

Member Tools & Resources



IBX Wire

Fast, easy way to stay up to date, save money, and maximize your benefits

Secure text messages help you use your **Independence**  health plan to the fullest:

- Coverage information and updates
- Money-saving tips and discounts
- Important personal health reminders

A quick tap on your **IBX Wire homepage** also lets you:

- Find a doctor or hospital
- Check a claim, get a digital copy of your member ID card, and more at ibxpress.com
- Contact a Health Coach



Get Connected

Call 1-888-700-1078 or text
IBX WIRE to 73529 today!

ibx.com/getwired

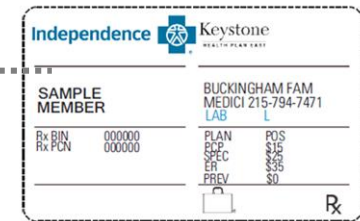
**Register today and be notified
when your ID card mails**

You're in Control

With ibxpress.com, you can access your benefits information online easily, quickly, and securely.

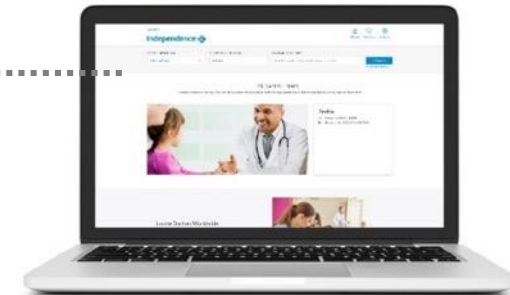
Access plan information

Log in anytime to view your ID card, claims, spending, and benefits information.



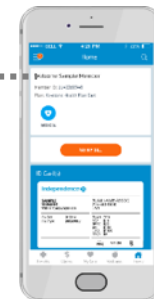
Find care near you

As a member, you have access to the largest network of doctors and hospitals, and our [Find a Doctor](#) tool will help you choose the right one.



Get ibxpress to go!

Download our free IBX app for your iPhone or Android device.



ibxpress.com

One-stop benefits' management destination; available 24/7 to give you access to the information you need quickly and conveniently

1 ID Cards

View, print, send, or order a new ID card

2 Provider Finder

Quickly find a physician or hospital near you

3 Recent Claims

See a list of recent claims; a full list with more details is just a click away

4 Messages

View important messages that need your attention.

5 Achieve Well-being

Engaging online tools to keep you motivated to reach your well-being goals

6 Ask IBX

Smart search bar to help you get answers to your questions

The screenshot shows the ibxpress.com website interface. At the top, there is a navigation bar with links for LOG OUT, ACCOUNT SETTINGS, RESOURCE CENTER, and ASK IBX. Below this, the user is greeted with "Welcome, Jane" and their Member ID (YXW1299913799128) and Plan Name (Silver - Keystone HMO Silver Proactive). There are icons for Medical, Vision, Pharmacy, and Dental services. The main content area is divided into several sections:

- 1 My ID Cards:** A section showing a sample ID card for Jane Smith with fields for Name, Plan Name, ID Number, and other details. There are options to Print, Send, Order New, or All Cards.
- 2 Find a Doctor or Hospital:** A search interface with a search bar for Name and Specialty, a location dropdown set to 19103, and a Search button. Below it, it lists the My Primary Care Physician as Dr. Evelyn Gonzalez.
- 3 My Recent Claims:** A list of recent claims with columns for Date, Status, and Action. Claims listed include Mar 24 2017, Feb 21 2017, and Feb 20 2017, all with an "Open" link.
- 4 Messages:** A section with a "A Payment is Now Due" alert for Mar 29, stating a payment is due before April 15, 2017, for \$120.00. Below it is a "Stay on Track to Meet Your Fitness Goals" message for Mar 24.
- 5 Achieve Well-being:** A section titled "ACHIEVE WELL-BEING" with a "Get Started" button. It includes a sub-section "Achieve Your Goals" with a list of bullet points: "Develop a well-being action plan.", "Sync your devices to track your progress.", and "Stay motivated with tokens and badges."
- 6 Ask IBX:** A search bar at the top right of the page.

At the bottom of the page, there are "Related Links" for Formulary, Benefits Usage, Spending Account Summary, and Resource Center. A footer contains copyright information for 2017 Independence Blue Cross and a "Contact Us" link with social media icons. A blue notification bar at the very bottom states "You have one new message that needs your attention." with an "OPEN" button.

Benefits

HOME

BENEFITS

CLAIMS & SPENDING

MY CARE

HEALTH & WELL-BEING

Browse Benefits

[My Benefits Overview](#)

[Benefits Usage](#)

I want to...

[Access Pharmacy Mail Order](#)

[Access Pharmacy Services](#)

[Access Vision Benefits](#)

[View/Print ID Card\(s\)](#)

Benefits Overview

- View your **medical benefits at a glance**
 - High-level benefit summary
 - Benefits usage
 - Open referrals
- See your **benefits usage and spend** for:
 - In-network deductibles and out-of-pocket costs
 - The dollar amount spent to date
 - Remaining amount and overall status



Claims & Spending

HOME

BENEFITS

CLAIMS & SPENDING

MY CARE

HEALTH & WELL-BEING

Browse Claims & Spending

I want to...

[My Claims Overview](#)

[View/Print Tax Year Report](#)

[Other Insurance/Medicare
Eligibility](#)

My Care

HOME

BENEFITS

CLAIMS & SPENDING

MY CARE

HEALTH & WELL-BEING

Browse My Care

[My Provider Information](#)

[Personal Health Record](#)

I want to...

[Find a Doctor or Hospital](#)

[Access Pharmacy Mail Order](#)

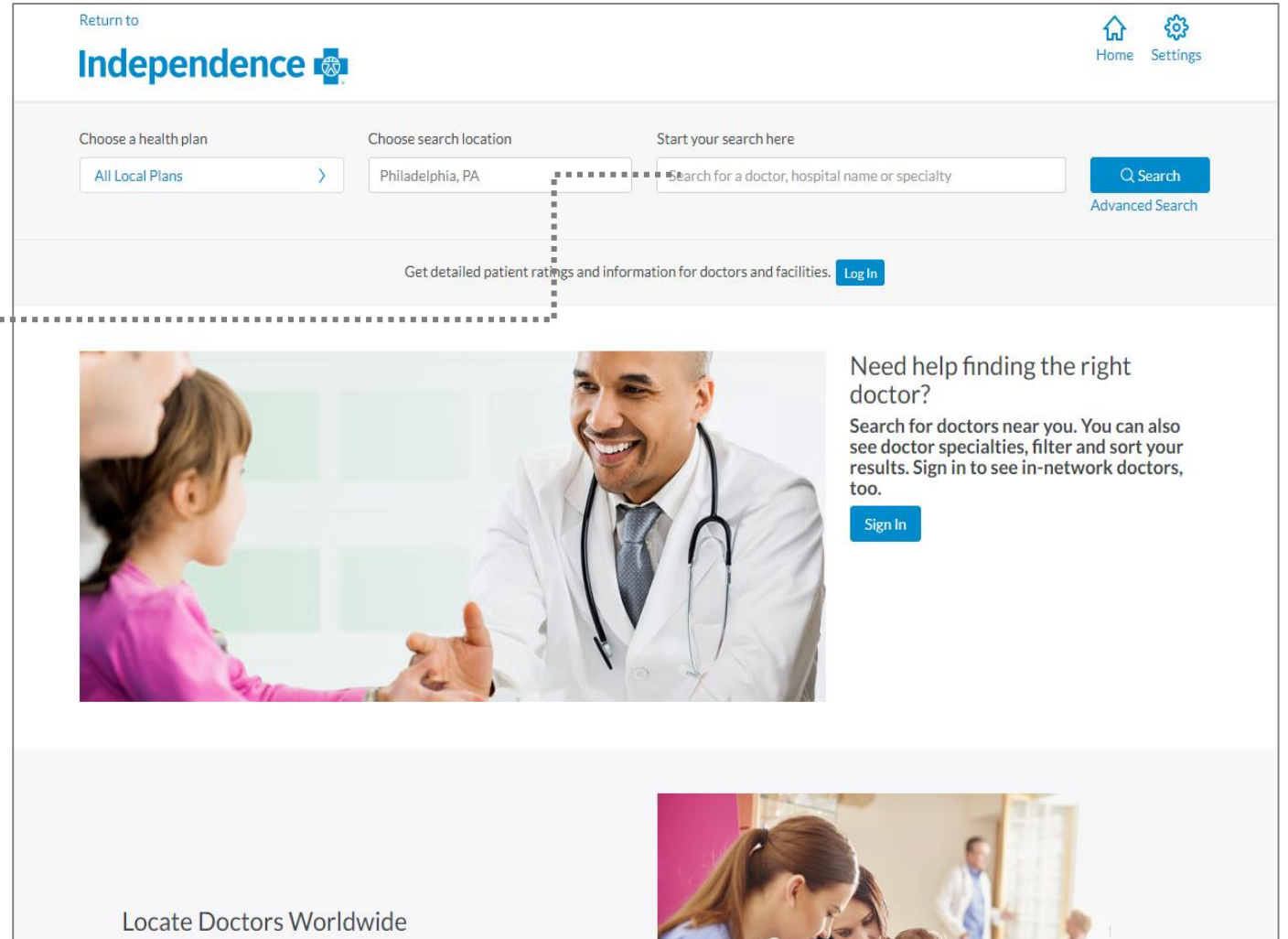
[Find a Pharmacy](#)

Provider Finder

Search for medical providers within one screen, eliminating the need for multiple tabs/windows

Search by:

- Provider Name
- Hospital Name
- Provider Specialty
- Keywords



The screenshot shows the Independence Provider Finder interface. At the top, there is a navigation bar with "Return to Independence" and a logo, and "Home" and "Settings" icons. Below this is a search section with three main input areas: "Choose a health plan" (with a dropdown menu showing "All Local Plans"), "Choose search location" (with a dropdown menu showing "Philadelphia, PA"), and "Start your search here" (with a search input field containing "Search for a doctor, hospital name or specialty"). A "Search" button is located to the right of the search input field, with a link for "Advanced Search" below it. Below the search section, there is a "Log In" button and a link to "Get detailed patient ratings and information for doctors and facilities." The main content area features a large image of a smiling doctor in a white coat with a stethoscope, shaking hands with a young girl in a pink shirt. To the right of the image is a text block that reads: "Need help finding the right doctor? Search for doctors near you. You can also see doctor specialties, filter and sort your results. Sign in to see in-network doctors, too." Below this text is a "Sign In" button. At the bottom of the page, there is a banner with the text "Locate Doctors Worldwide" and a smaller image of a woman looking at a screen.

Provider Finder

Members can:

- Create a directory
- Compare up to 3 providers
- Access Practice information (e.g. weekend hours, accepting new patients)
- View patient ratings
- View quality measures
- View designated sites for radiology, PT/OT, and labs

The screenshot displays the Independence Provider Finder interface. At the top, there are navigation links for 'Return to Independence' and 'Home Settings'. Below this, there are three main sections: 'Choose a health plan' (Keystone HMO/POS/Direct POS), 'Choose search location' (1636 Wrightstown Road, Newtown, PA), and 'Start your search here' (Search for a doctor, hospital name or specialty). A 'Search' button and 'Advanced Search' link are present. Below the search bar, there are options to 'Redo search when map moved', 'Save & Print', and a 'Sort' dropdown set to 'Best Match'. The main content area shows a map of Newtown, PA, with a 'Refine your results' slider set to 50 miles from the starting point. Below the map, there are filters for 'Languages Spoken by Provider' (Arabic, Chinese, French, German, Gujarati), 'Accepting New Patients' (Accepting New Patients, Accepting PCP Patients), 'Show Primary Care Providers' (Eligible PCP Providers), and 'Quality' (Quality Reports). Two provider profiles are displayed: 'Caracappa, Paul M, DO' (Wrightstown Family Medicine PC, Family Practice) and 'Gringeri Family Medicine PC' (Family Practice, Internal Medicine, Pediatrics). Both profiles include contact information, hours, and a 'Blue Distinction Total Care' logo.

Designated Sites through ibxpress.com

1. Log in to ibxpress.com
2. Click on *My Care* tab
3. Select *My Provider Information* under “Browse My Care.”
4. View Designated Sites for:
 - Lab
 - PT/OT
 - Radiology

The screenshot shows the ibxpress.com user interface. At the top, there are navigation links for ACCOUNT SETTINGS, RESOURCE CENTER, LOG OUT, and ASK IBX. The user is logged in as Erin, with Member ID and Plan Name (Keystone Health Plan East HMO Flex) displayed. The 'MY CARE' tab is highlighted in the main navigation bar. Under 'Browse My Care', the 'My Provider Information' option is selected and highlighted with a red box. A dropdown menu is open, showing options like 'Find a Doctor or Hospital', 'Choose my Primary Care Physician', etc. Below this, a table lists designated sites. The table has columns for PROVIDER, ADDRESS, MEMBER(S), and NOTES. Three sites are listed: Detweiler Family Medicine Associate (PCP), Novacare Physical Therapy (HOSPITAL), and LabCorp of America (LAB). The Novacare and LabCorp rows are highlighted with a red box. The Lansdale Hospital row is also visible. The bottom of the page shows a notification for 15 new messages.

PROVIDER	ADDRESS	MEMBER(S)	NOTES
Detweiler Family Medicine Associate Primary Care Physician Provider ID: 002806260	1970 N Broad St Lansdale, PA 19446 215-368-1900		
Novacare Physical Therapy Provider ID: 002812136	Location Not Selected		
LabCorp of America Laboratory Diagnostics Provider ID: 002811962	Location Not Selected		
Lansdale Hospital Radiology Provider ID: 002802997	Location Not Selected		

Designated Sites via the Provider Finder

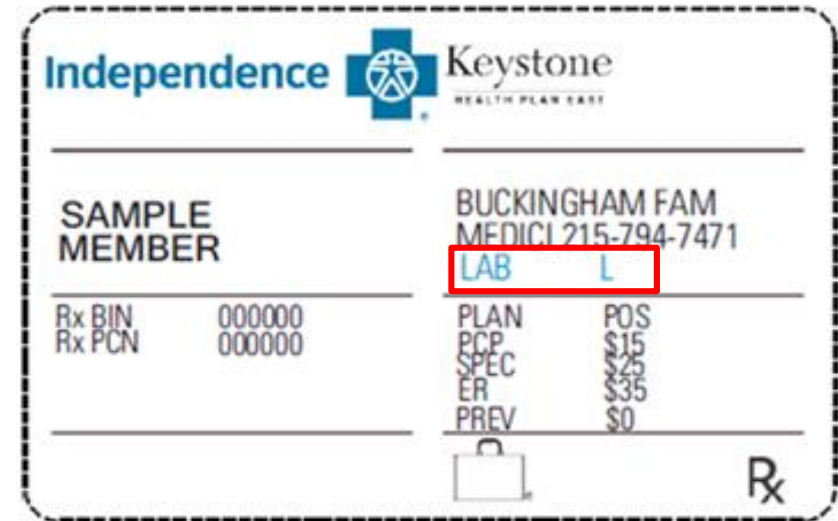
1. Visit <https://www.ibx.com/providerfinder>
2. Choose one of the **Keystone Health Plan HMO/POS/DPOS** Medical plan options from the drop down menu and your location
3. Select a Provider
4. View the Provider's **Designated Sites** for:
 - Lab
 - PT/OT
 - Radiology

The screenshot shows the Independence Provider Finder interface. At the top, there are navigation links for 'Return to Independence' and 'Home Settings'. Below this, there are search filters: 'Choose a health plan' (highlighted with a red box, showing 'Keystone HMO/POS/Direct POS'), 'Choose search location' (showing '1636 Wrightstown Road, Newtown, PA'), and 'Start your search here' (with a search input field and a 'Search' button). The main content area displays provider details for 'Caracappa, Paul M, DO', including contact information, location, and specialties. A 'Locations' section on the right shows 'Locations for Caracappa, Paul M, DO:' with a list of sites. A red box highlights a table of designated sites for affordable services.

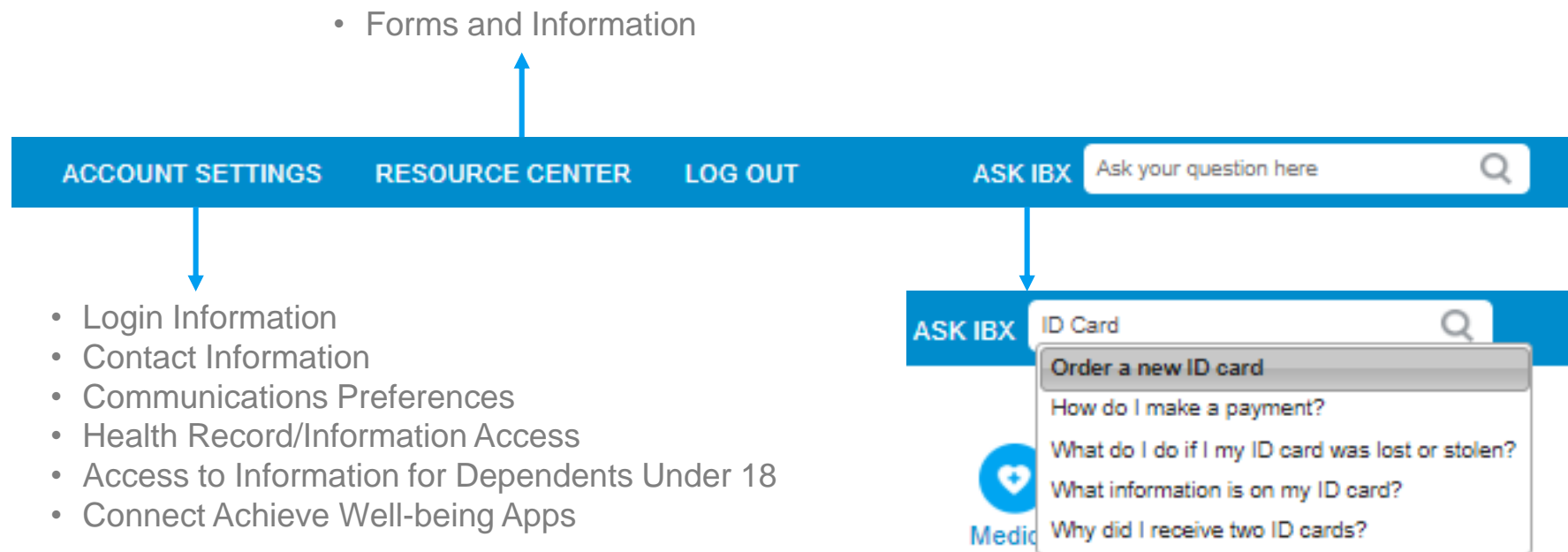
Find affordable services	
HMO/POS members are required to use sites designated by their PCP for services, which could include radiology, physical therapy and lab. See below for this PCP's designated sites.	
::St. Mary Medical Center	Medical imaging and image-guided procedures
::Novacare	Physical and occupational therapy services
::LabCorp of America	Testing and laboratory services

ID Cards

- View, print, send, or order a new ID Card right from the ibxpress.com homepage.
- Designated Providers are reflected on the right side in **blue**:
 - LAB L = LabCorp



Top Navigation Bar



Resource Center

- Search for **forms and information** related to:
 - Authorizations
 - Benefits
 - Claims
 - Educational Resources
 - Enrollment
 - Health and Well-being
 - Health Tools
 - Prescriptions
 - Recipes
 - Tax Forms

All materials display an image of the document's first page to help you more quickly find information from your ibxpress account online.

Health & Well-being

HOME

BENEFITS

CLAIMS & SPENDING

MY CARE

HEALTH & WELL-BEING

Browse Health & Well-Being

I want to...

Achieve Well-being

Discounts & Reimbursements

Health Coaching

Healthy Living

Value Added Services

Access Challenges

Request a reimbursement for my fitness center membership

Email a Health Coach

Complete my Well-being Profile

Access my Health Tools

Access my Health Trackers

**Achieve with
Independence**





Achieve Better Health

Need a little help? We offer an added level of support and services when you're managing more complex health challenges.



Health coach

Registered nurse Health Coaches are available 24/7 to answer questions about your health and treatment options.



Case management

Our free, confidential case management program connects you with registered nurses and social workers who can help you navigate complex medical conditions.



Personal health record

Stay on top of your health with this digital health diary that automatically updates with your office visits, surgeries, and tests.



Baby BluePrints®

This free program provides support throughout your pregnancy, including timely emails and telephone access to a registered nurse.



Condition management

If you have a chronic health condition, our condition management program offers support and information to help you manage your care.




Health resources

You can read the latest articles on a variety of healthy lifestyle, fitness, and nutrition topics, including a library of recipes.





Achieve Well-being

Our personalized online tools and resources help you achieve what's important to you in a way that's simple, easy, and fun.


 Complete the Well-being Profile.

 Sync your devices to track your progress.

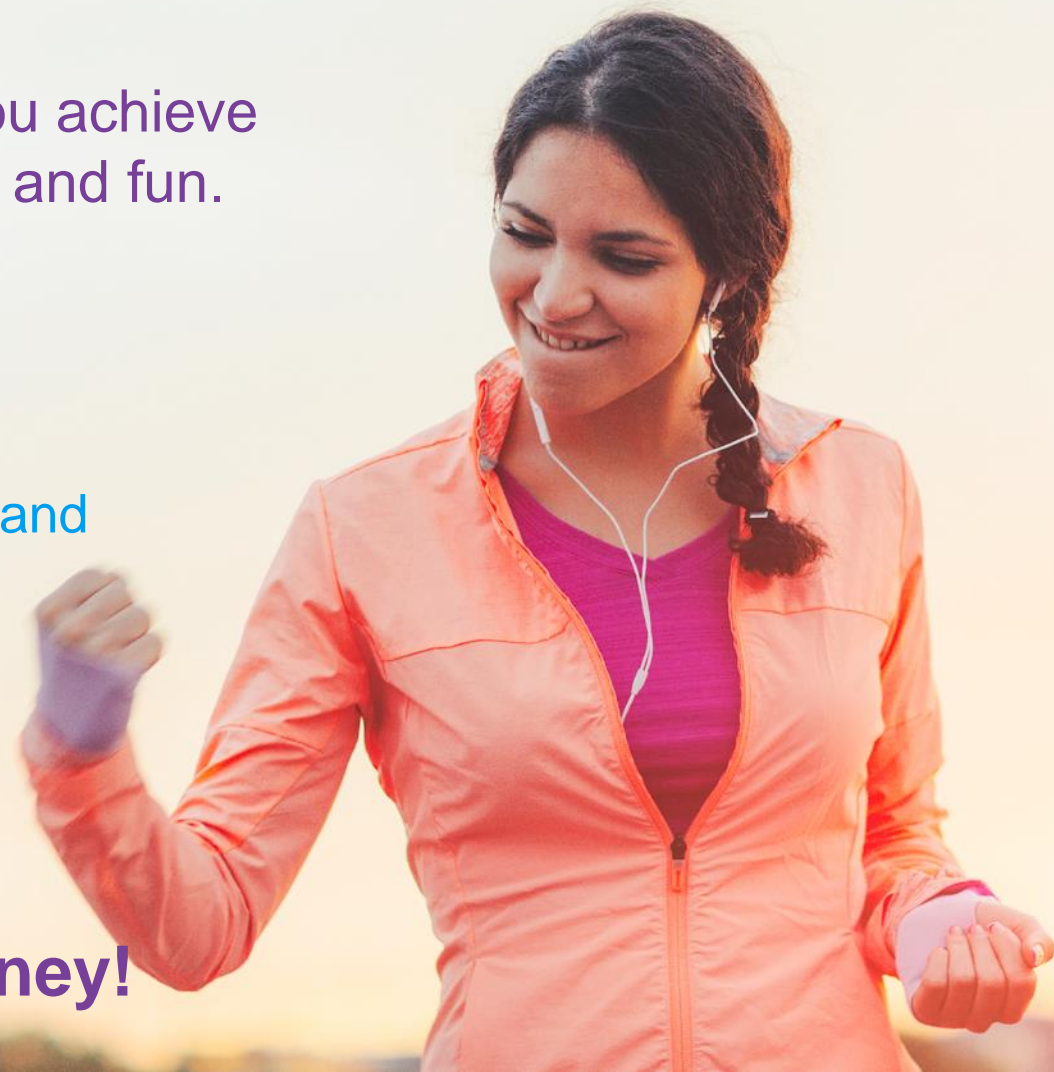
 Start a program.

 Stay motivated with tokens and badges for achievements.

 Develop your Action Plan.

 Look for reminders, encouraging emails, and text messages.

Log in to ibxpress.com to start your journey!



Discounts & Reimbursements



Discounts on entertainment & events

Blue InsiderSM offers great deals on family-themed activities like movie and theater tickets, sporting events, museums and zoos, and travel.



Coupons for healthy ingredients

Getgoodliving.com and the IBX Good Living app offer valuable coupons for popular food and household items plus delicious, new recipes to try.



Exclusive deals

Save on health-related products and services with exclusive value-added discounts and offers from CorCell[®], Reebok[®], Nutrisystem[®], and others.



Free nutrition counseling

Schedule up to six visits a year with a participating registered dietitian, your doctor, or another network provider — at no cost to you.



Discounted gym membership

The GlobalFit Gym Network offers discounts to 8,000 gyms, fitness centers, and studios nationwide.



Philly-area fun*

Take advantage of a members-only offer on Indego, Philly's bike-share program, or free skating admission at the Blue Cross RiverRink.

Check out all of the exciting member perks at ibx.com/discounts.

Healthy LifestylesSM

- Get rewarded for taking small steps every day that can add up to big changes in your health:
 - Up to \$150 back on fitness center fees
 - \$150 back on approved weight management program
 - \$150 back for tobacco cessation programs

ACHIEVE WELL-BEING

Get \$150 back!

Complete 120 workouts at an approved fitness center

Looking for motivation to exercise?
The Healthy LifestylesSM fitness program will reimburse you \$150 for working out regularly.

Four easy steps

1. Join an approved fitness center. Choose a full-service fitness center that includes amenities for continuous cardiovascular, flexibility, and resistance training.
2. Exercise at your fitness center regularly. Work out at your approved fitness center 120 times during a 365-day period.
3. Record your workouts. After you complete 120 workouts, you can request a reimbursement. Your logged workouts must be at least eight hours apart.
4. Submit your documentation and request reimbursement. Log in to ibx.com/reimbursements and upload copies of the following documentation:
 - Proof of payment
 - Record of your workouts

Independence

ACHIEVE WELL-BEING

Get \$150 back!

Complete a tobacco cessation program

Start your well-being journey today!
Visit ibxpress.com or download the IBX mobile app.

Once all of your documentation is submitted, you can request your reimbursement to be paid by direct deposit or American Express rewards card.^{*}

Achieve Well-being
Our personalized online tools and resources help you achieve what's important in a way that's simple, easy, and fun. Visit ibxpress.com to get started today.

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Once all of your documentation is submitted, you can request your reimbursement to be paid by direct deposit or American Express rewards card.^{*}

Achieve Well-being
Our personalized online tools and resources help you achieve what's important in a way that's simple, easy, and fun. Visit ibxpress.com to get started today.

Approved tobacco cessation programs include those that focus on behavior modification and provide frequent and regular support.

Independence

Log on to ibx.com/reimbursements



You want health care that's **effective, affordable, and simple.** So do we. With the support of the Blue Cross Blue Shield Association, Independence Blue Cross has dedicated nearly 80 years to putting better health care within reach – for you and for our community.

Independence is committed to making health care work better for you.

THANK YOU

Independence 