



Your local Blue Cross Blue Shield

## Thank you for choosing Florida Blue!

Choosing a health plan is a big decision, and we're excited you chose Florida Blue! Follow these easy steps to make sure you're covered and get the information you need.

**If you enrolled in a Marketplace plan, don't forget to submit any paperwork you may need to complete your application. Log in to your account at [healthcare.gov](https://healthcare.gov) or call your agent for assistance.**

### 1. Make your first payment at [floridablue.com/paynow](https://floridablue.com/paynow)

Your **first payment** (also called binder payment) must be made to start your coverage and begin your Florida Blue benefits.

- To see steps on how to set up automatic payments, visit [floridablue.com/payments](https://floridablue.com/payments) or call 800-352-2583. (Want to pay another way? See reverse side for other options.)

### 2. Learn more about your plan at [welcometoyourplan.floridablue.com](https://welcometoyourplan.floridablue.com)

- Select your **plan name and number** from the drop-down list under "The Basics" to see your plan details and find ways to save.

### 3. Take charge of your health by staying current on well-care visits, screenings and immunizations

- Log in to [floridablue.com](https://floridablue.com) to confirm your primary care doctor selection.
- Call them to set up your **\$0 annual checkup**.
- You can also see which specialists, hospitals and pharmacies accept your health plan.
- **Note:** If you don't go to your primary care doctor first, you may have to pay the entire costs (except in an emergency) if you see a specialist.

### 4. Starting January 1, register at [floridablue.com](https://floridablue.com) and download our mobile app

The first time you log in, we'll give you a tour of your account, review your benefits and ask you some questions to set up your preferences. To verify your email address:

1. Sign in to your account at [floridablue.com](https://floridablue.com).
2. Click "Verify now" in the yellow bar across the top of the page to get a code emailed to your inbox. (Check spam if you don't see it.)
3. Within 15 minutes, enter the code in the box provided.

Then, to go paperless, check the box next to I prefer electronic communications.

### 5. Join Better You Strides and start earning up to \$500

Everyone age 18 and older covered by your plan can earn up to \$500 toward your premium through our online wellness and rewards program. To sign up, log in to your account at [floridablue.com](https://floridablue.com), click **Health & Wellness**, then **Better You Strides**. Or, log in on the Florida Blue mobile app. Click **Wellness**, then **Better You Strides**.

# Things to know

## You've got mail (paper or email depending on your preference)

Once you make your first payment, we'll send out your member ID card, health plan information and other important documents, like:

- **2 ID cards:** Only the primary member is listed on the ID card. Doctors and pharmacies will use this ID card to confirm other members covered by your policy.
- **Health plan info:** Get to know your new benefits and how it all works.
- **Primary care doctor selection:** For our BlueCare members, if you don't pick one, one may be assigned. Log in at [floridablue.com](http://floridablue.com) to verify your primary care doctor.
- **Important documents:** File or toss these. You can always go online to view them.

## Manage your account and your care 24/7 online or with the Florida Blue mobile app

### Find the info you need quickly

- See your plan benefits and claim status.
- Use cost estimator tools to compare prices and save money for medications, lab work and other health-related needs.
- Track your deductible and what you've spent so far.
- View or print your member ID card.

### Get to know your doctor and care team

- See what doctors are part of your health plan network (in-network).
- Confirm your primary care doctor selection.
- Locate your nearest in-network pharmacy.
- Be prepared by locating urgent care facilities near your home, job or kids' schools.

### Get your questions answered by our Care Consultants

- Call 888-476-2227 to learn about how your benefits work.
- They can help you identify helpful services, find specialists, compare health care options and explore ways you can save money.

### Find the easiest way to pay your monthly premiums

- **Online:** Credit cards, debit cards or electronic transfer from your bank account. Log in to your account at [floridablue.com](http://floridablue.com) to pay now or pay ahead.
- **Phone:** Call 800-352-2583 and say "Pay my bill".
- **Mail:** Check, cashier's check or money order; just tear off payment stub from your bill.
- **Retail Locations:** Take the barcode from your bill with you. Here's where to go and what types of payment they accept:

#### Cash, credit or debit card:

CVS/pharmacy® (except Target® locations)  
Navarro Discount Pharmacy

#### Cash or debit card:

Dollar General

#### Cash only:

Family Dollar  
ACE Cash Express\*  
Money Gram\* (receiver code 13731)

\*These locations may charge a fee to process your payment.

CVS/pharmacy®, Navarro Discount Pharmacy, Family Dollar, MoneyGram, Dollar General and ACE Cash Express are independent companies assisting in the collection of premium payments on behalf of Florida Blue/Florida Blue HMO/Florida Combined Life.

Health insurance is offered by Blue Cross and Blue Shield of Florida, Inc., DBA Florida Blue. HMO coverage is offered by Health Options, Inc., DBA Florida Blue HMO, an affiliate of Blue Cross and Blue Shield of Florida, Inc. These companies are Independent Licensees of the Blue Cross and Blue Shield Association.