

HOW TO VIEW OR DOWNLOAD CLAIMS SUMMARY



1



Download the **YourWyoBlue** app from the app store on your mobile device.

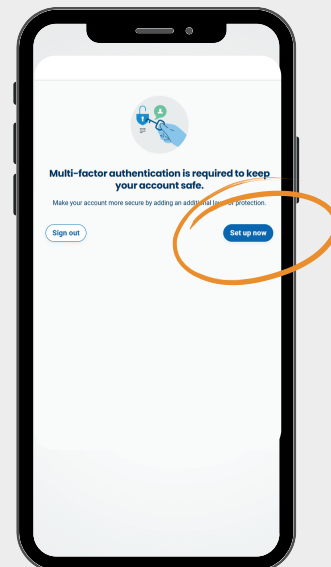
2



Open the app on your device and enter your login details.

If this is your first time accessing the Member Portal, you will need to register your account.

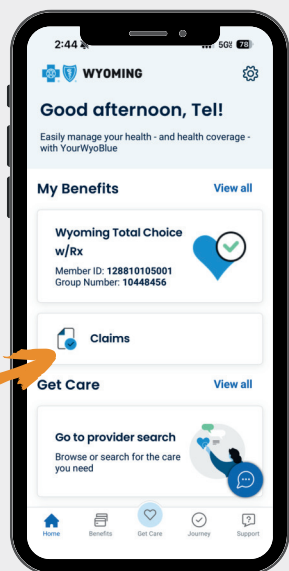
3



If this is your first time in the Member Portal, you'll be asked to set up Multifactor Authentication.

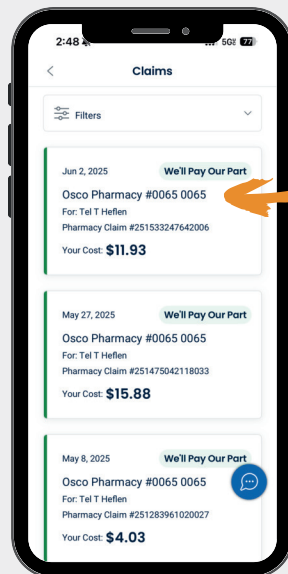
Click **SET UP NOW** and follow the prompts to complete this setup.

4



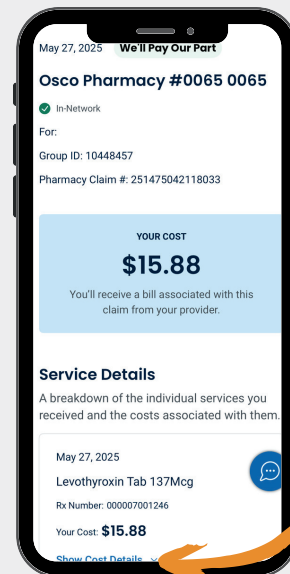
Next, click on the **CLAIMS** tile.

5



To view a claim, **CLICK ON A CLAIM.**

6



Click **SHOW COST DETAILS** to view the details for your selected claim.

CONTACT US

If you need assistance with YourWyoBlue, please contact Member Services at 1-800-442-2376.

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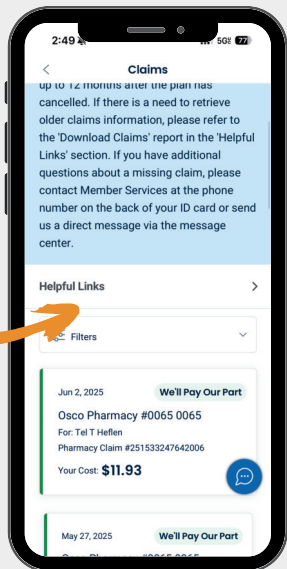


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7



To download a 24-month report, navigate to the right and click on **DOWNLOAD CLAIMS** under **HELPFUL LINKS**. Your Claims will automatically download to your downloads folder.

Claims Status Definitions

Your claims will display a current status in the portal:

Processing:

Processing means we're figuring out who owes what.

We'll Pay Our Part

We'll pay our part means the claim is approved and we agree to pay some or all of the claim based on your plan.

Partially Covered

Partially covered means we will cover a portion of your claim.

Not Covered

Not covered means that the service is not covered in your benefit plan and you will have to pay for it.

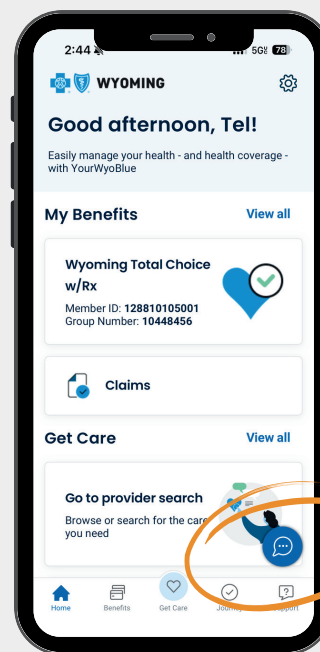
Adjusted

Adjusted means something changed here, so we had to take another look at this claim.

Questions?

Click on the **SUPPORT** tab and select support method. You can:

- SEND A MESSAGE
- START A CHAT
- VIEW YOUR INBOX
- CALL MEMBER SERVICES



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