc Work?

- 1 Register**
3 easy ways: download the mobile app, visit the Teladoc website or call the number at the bottom of the page.
- 2 Provide Medical History**
Your medical history provides Teladoc doctors with the information they need to make an accurate diagnosis.
- 3 Request a Visit**
That's it! The next time you need immediate care for a non-emergency illness, you have another option.

The Teladoc Difference

Teladoc can help with many non-emergency illnesses, including:

- Sinus infection
- Flu
- Cough
- Sore throat
- Rash
- Allergies
- Upset stomach
- Nausea
- Other minor health issues and more

Call today 800-Teladoc (835-2362) or visit [Teladoc.com](https://www.teladoc.com)

Teladoc is an independent company contracted by Florida Blue to provide physician visits via phone or online video to members with non-emergent medical issues. Teladoc is only available in the U.S. Teladoc® is a trademark of Teladoc, Inc.

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Ways to Pay

If you're new to Florida Blue for 2020, or if you're coming back to us after having a different plan in 2019, welcome to the Florida Blue family. There's one important step to take now so you can start using your benefits on January 1—make your first payment. After that, you'll get your member ID card in the mail and you'll be able to log in to your online member account at floridablue.com and/or the Florida Blue mobile app. It can take several days to process your payment and get your member ID mailed out. If it's still processing on January 1 and you need medical care right away, there will be a few extra steps to verify your payment and coverage. It's best to pay now, so you don't have a delay in getting care when you need it in 2020.

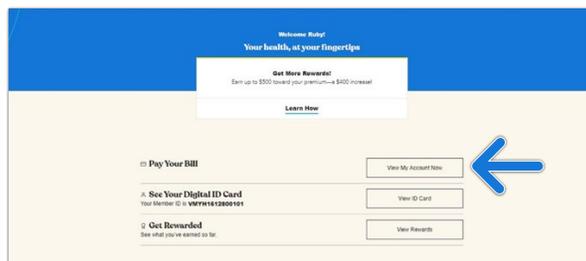
Ways to Pay

Making your first payment is easy! You've got lots of options. Just pick the one that works for you. We look forward to serving you in 2020.

Payment Type	Payment Options	Information You Need	Details
Phone	Credit Card Debit Card Electronic Fund Transfer	Date of Birth ZIP Code Bank Card Info	Call 800-352-2583 Follow the prompts, and say, "Make a payment."
Online	Credit Card Debit Card Electronic Fund Transfer	Social Security Number Date of Birth ZIP Code Bank Card Info	Visit: vuebill.com/FloridaBlueBinder/Login.aspx?ReturnUrl=%2fFloridaBlueBinder
Your Bank's Bill Pay System	Depends on what your bank offers	Your member ID number	Member ID number must be listed as the account number. Use this as the mailing address: BCBSFL Premium P.O. Box 660879 Dallas, TX 75266-0879

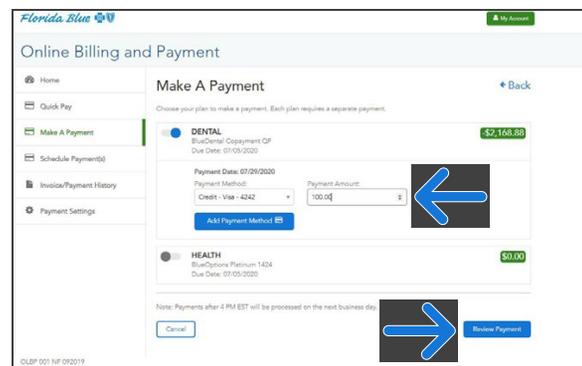
Payment Type	Payment Options	Information You Need	Details
Mail	Check Money Order Cashier's Check	Subscriber Name Date of Birth Member ID Number	Include the invoice in the envelope. Use this as the mailing address: BCBSFL Premium P.O. Box 660879 Dallas, TX 75266-0879
Florida Blue Center	Credit Card Debit Card Check Electronic Fund Transfer	Subscriber Name Date of Birth Member ID Number	A representative can help you pay online, by phone or through electronic funds transfer. You can also pay by check, but this will take longer to process.
Retail Stores: CVS (except Target locations) Navarro Dollar General Family Dollar	CVS/ Navarro accepts credit card, debit card or cash (no checks)	Barcode from your invoice	The associate must scan the barcode to make a payment. You can pay up to \$999 per 24 hours at CVS and up to \$500 per transaction/up to \$999 per day at Dollar General.

How to Make a Payment

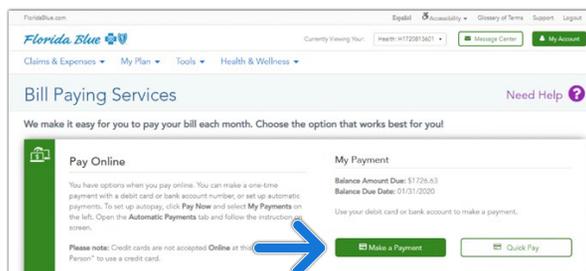


Step 1: Now that you signed up and logged in, you will see this screen.

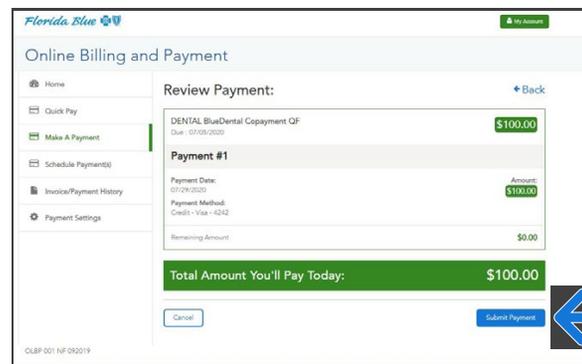
To make a payment, click **View My Account Now** next to **Pay Your Bill**.



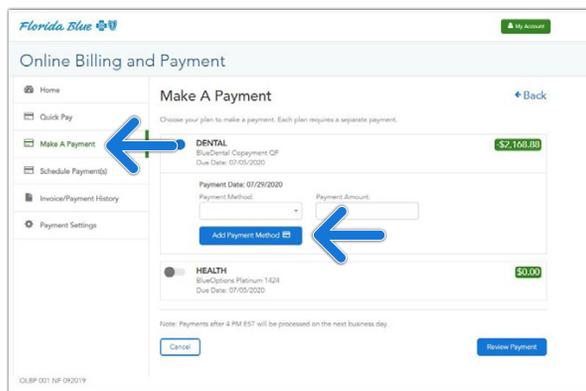
Step 4: Enter your payment method information and the amount you want to pay in the **Payment Amount** field. Click **Review Payment** to continue.



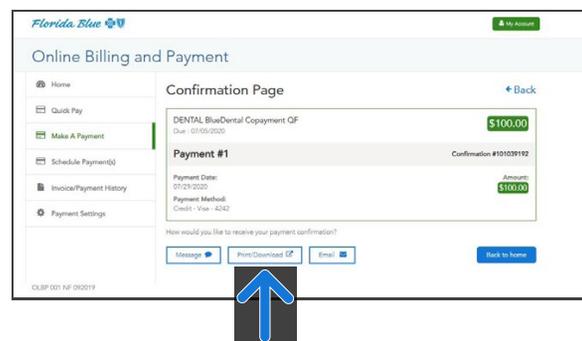
Step 2: Click **Make a Payment**.



Step 5: If the information is correct, click **Submit Payment**.



Step 3: Click **Make a Payment** on the menu. Add a payment method by clicking the **Add Payment Method** button.



Step 7: A **Confirmation Page** will appear with a payment confirmation number. You can print this page or download it as a PDF file. You can also opt to have it sent to you via text message or email.

How to Find My Benefits

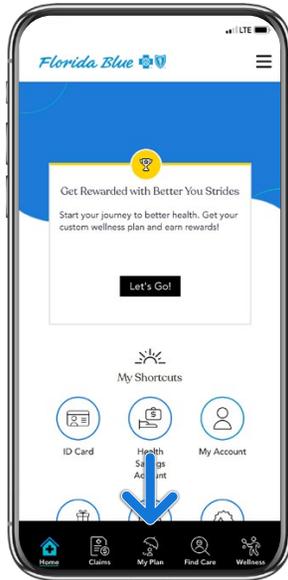
Mobile App

Set Up My Mobile App



STEP 1

Log in to the Florida Blue mobile app using your user ID and password.



STEP 2

Select **My Plan** at the bottom of the screen.



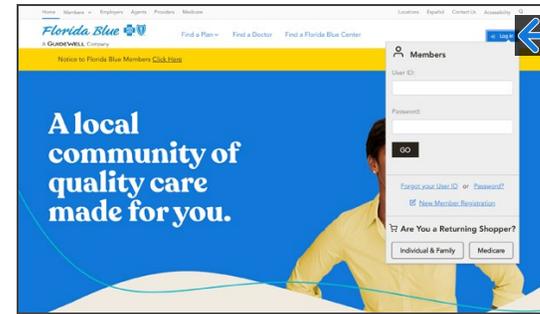
STEP 3

Select **Benefits**.

How to Find My Benefits

Member Website

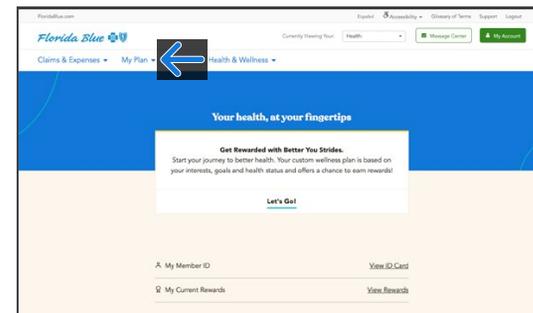
Activate My Member Account



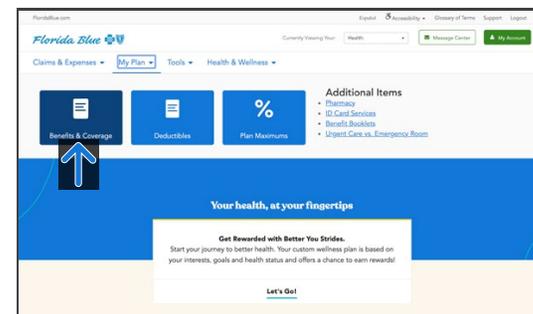
Step 1: Go to floridablue.com.

Step 2: Click **Log in** in the upper right-hand corner.

Step 3: Enter your user ID and password.



Step 4: Click the **My Plan** drop down arrow at the top of the page.



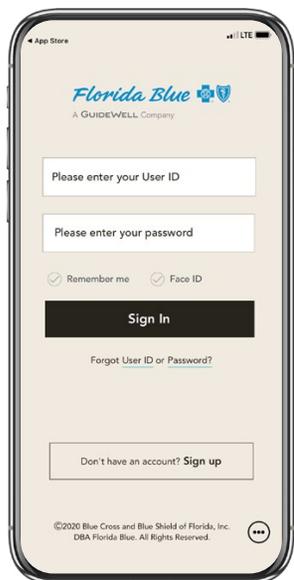
Step 5: Select **Benefits & Coverage**.

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How to Find a Doctor

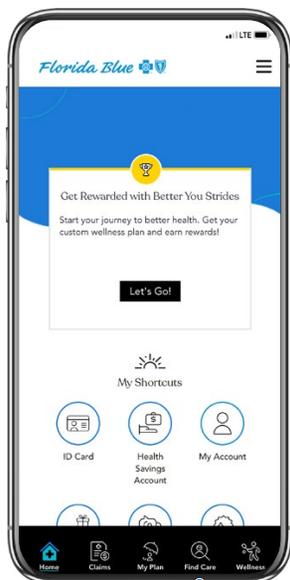
Mobile App

Set Up My Mobile App



STEP 1

Log in to the Florida Blue mobile app using your user ID and password.



STEP 2

Select **Find Care** at the bottom of the screen.



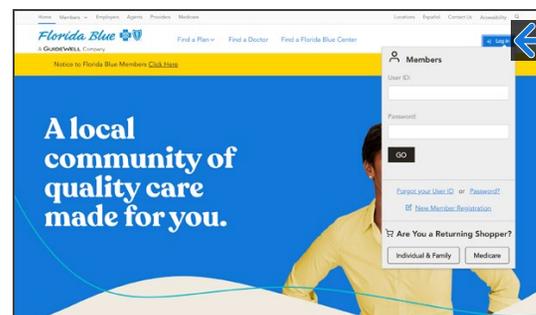
STEP 3

Select **Florida Doctors & Pharmacies, Doctors & Hospitals (National) or Doctors & Hospitals (Worldwide)**.

How to Find a Doctor

Member Website

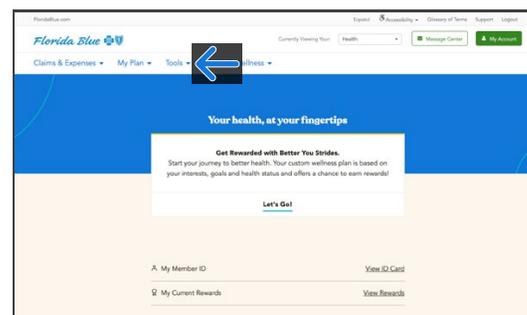
Activate My Member Account



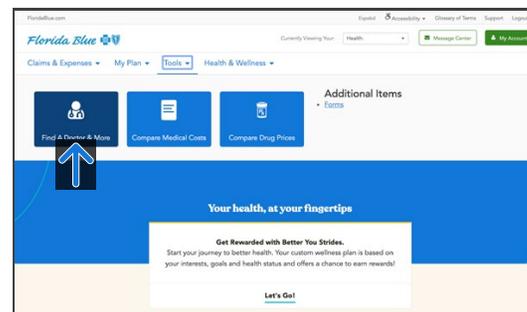
Step 1: Go to floridablue.com.

Step 2: Click **Log in** in the upper right-hand corner.

Step 3: Enter your user ID and password.



Step 4: Click the **Tools** drop down arrow at the top of the page.



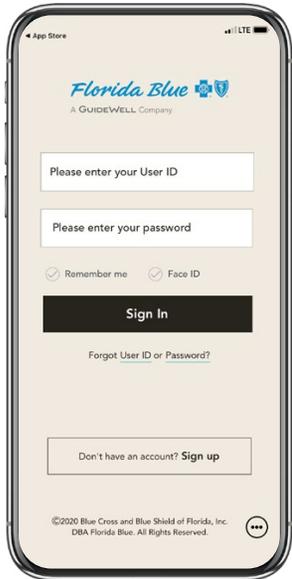
Step 5: Select **Find A Doctor & More**.

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How to Estimate Your Medical Costs

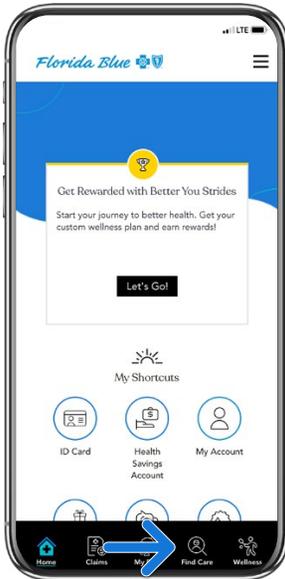
Mobile App

Set Up My Mobile App



STEP 1

Log in to the Florida Blue mobile app using your user ID and password.



STEP 2

Select **Find Care** at the bottom of the screen.



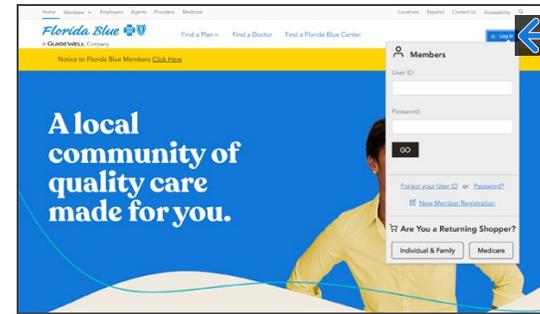
STEP 3

Select **Compare Medical Costs**.

How to Estimate Your Medical Costs

Member Website

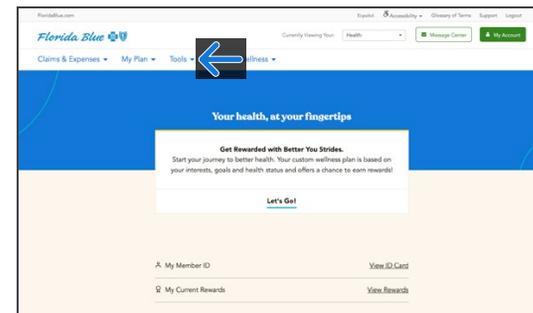
Activate My Member Account



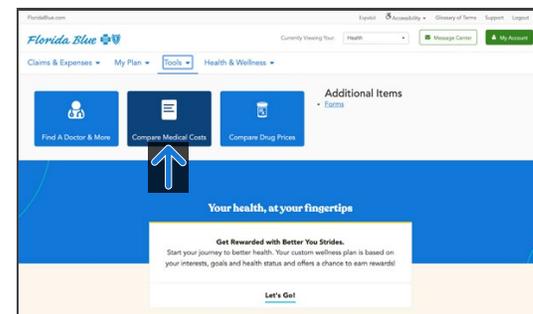
Step 1: Go to floridablue.com.

Step 2: Click **Log in** in the upper right-hand corner.

Step 3: Enter your user ID and password.



Step 4: Click the **Tools** drop down arrow at the top of the page.



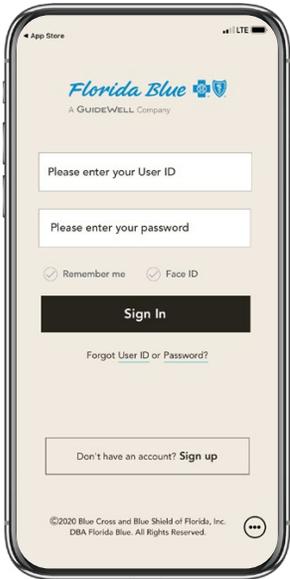
Step 5: Select **Compare Medical Costs**.

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How to Find Medications and Compare Drug Costs

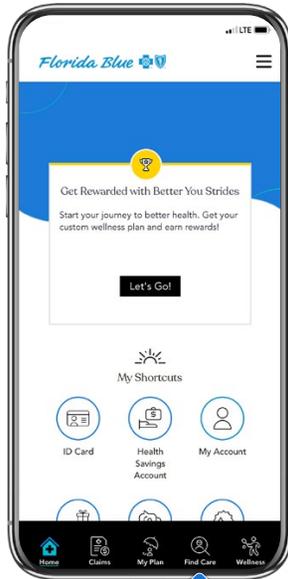
Set Up My Mobile App

Mobile App



STEP 1

Log in to the Florida Blue mobile app using your user ID and password.



STEP 2

Select **Find Care** at the bottom of the screen.



STEP 3

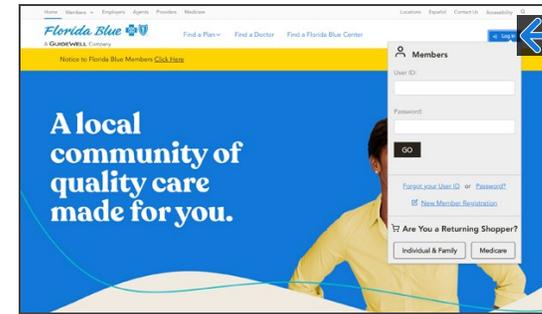
Select **Compare Drug Costs**.

[Learn More Here](#)

How to Find Medications and Compare Drug Costs

Activate My Member Account

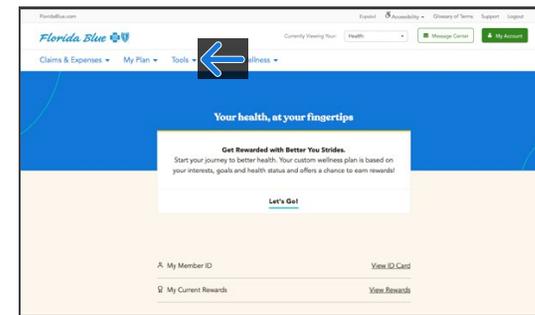
Member Website



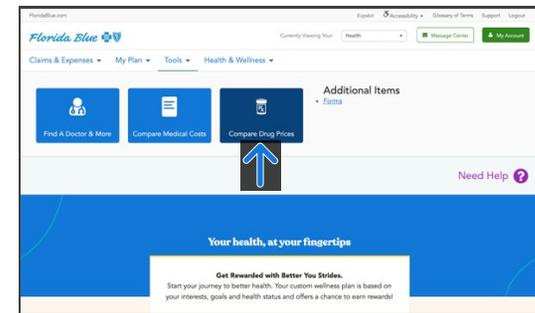
Step 1: Go to floridablue.com.

Step 2: Click **Log in** in the upper right-hand corner.

Step 3: Enter your user ID and password.



Step 4: Click the **Tools** drop down arrow at the top of the page.



Step 5: Select **Compare Drug Prices**.

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How to Get Discounts with Blue365®

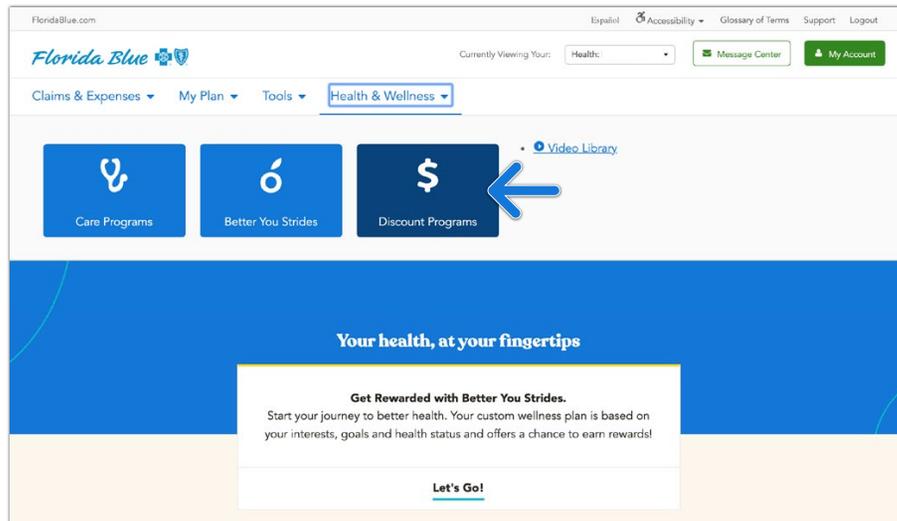
Get discounts on everyday health and wellness purchases.

Save money with our Blue365 program. After you're logged in online at floridablue.com, click **Health & Wellness** at the top and then choose **Discount Programs** on the right side of the screen.

You'll Save On Things Like:

- Health and fitness club memberships
- Weight loss programs
- Healthy travel experiences
- Workout gear
- Wearable heart rate and GPS monitors

Sign up for weekly emails so you don't miss a deal!



The screenshot shows the Florida Blue website interface. At the top, there are navigation links for 'Español', 'Accessibility', 'Glossary of Terms', 'Support', and 'Logout'. The main navigation bar includes 'Florida Blue' logo, 'Currently Viewing Your: Health', 'Message Center', and 'My Account'. Below this, there are dropdown menus for 'Claims & Expenses', 'My Plan', 'Tools', and 'Health & Wellness'. Under 'Health & Wellness', there are three main buttons: 'Care Programs', 'Better You Strides', and 'Discount Programs'. A blue arrow points to the 'Discount Programs' button. Below the navigation, there is a section titled 'Your health, at your fingertips' with a sub-section 'Get Rewarded with Better You Strides.' and a 'Let's Go!' button.

Blue365® offers access to savings on items that members may purchase directly from independent vendors.

