



MY HEALTH TOOLKIT®

Your Health At Your Fingertips

When you're a member of BlueCross BlueShield of South Carolina, you have one main place to find answers about your health care. My Health Toolkit is a one-stop shop for managing your health benefits — customized just for you!

LEARN MORE ABOUT YOUR COVERAGE

Wondering if something is covered by your health plan? Look up your medical and dental coverage, deductible and out-of-pocket spending.

CHECK MEDICAL CLAIMS

Need to know if a claim has been paid? View the status of any current or previous medical claim, the date of service and the amount charged by your provider.

REPLACE YOUR I.D. CARD

Lost your I.D. card? You can easily order a new one or access an electronic version on the spot.

VIEW YOUR MEDICAL HISTORY

Can't remember the last time you had a physical? View a summary of medical visits, prescriptions, treatments and more in your confidential [Personal Health Record](#).

STAY CONNECTED WHILE ON THE GO

Log in to My Health Toolkit from your mobile or tablet device to quickly access the most popular tools. At any time, you can navigate from the mobile site to the full site.

GET STARTED TODAY



Why wait? It's easy to sign up for My Health Toolkit. In just a few clicks, you'll have everything you need at your fingertips.

1. Go to www.SouthCarolinaBlues.com and select Register Now.
2. Enter the number on your I.D. card and your date of birth. If you don't have your membership card, enter the policyholder's Social Security number.
3. Choose a username and password.
4. Enter your email address and choose to go paperless.

FIND A DOCTOR OR HOSPITAL

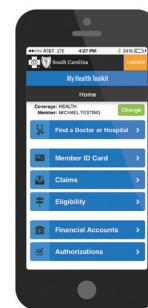
Not sure where to go for medical care? Use the [Doctor and Hospital Finder](#) to view a list of doctors and medical facilities in your area. Filter your search and compare results side by side. You can even view feedback from other members about a specific doctor!

MANAGE FINANCIAL ACCOUNTS

Do you have a financial account specifically for medical spending? Access your account and view your balance. If you have an HRA bank account, you can even pay claims.

ESTIMATE COSTS AHEAD OF TIME

Want to compare costs before you schedule treatment? Plug in your ZIP code and the name of a medical procedure to the [Treatment Cost Estimator](#). You'll see real-time cost estimates for nearby hospitals, surgery centers and physician offices.



If you have any questions, visit www.SouthCarolinaBlues.com and log in to your My Health Toolkit account. Or simply call the number on the back of your BlueCross I.D. card.

General Questions

Who can register for a My Health Toolkit account?

If you're 16 or older and covered by a medical and/or dental plan, you can register for a My Health Toolkit account. This means the subscriber of the plan, their spouse and their dependent(s) can each have an account.

You will *not* be able to register if:

- You have asked to have the confidential communications privacy setting enabled on your health or dental coverage
- Your coverage has been inactive for more than three years.

Will each family member have access to the same information?

Access to information will be a little different for each family member covered by the plan. You can choose to share your personal information with specific family members by granting them access. Once you create an account, go to My Profile, then Share My Information and select the family member(s).

Certain rules apply:

- If you are the subscriber or policyholder, you will be able to see claim and eligibility information for any family member covered by your plan. You can choose to share your information with your spouse if he or she is covered by your plan.
- If you are the spouse of a subscriber, you will have access to your personal claim and eligibility information, as well as any covered dependents under age 16. You can choose to share your information with your spouse.
- If you are a dependent age 16 or older, you will only have access to your personal claim and eligibility information. You can choose to share your information with one or more parent(s).
- Information for underage dependents will always be visible to parents and only the subscriber will have access to financial information. Parents cannot share information with children and dependents cannot share information with siblings.

Registration Help

Why is the username unavailable?

If you see this message, it means the username is already associated with a My Health Toolkit account and you will need to choose a different username to register. To protect your privacy, My Health Toolkit will not allow usernames to be associated with more than one account, or be reused, even if the original profile is inactive.

Why aren't you able to match my information to your records?

Here are a few common reasons you may see this message:

1. **You recently enrolled and we are still creating your membership profile.** If your coverage hasn't started yet, we may still be processing your information. This shouldn't take long so please check back soon. If you enrolled in a plan through your employer, your Human Resources department can assist.
2. **There's an error with the Member ID.** If you use this option to locate your policy, make sure you're entering the letters and numbers located on the Member ID section of your insurance card. Additionally, make sure you are referencing your current insurance card. If you enrolled in a different type of health plan this year or recently changed employers, you may have a newer card with a different Member ID. You can also choose to locate your policy by entering the subscriber's Social Security Number instead of the Member ID.
3. **There's an error with the Social Security Number.** If you use this option to locate your policy, make sure you're entering the subscriber's Social Security Number. The subscriber is also referred to as the policyholder or plan holder. If you enter the Social Security Number for anyone else on the health plan — spouse or dependent — you will get an error. You can

also choose to locate your policy by entering the Member ID from your insurance card instead of the subscriber's Social Security Number.

4. **There's an error with the date of birth.** Check the format and numbers of the date you are entering (mm/dd/yyyy). This should be *your* date of birth — even if you are not the subscriber of the plan.
5. **This is not the website for your Blue® Plan.** Please see information below for “How do I know if this is the correct website for my Blue® Plan?”

Why does it say there's already an account for this member?

If you see this message, it means we have an active My Health Toolkit account matching the member information you're providing. Here are some reasons this might occur:

1. **You already have an account.** Hey, it happens to all of us! If you can't remember your login, choose Forgot Username or Forgot Password.
2. **Your information is associated with an older account.** If you registered for My Health Toolkit with a previous employer and you are now registering with a new employer, you could see this message. Please call our team at **877-274-1715** and we'll straighten this out for you.

How do I know if this is the correct website for my Blue® Plan?

Check your insurance card to confirm the member website for your health plan. My Health Toolkit is available for all medical and dental plans administered by BlueCross® BlueShield® of South Carolina and BlueChoice® HealthPlan. My Health Toolkit is also available for some large employer plans administered on behalf of Blue Cross and Blue Shield of Florida, CareFirst BlueCross BlueShield, Blue Cross and Blue Shield of Kansas, Blue Cross and Blue Shield of Kansas City, Excellus BlueCross BlueShield, BlueCross BlueShield of Western New York, Blue Cross and Blue Shield of Louisiana, Blue Cross and Blue Shield of North Carolina, BlueCross & BlueShield of Rhode Island, Blue Cross and Blue Shield of Nebraska, Blue Cross and Blue Shield of Vermont and BlueCross BlueShield of Tennessee. Each of these Blue Plans is an independent licensee of the Blue Cross and Blue Shield Association.

My Health Toolkit is not available to members of a Federal Employee Program (FEP) plan or Medicaid plan.

Login Help

What should I do if I can't remember my login?

We're here to help. You can use the Forgot Username or Forgot Password options, or call our team at **877-274-1715**.

My account is locked due to invalid login attempts. What should I do?

This feature is in place to protect your personal information. After 30 minutes, you can try to log in again. For immediate assistance, use the Forgot Password option or call our team at **877-274-1715**.

I registered last year and now I'm trying to log back in. Why does it say my username and password is incorrect?

Accounts are deactivated after 15 months of inactivity. If you have not logged in to your account during the past 15 months, you will need to register for a new account.

Need additional help?

Call the My Health Toolkit team at **877-274-1715**.