



# online support

## Learn More About Your Foster Child's Benefits

You can use your online account to get a Member ID card, find a doctor and so much more.

This guide will show you how to make the most of your online account. Set up your free online account at [bluecare.bcbst.com](http://bluecare.bcbst.com) to get started today.



### HAVE QUESTIONS OR WANT EXTRA SUPPORT?

Give us a call. We're here to help.

**SelectKids** Foster Parent Line  
**1-888-422-2963**

Monday – Friday, 8 a.m. to 6 p.m., ET

Or visit our **Foster Parent Support Page** at [bluecare.bcbst.com/foster](http://bluecare.bcbst.com/foster)

# Getting Started

## Here's how to set up your child's account:

- › Go to [bluecare.bcbst.com](https://bluecare.bcbst.com).
- › Click the **register an account** link and give us some info.
- › You'll need your child's Member ID card to set up the account. You'll type in their Member ID, group number, date of birth and ZIP code.

If you've already created an account and you forget your username or password, we can help. Just click the **Forgot Username/Password?** link on [bluecare.bcbst.com](https://bluecare.bcbst.com) and follow the instructions. If you're unable to log in, call us at **1-888-422-2963** for an account reset.



## Getting a Member ID Card

Your DCS Family Service Worker should give you a physical copy of your child's Member ID card. If you haven't gotten a physical card yet, you can print a temporary one or get a digital copy to use whenever you need it.

### To print a temporary card:

- › Log in to your online account.
- › In the **Benefits & Coverage** menu, choose **ID cards**.
- › Then click **Download Cards**

### To download a digital copy of the card:

- › Log in to the **BCBST<sup>SM</sup>** app.
- › On the welcome screen, tap **ID Card**.
- › You can share the ID card through text or email.



## Finding a Doctor

You can find a doctor for your child through your online account.

### To find a doctor in your network:

- › Log in to your online account.
- › In the **Get Care** menu, choose **Find Care**.
- › Choose **TennCare Best Practice Network** in the network dropdown menu.
- › Search for the type of provider you need.



## Your Child's Info on the Go

You can use our free **BCBSTN** app to access your child's plan info anytime, anywhere.

Just scan the QR code to download the **BCBSTN** app from your phone's app store. Then use the same login info you use for your online account to sign in. Once you sign in, you can get a digital ID card, find a doctor and more.





Do you need help with your health care, talking with us, or reading what we send you? If so, call us for free at:

**SelectKids Resource Parent Line**

**1-888-422-2963**

(TRS: **711** ask for **888-418-0008**).



TennCare *Select*

1 Cameron Hill Circle | Chattanooga, TN 37402 | [bluecare.bcbst.com](http://bluecare.bcbst.com)

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Spanish: Español ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al *SelectKids* Resource Parent Line **1-888-422-2963** (TRS: **711: 1-888-418-0008**).

یەدروک :Kurdish

ئەگەر بە کوردی سۆرانی قسە دەکەن، خزمەتگوزارییەکانی وەرگیران بەخۆراییی دەمخرێتە بەر دەستتان. پەیوەندی بکەن بە ژمارە

(TRS: **711: 1-888-418-0008**) *SelectKids* Resource Parent Line **1-888-422-2963**