

HOW TO SELECT OR UPDATE ACCOUNT COMMUNICATION PREFERENCES



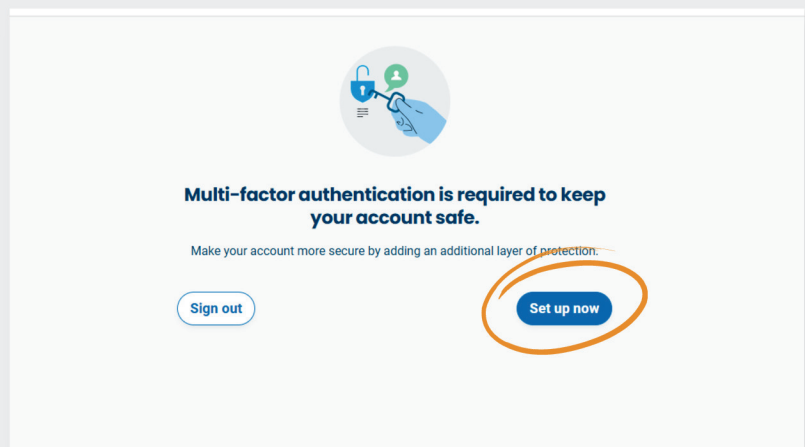
1

Navigate to YOURWYOBLUE.COM to login or register for an account.

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

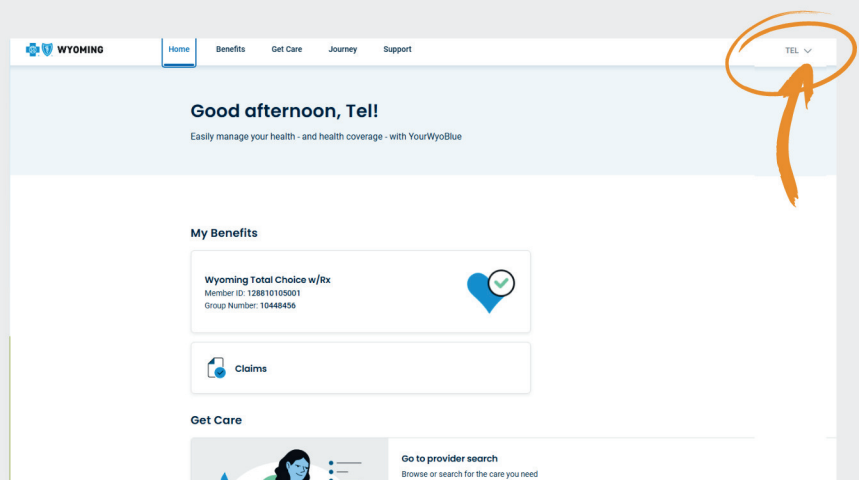
2

If this is your first time logging into the Member Portal, you will be prompted to setup Multifactor Authentication. Click **SET UP NOW** and follow the prompts to complete this setup.



3

Once logged into the dashboard click the **DOWN ARROW** beside your name located in the top right-hand corner of the page.



CONTACT US

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

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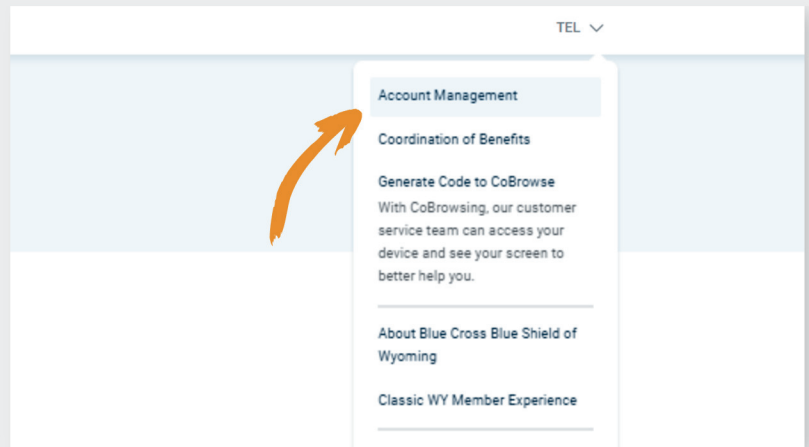
YOURWYOBLUE.COM

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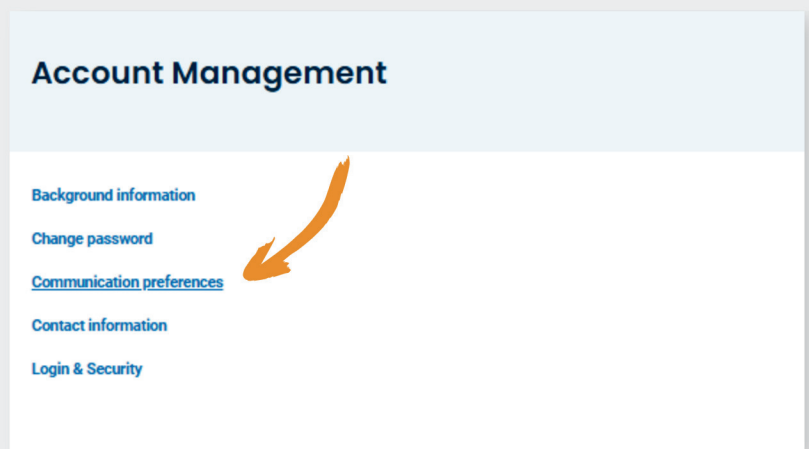
4

On the drop-down menu, select **ACCOUNT MANAGEMENT**.



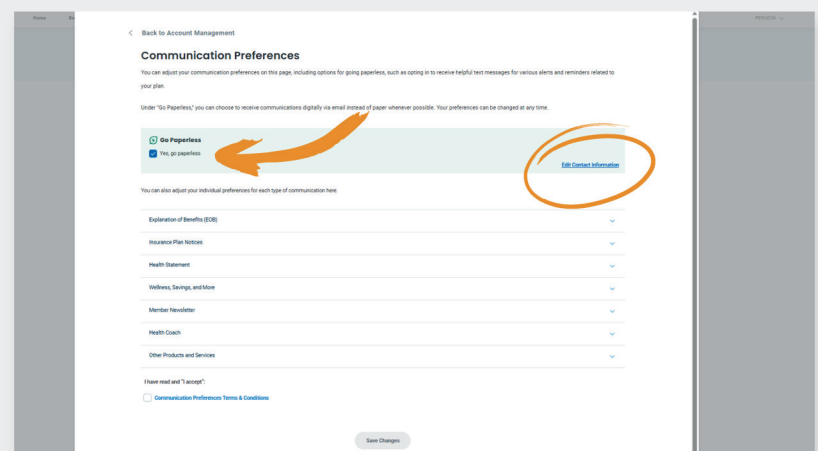
5

Under Account Management, select **COMMUNICATION PREFERENCES**. A pop-up will open.



6

To elect for Paperless communications, select the checkbox in the **GO PAPERLESS** box. Verify your email address by clicking **EDIT CONTACT INFORMATION**.



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7

Alternatively, specify communications to receive via email or U.S. mail by selecting the **DROP-DOWN ARROW** of each category (e.g. EOBs, Health Statements, etc.) and selecting your preferred communication method.

You can also adjust your individual preferences for each type of communication here.

Explanation of Benefits (EOB)	^
Notice of paid, denied, or delayed claims.	
Personal Email	•
U.S. Mail	○
Insurance Plan Notices	∨
Health Statement	∨
Wellness, Savings, and More	∨
Member Newsletter	∨
Health Coach	∨
Other Products and Services	∨

I have read and "I" accept:

[Communication Preferences Terms & Conditions](#)

8

Once done with your selections, check the **TERMS & CONDITIONS** box at the bottom of the page. Click **ACCEPT** in the following pop-up. Then, click **SAVE CHANGES** to complete your updates.

Back to Account Management

Communication Preferences

You can adjust your communication preferences on this page, including options for going paperless, such as opting in to receive helpful text messages for various alerts and reminders related to your plan.

Under "Go Paperless," you can choose to receive communications digitally via email instead of paper whenever possible. Your preferences can be changed at any time.

Go Paperless
 Yes, go paperless [Edit Contact Information](#)

You can also adjust your individual preferences for each type of communication here.

Explanation of Benefits (EOB)	∨
Insurance Plan Notices	∨
Health Statement	∨
Wellness, Savings, and More	∨
Member Newsletter	∨
Health Coach	∨
Other Products and Services	∨

I have read and "I" accept:

[Communication Preferences Terms & Conditions](#)

[Save Changes](#)

Questions?

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

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

WYOMING Home Benefits Get Care Journey **Support**

Support

- Chat now**
Chat with our chatbot for quick answers, or message with a Live Agent
- Send a message**
Leave a message for our customer support team
- View inbox**
Review messages from our team that keep you up to date and in the know
- Call Member Services**
Talk with a member advocate to get help with questions about your benefits or care
- Health Plan Documents**
 - Forms Library**
View your health plan forms all in one place. Access enrollment claims, second/benefit requests, and more
 - Document Center**
Review plan documents such as your Explanation of Benefits, Authorizations, and more
- Other Resources**

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