

# Get the Most From Your Healthcare Coverage.

Visit **BCBSRI.com**.



## Your Member Handbook ([BCBSRI.com/planinfo](https://www.bcsri.com/planinfo)) contains important information, such as:

- How to find a doctor
- Your rights and responsibilities
- Policy limitations and exclusions
- How to make complaints and appeals
- How your health information is protected
- How BCBSRI evaluates new technology
- How to get language services
- How to get emergency and after-hours care
- How to access care and file a claim for out-of-network service
- Our utilization management program
- Case and disease management programs

## You can also find information about your specific benefits on [BCBSRI.com](https://www.bcsri.com)! Log in to:

- Check your covered benefits.
- View your copayments, coinsurance, and deductible.
- Contact Customer Service via secure messaging.
- Request a new member ID card.

*In addition to the member handbook, you can read our annual evaluation of our Quality Management Program at **[BCBSRI.com/planinfo](https://www.bcsri.com/planinfo)**. To request a printed copy of either document—or any document on our website—please call Customer Service at the number on the back of your member ID card. Our Customer Service hours are Monday through Friday, 8:00 a.m. to 8:00 p.m.*

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