

**StarHealth Advantage (BlueOptions) Health Insurance
BlueDental Choice (PPO) Dental Insurance**

The BlueCross BlueShield of Florida web site allows you access to:

- ▲ Member Self-Service – MyBlueService, Benefit Enrollment, Provider Directory, Forms Center
- ▲ Products, Plans and Services – Plan Coverage, e-Medicine
- ▲ Health & Wellness – Health Dialog, Health Programs, MyActiveRewards and Stay Fit for Sports
- ▲ Discount Programs (BlueComplements) – Complementary Alternative Medicine Program, Laser Vision Correction, Enhanced Vision Care, Contact Lens Mail Order Service, Hearing Aids and Care with Hearx or TruHear, Fitness Club Membership, Family Health and Wellness, Bicycle Helmets and Weight Management.

MyBlueService

Instructions for Changing Personal Information

(Name, Address, Telephone Number, Martial Status, Email Address)

1. To create a Pin and Personal ID for using MyBlueService, log on to www.bcbsfl.com.
2. On left side of menu under MyBlueService, click on “**First time user? Register.**” (You will need your Social Security number and your date of birth to complete your registration.) Follow the registration instructions.
3. Once you complete your registration, log in to MyBlueService. At the top of the menu put your cursor on the **My Account** tab. The drop down box will give you several options. To change your personal information to include changing your name, address, telephone number, etc. Click on “**View/Change Personal Information.**”
4. Once the box opens to view personal information, click on “**Edit Contact Info**” to change your information.
5. At the bottom of the page, check the box that represents your signature for confirmation, and then click the **Submit** button to submit your change request.

Instructions for Changing Plan Coverage Options

(Add/Delete Dependents)

NOTE: To make changes to plan coverage options by adding or deleting a dependent outside of the benefits open enrollment period, the request must be made within 30 days of a qualifying event (i.e., marriage, divorce, birth, adoption, death, legal guardianship appointed by court decree, overage dependent). Supporting documentation must be forwarded to Sonya Polke, MCC – 103A before a request will be processed. Changes may result in the need to make a premium payment outside of payroll deduction processing.

1. Following the instructions above for accessing MyBlueService through www.bcbsfl.com.
2. Log in to MyBlueService using your Personal ID and Password.
3. Highlight the **My Coverage** tab until you see the drop-down menu. Select “**Manage My Coverage**”.
4. Select the appropriate choices under Step 1 and Step 2, add the effective date, press **Continue**.