



RELCO's benefit supplier through Blue Cross Blue Shield is now providing complimentary Identity Protection Services through Experian through two programs:

- IdentityWorks Credit - help protect you from identity theft through providing credit reports, monitoring your credit, restoring identity, and providing up to \$1 million identity theft insurance.
- IdentityWorks Minor Plus - helps protect your dependents through services such as Internet surveillance, identity restoration, and providing up to \$1 million identity theft insurance.

How to Enroll

To enroll for IdentityWorks or IdentityWorks Minor Plus, you access through Blue Cross Blue Shield through the following instructions:

1. Enroll in Blue Cross Blue Shield Website at www.bcbsil.com (you can skip these steps if you are already enrolled and begin at Step 2).
 - a. Access www.bcbsil.com and select 'Sign Up or Log In' button.
 - b. Select 'New User? Register Now' link.
 - c. Read the Terms of Use screen and upon agreement select 'Next'.
 - d. Complete the Create an Account information screen and select 'Next'.
 - e. Complete the Member Information screen and select 'Next'.
 - f. Confirm from an email confirmation that is sent to the email you supplied.
2. Access www.bcbsil.com and from the Blue Access for Members page log in by supplying your User Name and Password, as shown below:

The screenshot shows the Blue Cross Blue Shield of Illinois website. At the top, there is a banner with the Blue Cross Blue Shield of Illinois logo. Below the banner, a red message reads: "Thank you, you have successfully validated your email address. Please log in to Blue Access for Members using your User Name and Password." Below the message, there is a section titled "Blue Access for Members™". On the left, there is a "Log In" section with a "User Name:" field containing "Relco123" and a "Forgot user name?" link, and a "Password:" field with masked characters and a "Forgot password?" link. A "Login" button is below these fields. On the right, there is a "New member?" section with a "Register Now" button. Below the login and register sections, there is a small image of a computer monitor displaying the website. At the bottom, there is a footer with the text: "For questions about the Blue Access for Members Web site: Internet help desk 888-706-0583, 24 hours a day, 7 days a week."



- 4. From the resulting Home page, select 'Identity Protection' option within Quick Links menu, as shown below:

The screenshot shows the BlueCross BlueShield of Illinois website. At the top, there is a navigation bar with links: Home, My Coverage, Claims Center, My Health, Doctors & Hospitals, and Forms & Documents. Below the navigation bar, a welcome message is displayed: "Welcome [redacted] New To Blue Cross Blue Shield? Let Us Help You Get Started".

On the left side, there are three main sections:

- Message Center:** "You have no messages" with a "View all messages" link.
- Quick Links:** A list of links including "Identity Protection" (highlighted with a red circle and an arrow), "Virtual Visits", "Well on Target", "Prescription Drugs", "Fitness Program", and "View all quick links".
- ID Card:** A digital ID card for John Smith, Member ID BC213461799, Group Number 796/000, with a PPO Rx logo.

The main content area is titled "MY COVERAGE" and displays the following information:

- Plan Type: PPO+
- Group Number: [redacted]
- ID Number: [redacted]

Below this, there are two tables of benefits:

Medical Benefits	
PPO	
Family Deductible	\$3,000.00
Family Out of Pocket Maximum	\$6,000.00
Coinsurance	N/A
Lifetime Maximum	NO LIMIT

View medical benefits >

Prescription Drug Copay	
Specialty - Retail	20%
Formulary - Retail	20%
Preferred Generic - Retail	20%

View prescription drug benefits >



5. From the resulting Identity Protection page, read the helpful information and select the 'please submit a request via your Message Center' link, as shown below:

Home My Coverage Claims Center My Health Doctors & Hospitals Forms & Documents bluecross blue shield of illinois

My Coverage

- My Coverage Benefits
 - Medical
 - Prescription Drugs
 - Virtual Visits
 - Spending Summary
 - Referral and Prior Authorization Information
- Member Advantages
 - Discounts

MY COVERAGE

Identity Protection

As a valued member of Blue Cross and Blue Shield of Illinois (BCBSIL), you have access to identity protection services for you and your family at no additional cost to you through Experian, an independent company. Adult members within your plan, including any dependents over the age of 18, can enroll through IdentityWorks Credit 1-Bureau for services that include:

- An Experian Credit Report upon sign up
- Credit monitoring
- Identity restoration
- Experian IdentityWorks ExtendCARE™
- Up to \$1 million identity theft insurance

Your minor dependents can enroll through IdentityWorks Minor Plus for services that include:

- Internet surveillance
- Identity restoration
- Experian IdentityWorks ExtendCARE™
- Up to \$1 million identity theft insurance

If you would like to enroll in these services for you or your family, please submit a request via your [Message Center](#). Please include the following information in your message:

- Who you would like to enroll (you and your adult and minor dependents are eligible)
- Ages of who you are enrolling

Please use the subject line: **Experian Activation Request**

You will receive a response from a Customer Advocate with your activation code(s) and instructions on how to enroll. You will receive this response within 24 hours, Monday - Friday, or on the next business day. If you have any questions, please call us at the number on the back of your member ID card.

6. Enjoy your new complimentary Identity Protection benefits.

Disclaimer

Please note that this service is being provided by a third party. RELCO cannot and does not endorse or guaranty this product. Each employee must carefully assess the value, risks and limitations of this service and decide accordingly.