

EOB statements available online through Blue Access for Members (BAM)

When your TRS-ActiveCare medical benefit claims are processed by Blue Cross and Blue Shield of Texas, your explanation of benefits (EOB) statements will be delivered electronically through BAM unless you specifically request to continue receiving paper EOBs in the mail. The EOB outlines the disposition of your claim, including the amount paid. With electronic EOBs, you can choose to receive an e-mail notification to the e-mail address designated by you whenever one of your claims is processed. You may then log into BAM to see the EOB, review 18 months of EOB history, see at-a-glance claim status and print copies for your records, if needed.

Using Blue Access for Members: You must be registered for BAM to view your electronic EOBs. In addition to medical claim information, BAM also gives you access to:

- Tools to locate network doctors or hospitals in your area, compare hospitals and estimate the cost of medical procedures
- Health and wellness-related information and resources through the Personal Health Manager
- Your Health Risk Assessment
- Blue PointsSM wellness rewards, temporary ID cards, and more

To register, have your Blue Cross and Blue Shield of Texas/TRS-ActiveCare ID card handy and go to the Web site, **www.bcbstx.com/trs**. Click on the log in link under Blue Access for Members, then select the Register Now button under the link for New User.

If you must receive your EOBs through the mail, you can easily switch back to paper by altering your user preferences in BAM. Simply log in and go to the User Profile section. You may also call TRS-ActiveCare customer service at **1-866-355-5999**.