

# 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.

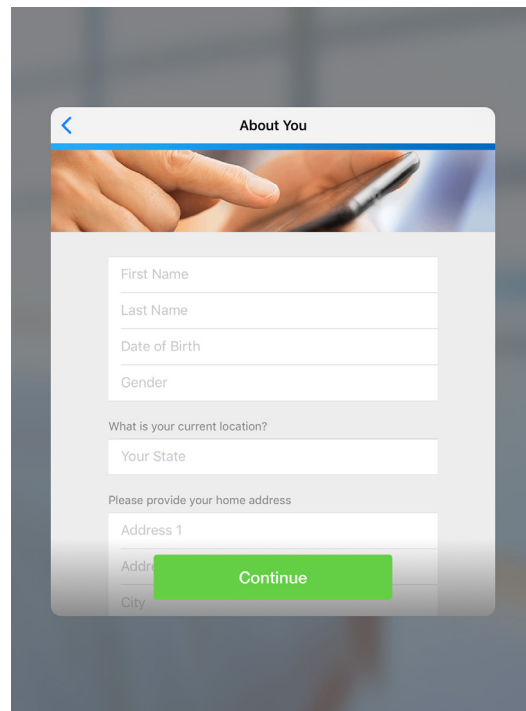
- 1 On your Apple or Android mobile device, search BlueCare (one word) in the app store. Install the app and open it.



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

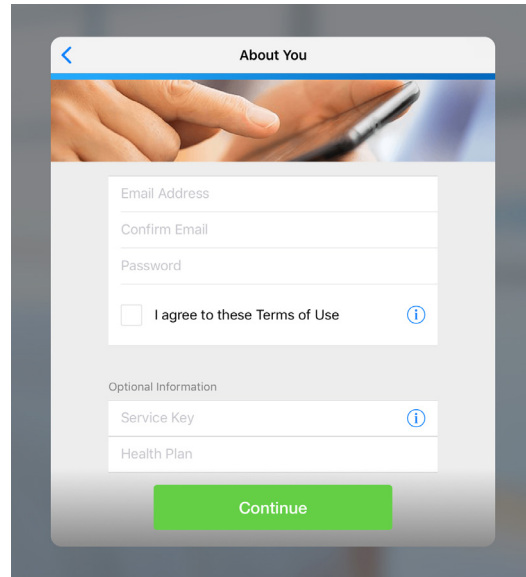
- 3 Select your **location**. This is the state you live in or, if you are traveling and want to use BlueCare right away, the state you currently are in. *Please note that if you are traveling and set your state to a different state than the one you live in, you will have to reset your location when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

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



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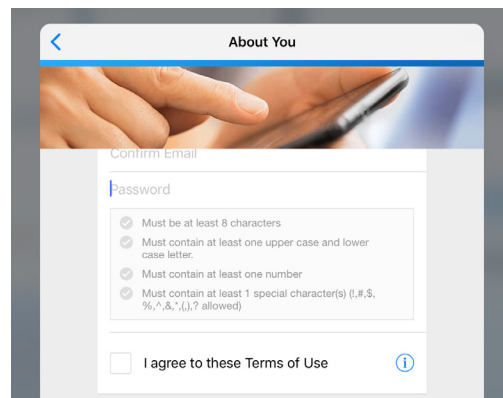
Then, add and confirm your **email address**. This is the email address BlueCare will use to send your appointment notifications and other information.



The screenshot shows the 'About You' registration screen. At the top is a back arrow and the title 'About You'. Below is a header image of hands holding a smartphone. The form contains input fields for 'Email Address', 'Confirm Email', and 'Password'. Below these is a checkbox labeled 'I agree to these Terms of Use' with an information icon to its right. Under the heading 'Optional Information', there are fields for 'Service Key' and 'Health Plan', also with an information icon. A green 'Continue' button is at the bottom.

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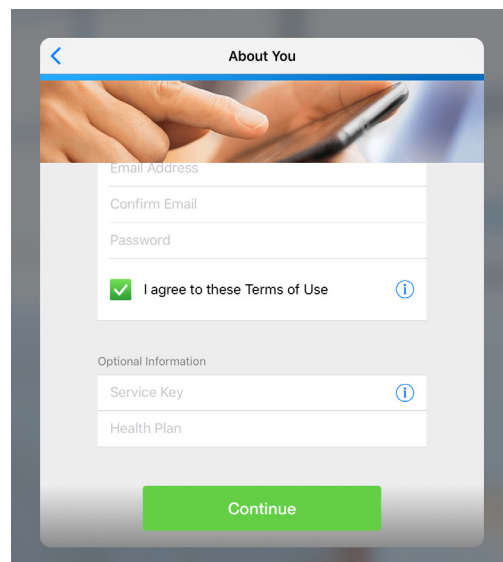
Create your **password**. It must meet all listed requirements. Be sure to remember it.



This screenshot shows the 'About You' screen with the 'Password' field active. A list of requirements is displayed: '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)'. Each requirement has a checked checkbox. Below the list is the 'I agree to these Terms of Use' checkbox and information icon. The 'Continue' button is visible at the bottom.

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




This screenshot shows the 'About You' screen where the 'I agree to these Terms of Use' checkbox is now checked with a green checkmark. All other elements, including the input fields and the 'Continue' button, remain the same as in the previous steps.

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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.

9

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

10

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.

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