

Access your ID card with our online and mobile tools



Online Tool – www.ibxpress.com

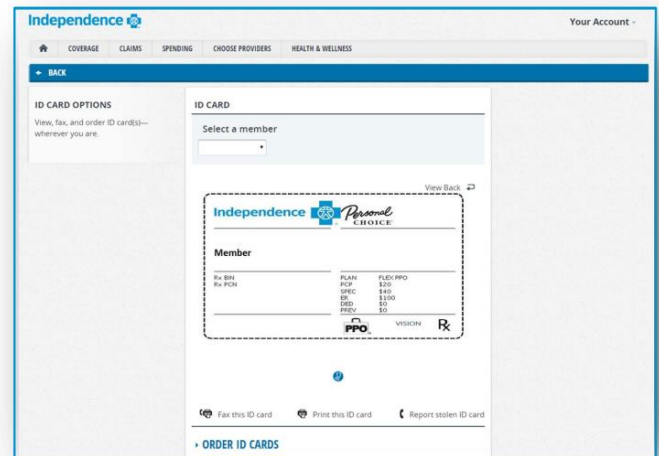
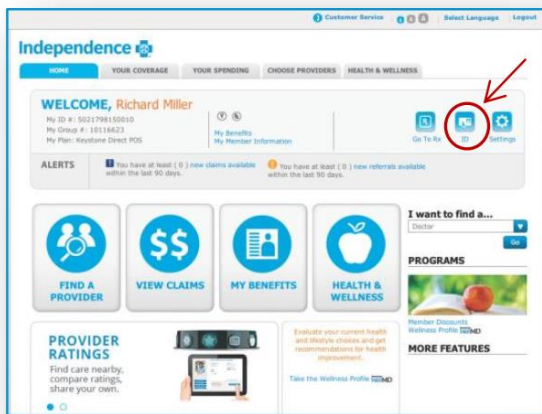
With www.ibxpress.com, you have quick and secure access to information you need - anytime and anywhere. After you have registered, just follow these easy steps to locate and print a temporary ID card.

1

Log onto www.ibxpress.com to register for the member portal. Once registered, click “ID” to access your temporary ID card or request a new ID card.

2

On the next page, you can now view your temporary ID card. You also have the option to save, print, or fax the ID card. And if it has been stolen, you can report it from this page as well.



Mobile Tool

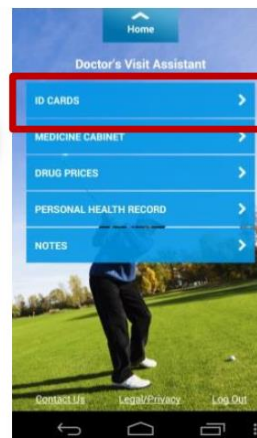
Once you're registered on www.ibxpress.com, you can also access your ID card on the IBX app. Visit www.ibx.com/mobile to download the IBX app and log in using your ibxpress username and password.

1



Log into the IBX app using your ibxpress username and password. Next, click “Doctor’s Visit Assistant.”

2



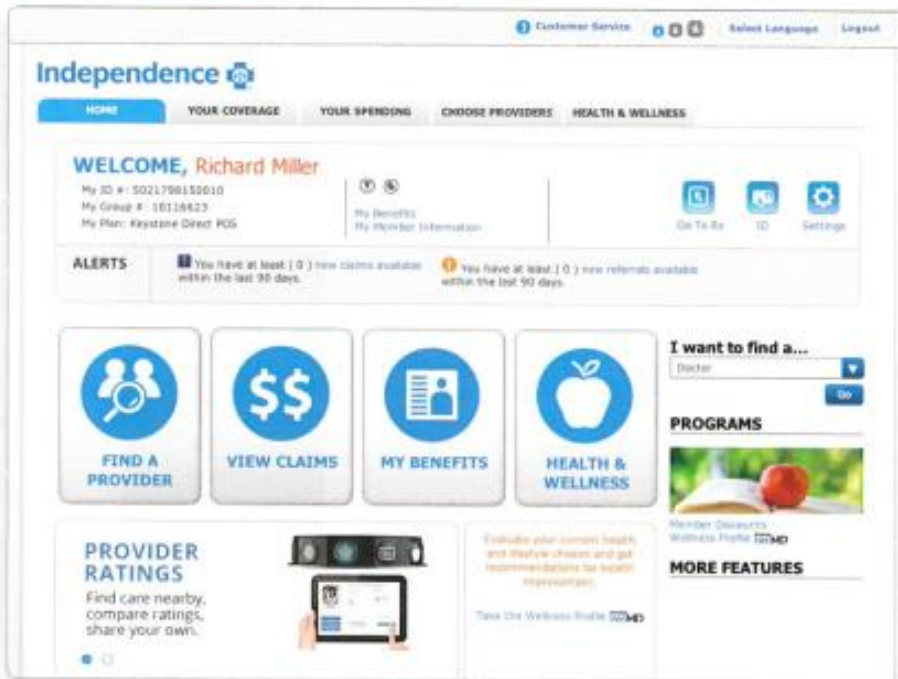
By clicking on “ID Cards,” you can access your ID card, send it to a provider and request a new copy.

Your member website – ibxpress.com

Find a doctor or hospital, view claims and benefits, and help manage your health with personalized WebMD® tools

With ibxpress.com, you have quick and secure access to information you need to make smarter health care decisions — anytime and anywhere. Easily navigate to the tools that help you manage your benefits and take control of your health, so you're getting the most from your health plan.

Get the information you need quickly



Log on or register at ibxpress.com

- Current users – Log on with your current username and password.
- New users – Click *Register Now* and use the information on your member ID card to complete your registration.

Find a Provider

Search for doctors, hospitals, specialists, and other health care professionals, view physician quality metrics, and compare provider profiles. Users will also have the ability to save searches and add favorites, create directories, and read and write patient reviews of doctors and facilities.

View Claims

See claims in real time and quickly search up to two years of claims history. View or download an Explanation of Benefits (EOB) to figure out what you owe and how much your health plan paid for covered services.

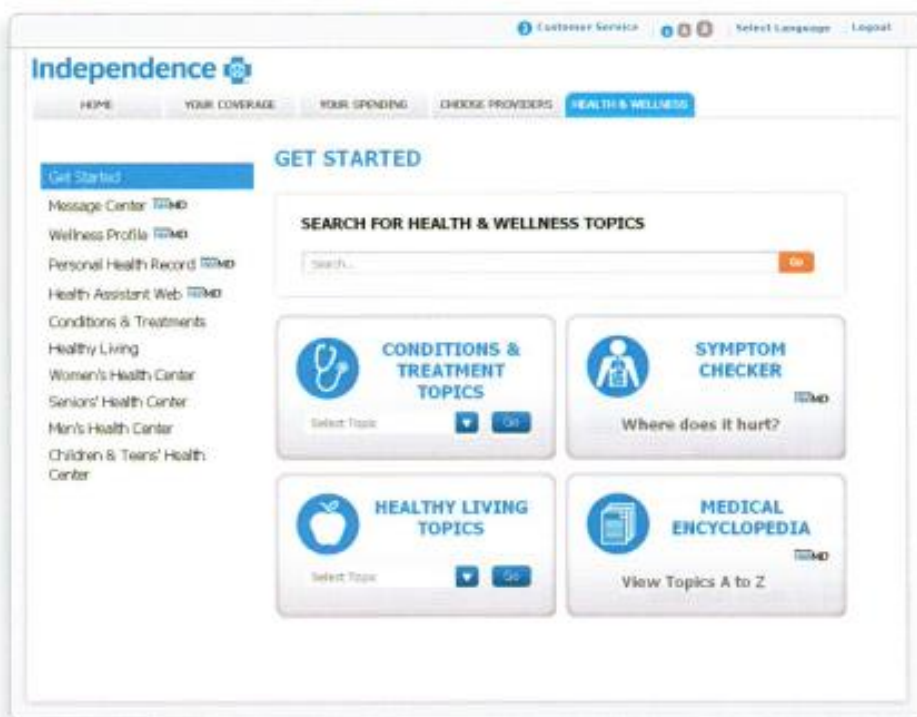
My Benefits

Review your coverage details, update your personal information, choose or change your primary care physician, and get money-saving tips to help you maximize your benefits.

Health & Wellness

Get reliable information and support to reach your health goals with personalized WebMD® tools, including the Personal Health Record, Wellness Profile, My Health Assistant, Symptom Checker, Medical Encyclopedia, and more.

Stay motivated to reach your health goals



It's easy to stay on the road to good health with 24/7 access to WebMD tools. Complete a Wellness Profile to get an immediate assessment of your health and a personalized action plan. Use the My Health Assistant to set goals and track your progress. Get smarter about your health with up-to-date information on specific conditions, symptoms, and healthy living topics.

Save time with quick links:

- ID Card – Print a temporary copy of your member ID card or request a new one for you and anyone covered under your health plan.
- Settings – Choose to receive your EOBs and other communications by email.



Download the free IBX app

Manage your health when you're on the go. Download the IBX app to your smartphone and log in using your ibxpress.com username and password.



Independence Blue Cross offers products directly, through its subsidiaries Keystone Health Plan East and QCC Insurance Company, and with Highmark Blue Shield. Independence Blue Cross and Highmark Blue Shield are independent licensees of the Blue Cross and Blue Shield Association.

WebMD® is an independent company offering online health information and wellness education to Independence Blue Cross members.