

# Create Your BlueCare Account

Welcome to BlueCare, Blue Cross and Blue Shield of Louisiana’s telehealth service. With BlueCare you can visit a doctor online anytime, anywhere, without taking time off work, school or vacation. BlueCare is 24/7 – no appointment needed. For more information about BlueCare, how it works and who can use it, visit [www.bcbsla.com/bluecare](http://www.bcbsla.com/bluecare).

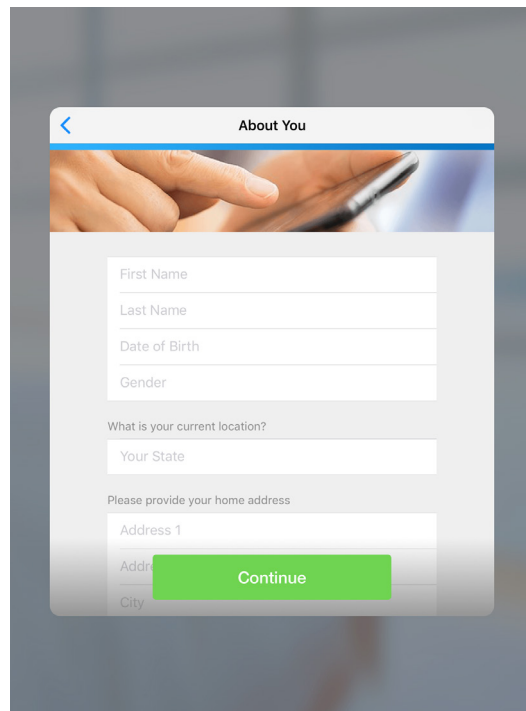
**These instructions are for a mobile device.**

If you want to sign up on a computer, go to [www.bluecarela.com](http://www.bluecarela.com) and follow the same basic instructions. You will have to add your email address and create a password before entering your personal information.

- 1 On your Apple or Android mobile device, search BlueCare (one word) in the app store. Install the app and open it.



- 2 To create your account, enter your personal information: **first** and **last name**, **date of birth** and **gender**.

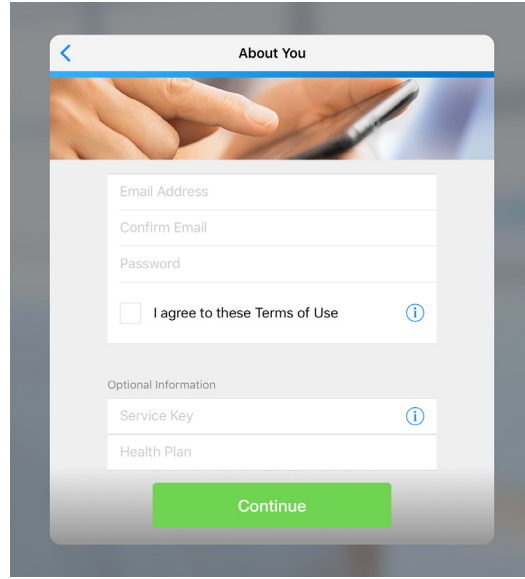


- 3 Select your **location**. This is the state you live in or, if you are traveling and want to use BlueCare right away, the state you currently are in. *Please note that if you are traveling and set your state to a different state than the one you live in, you will have to reset your location when you use the app at home.*

- 4 Next, add your **home address**.

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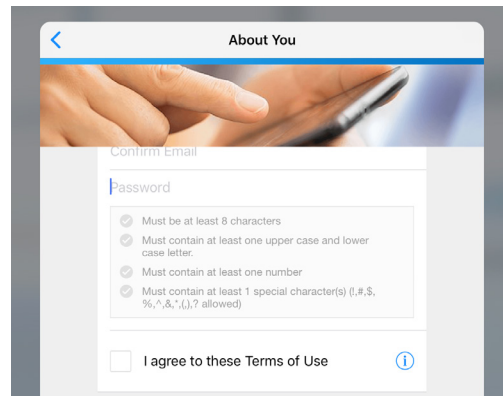
Then, add and confirm your **email address**. This is the email address BlueCare will use to send your appointment notifications and other information.



The screenshot shows the 'About You' registration screen. At the top, there is a back arrow and the title 'About You'. Below the title is a header image of hands holding a smartphone. The form contains several input fields: 'Email Address', 'Confirm Email', and 'Password'. Below these fields is a checkbox labeled 'I agree to these Terms of Use' with an information icon to its right. Underneath is a section titled 'Optional Information' with two more input fields: 'Service Key' and 'Health Plan', each with an information icon. At the bottom of the form is a green 'Continue' button.

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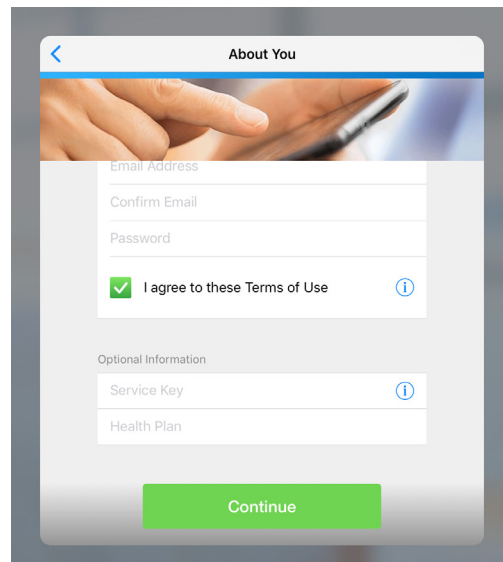
Create your **password**. It must meet all listed requirements. Be sure to remember it.



The screenshot shows the 'About You' registration screen, focusing on the password field. The 'Confirm Email' field is partially visible above. The 'Password' field is active, and a list of requirements is displayed below it: 'Must be at least 8 characters', 'Must contain at least one upper case and lower case letter.', 'Must contain at least one number', and 'Must contain at least 1 special character(s) (!, #, \$, %, ^, &, \*, (, ), ? allowed)'. Below the requirements is a checkbox labeled 'I agree to these Terms of Use' with an information icon to its right. The 'Continue' button is not visible in this view.

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Check the box to agree to the **terms of use**.



The screenshot shows the 'About You' registration screen. The 'I agree to these Terms of Use' checkbox is now checked with a green checkmark. The 'Continue' button is visible at the bottom of the form.

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In the **Health Plan** box, select **Blue Cross and Blue Shield of Louisiana**. This step is optional, but we strongly suggest filling it in now to make it easier to get your Blue Cross benefits.

About You

I agree to these Terms of Use ⓘ

Optional Information

Service Key ⓘ

**Blue Cross and Blue Shield of Louisiana**

Subscriber ID ⓘ

Are you the primary subscriber?  Yes  No

Continue

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A **Subscriber ID** box will appear. There, add your Member ID. Touch the ⓘ to see where to find your Member ID.

Done Insurance Example

**Louisiana** Preferred Care PPO Network FULLY INSURED

Member Name (John Q. Smith)  
Member ID (ABC123456789)

Grp/Subgroup 12345XX6/000  
RxMbr ID 123456789  
RxBIN 003858 RxPCN-A4 Advantage Plus Dental Network  
RxGrp BSLA  
BC PLAN 170 BS 670

048A034 R09/19 PPO

Member ID

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If you are the primary subscriber (account holder), touch **Yes** next to this question. If you are a dependent, such as a spouse or child, touch **No**. In this case, you will need to enter the primary subscriber's information before you can continue.

About You

Are you the primary subscriber?  Yes  No

Primary Subscriber's Information

First Name

Last Name

Date of Birth

Your Relationship to Primary Subscriber

Relationship

Continue

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Finally, touch **Continue**. Your account is now set up and you are ready for your visit on BlueCare!