Louisiana

![Live Better Louisiana - Our Game Plan for Better Health]

SET UP A BLUE CROSS ONLINE ACCOUNT

1. Open a web browser like Internet Explorer or Google Chrome and type www.bcbsla.com/activate in the address bar at the top of the screen. Press the Enter key.

2. Enter your Member ID. It's the 8-10 digit number listed under the Member Name on your Member ID card. Don't include the letters in front of the numbers.

3. Enter your PIN. If you do not have a PIN, call our online account helpline at 1-800-821-2753, 6 a.m. – 11 p.m. Monday – Friday and 8 a.m. – 11 p.m. Saturday, Sunday and holidays. Or request one online by clicking **Don't have a PIN? Request one** under the blue **Next button**. Fill out the **Send me my PIN** section to have a PIN mailed or emailed to you. The PIN helps protect your information.

4. After typing your PIN, click **Next**.

5. On the Create Account page, fill in your email address. (If you do not have an email address, please see the FAQ section at the bottom of the page.)

6. Create a Username. Only letters, numbers and underscores are allowed. You may not use your member number or Social Security number. A good choice is your full name or email address.

7. Create a password. Passwords are case sensitive (if you use an uppercase letter, you must use it each time you log into your account) and must be at least five characters (letters, numbers or special characters like !, *, or %). In the **Verify Password** box, type your password again exactly as you entered it the first time.

8. Enter a phone number where we can reach you during the day.

9. Read the terms of use and click the small box next to **I have read and agree with the terms and conditions of this registration**.

10. Click the blue **Create My Account** button.

11. You are done! Remember your username and password so you can log into your Blue Cross online account later.

FAQ about creating a Blue Cross online account

Q Why do I need an email address?

A A unique, valid email address is required to complete registration. We may need to use your email address to reset your password in the future and communicate with you about your online account. If you do not have an email address, you can create one at a free service like www.yahoo.com or www.gmail.com.

Still need help? Contact Blue Cross and Blue Shield of Louisiana Customer Service at 1-800-392-4089, 8 a.m. – 5 p.m. Monday – Friday.

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