

## MyBlue Customer eService

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### 2023 Blue Cross and Blue Shield Service Benefit Plan - FEP Blue Focus Section 5(h). Wellness and Other Special Features MyBlue® Customer eService

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#### MyBlue® Customer eService

Visit **MyBlue Customer eService** at [www.fepblue.org/myblue](http://www.fepblue.org/myblue) or use the fepblue mobile app to check the status of your claims, change your address of record, request claim forms, request an ID card, and track how you use your benefits. Additional features include:

- **Online EOBs – You will automatically be enrolled in online EOBs.** This will allow you to view, download, and print your explanation of benefits (EOB) forms. Simply log on to MyBlue via [www.fepblue.org/myblue](http://www.fepblue.org/myblue) and click on “View My Claims”; from there you can search claims and select the “EOB” link next to each claim to access your EOB. Though your EOBs typically will be available online, there are some instances where you will receive a paper EOB and a form to complete. You can also access EOBs via the fepblue mobile app. Simply link to MyBlue, and click on "Claims."
- **Opt into Paper EOBs** – If you wish to receive paper EOBs, you may log on to MyBlue home page, click on “Member Preferences” from the navigation bar and opt in by selecting “paper EOBs.”
- **Personalized Messages** – Our EOBs provide a wide range of messages just for you and your family, ranging from preventive care opportunities to enhancements to our online services.
- **Financial Dashboard** – Log in to MyBlue to access important information in real time, including deductibles, out-of-pocket costs, remaining covered provider visits, medical claims, and pharmacy claims. You also can review your year-to-date summary of completed claims, and pharmacy spending throughout the year.