

# Ibexpress.com Member Portal Enhancements

This summer, Independence Blue Cross (Independence) will introduce several enhancements to improve the experience and functionality of our member portal — [ibxpress.com](http://ibxpress.com).

The changes include a redesigned interface that will provide members faster access to information about their health plans. With a more user-friendly Find a Doctor feature, members can search medical, dental, and vision providers from one tool.

In addition to all of the current capabilities, the new portal has a number of upgrades, such as Ask IBX, our 24/7 virtual assistant, and the My Alerts tool that will help members stay on top of important information such as the status of referrals, claims, and bill payment reminders.

## Frequently Asked Questions

**Q: What are some of the new features and functions of the member portal?**

A: The member portal will be updated with a redesigned interface and enhanced capabilities. Updates will include:

- Intuitive design — The portal will have a new design with improved navigation to dramatically improve the member's experience.
- Consistent experience across technologies — Consistent functionality across desktop, mobile, and tablet devices will provide a seamless experience for members.
- Ask IBX — A new, automated online assistant will offer 24/7 support for member questions.
- My Alerts — This new tool helps members stay informed on information specific to their plan, including claims information, open referrals, payment reminders, preventive reminders, and gaps-in-care reminders.
- Claims & Spending Accounts — A consolidated view of medical and prescription claims allows members to pay claims, submit receipts, and print tax information.
- Provider Finder — Users will be able to search for their medical, pharmaceutical, vision, and dental providers from one tool, eliminating the need for multiple browser windows and multiple logins.

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- New account settings – Members can opt in or out of subscriber access to claims information.

**Q: When will Independence make these updates?**

A: The portal will be updated in mid-July.

**Q: Will registered users need to change their username and password to access the new member portal?**

A: No. Members can continue to log in with their current username and password.

**Q: How will members access the member portal?**

A: Members will continue to log in to the portal through either [www.ibx.com](http://www.ibx.com) or [www.ibxpress.com](http://www.ibxpress.com). Members accessing the portal through custom sites on [ibx.com](http://ibx.com) may continue to log in through these sites.

**Q: How will Independence notify members of these updates?**

A: Independence will send registered portal users an email or IBX Wire message prior to the updates going live. This communication will include information about the changes, as well a short video highlighting the new features.

Members will also receive a notification when they first log in to the portal after the updates are made. This notification will provide a short tutorial on the new site features.

**Q: Will members be restricted from accessing any features of the member portal at any time in the launch of the enhancements?**

A: No. Members will not be restricted from accessing any features of the portal during the launch of the enhancements.

**Q: Will any of the current functionality change in the member portal?**

A: All current capabilities will continue, and members will now have additional features and enhancements.



**Q: Will there be any change to current age restrictions for access to the member portal?**

A: No. Currently, the minimum age for registration on the member portal is 14, which complies with regulations mandated under the Health Insurance Portability and Accountability Act (HIPAA).

**Q. Will members have access to new reports as part of the update?**

A: Yes. Members will now have access to their Tax Year report, which will be accessible under the *Claims* section of *Claims and Spending*. Members will be able to pull two years of historical data.

**Q: Will members continue to have access to their claims and spending account information?**

A: Yes, members will be able to view historical claims and spending account information.

**Q: Will privacy settings change on the new member portal?**

A: Yes, the account setting feature expands the options available to manage access to dependent claims and benefit information. Policy holders can view benefit and claim information for themselves and all covered dependents who are under the age of 18. Adult dependents have the option of allowing the subscriber to view their claims information by going to Account Settings and selecting Manage Claims Access.

Dependents can only view their own information and not that of anyone else covered in the plan. However, subscribers can enable a spouse to view their under-18 dependents claims, benefits and ID card information.

Subscribers who have spending accounts will continue to have access to the claims information of all dependents.

**Q: Will members continue to have access to health and wellness information and tools?**

A: Yes. Members will continue to have access to health and wellness information and tools, including the Wellness Profile, the Personal



Health Record, and My Health Assistant (the online health coaching tool).

**Q: How can I learn more about the changes?**

A: Detailed information, including demo videos and fact sheets will be provided in July prior to the launch.

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