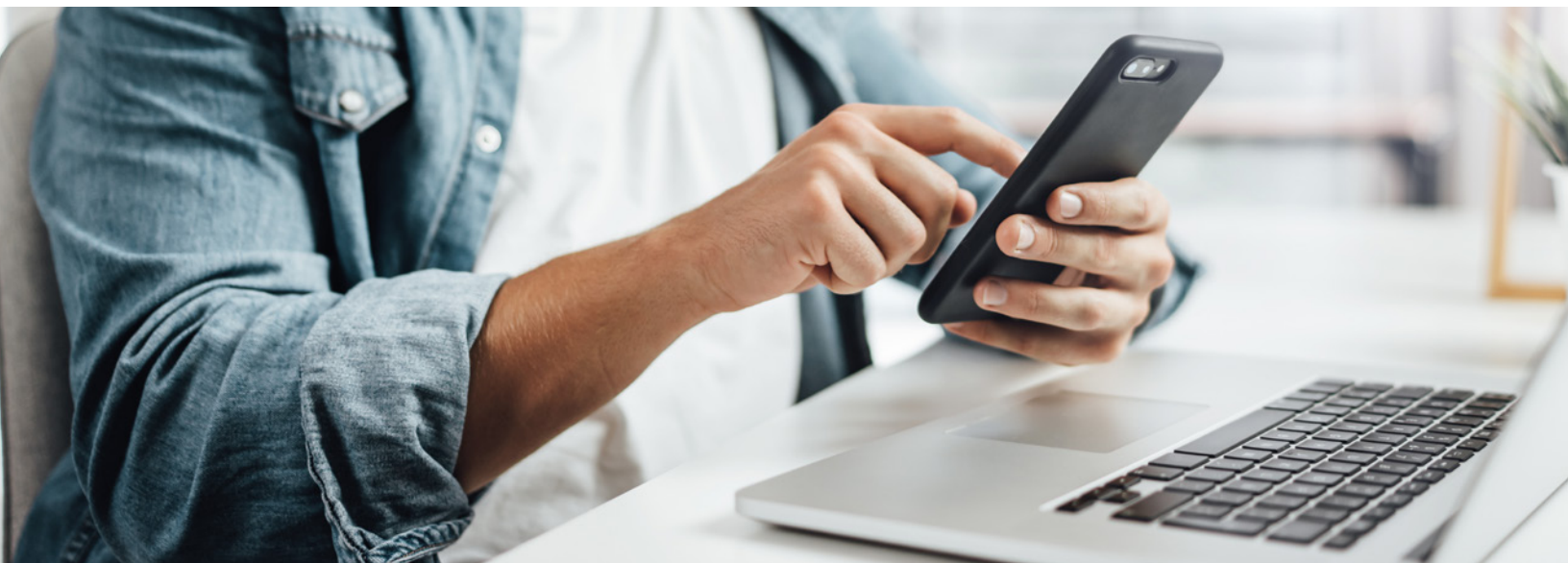




# Submit a Medical Claim via your myBlueElement<sup>SM</sup> Member Portal

If you get medical services from an out-of-network provider, you may have to pay the provider out of your pocket. You may also have to file your own medical claim to your health plan. Here are the steps to register and log in to your **myBlueElement** member portal and how to submit a claim.

## Register and Login

1. Start by going to **myBlueElementTX.com** on your device.
2. Enter your username and password to log in.

## Don't have an account? No problem!

1. Go to **myBlueElementTX.com**.
2. Choose **Register**, enter your information and click **Next**.
3. Read the consent statement. Click **I Agree** to continue or **I Decline** if you do not wish to continue.
4. Enter your contact information and choose if you'd like to receive electronic communications. Then click **Next**.
5. Verify your contact information by following the on-screen prompts.
6. You will receive a code to your email address or your mobile phone. Enter it and click **Verify**.
7. Finish your profile by creating a username, password, and three security questions. Make sure to keep this information somewhere safe for future use.

## Submit a medical claim

Submit your claim using the secure Message Center in myBlueElement.

1. Log in to your account. From your dashboard, click **Message Center** at the top of the page.
2. From the drop-down menu, click **New Message**.
3. In the new message window, click the Topic drop down, and select **Submit a Claim**.
4. Enter a subject line and tell us about your claim in the message.
5. You can also send attachments with your message if necessary.
6. Once your message is ready, press **Send**.

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