



Patty Nguyen, On-Site Representative
(813) 794-2492
(727) 774-2492
(352) 524-2492
Patricia.Nguyen@floridablue.com

April 25, 2018

Dear Patty:

Q: Currently I am receiving my Member Health Statements by mail. How can I access these statements online?

A: You will need to register as a “member” on www.floridablue.com. Please [click here](#) for instructions.

Q: What are some of the tools and information I have access to on the member website?

A: You have access to the following:

- Benefits & Coverage Information
- Claims data within the past 2 years
- Temporary ID card requests
- Replacement ID card requests
- Changing your Primary Care Physician
- Search for In-Network Providers through “Find A Doctor and More”
- Tool to estimate the cost of certain medical services
- Member forms
- Blue365 Discount Program

Q: How do I change my Primary Care Physician (PCP)? Is there a limit on the number of times per calendar year I can change my PCP?



Patty's Points



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A: You may change your PCP online through the member website or you may contact Customer Service at 1-800-507-9820. There is no limit per calendar year on how often you change your PCP.

Q: What member forms can I access?

A: You can access claim forms, appeal forms, Authorization to Share Protected Health Information forms, Accident Letters, etc.

Q: What is an Authorization to Share Protected Health Information (PHI) form?

A: This form allows you, the member to designate who you want Florida Blue to share your Protected Health Information (PHI). You would permit us to share identifying information (i.e., name, address, age, gender), health care coverage information, claims information, and coordination of benefits information.

Note: Any dependent age 18 and over would need to complete this form in order to permit the subscriber of the policy to discuss his/her PHI.



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Q: What is the Blue365 Discount Program?

A: Blue365® is a program sponsored by participating local Blue Companies that helps you stay healthier, for less. Since 2007, Blue365 has offered discounts for members to save on products and services for a well balanced lifestyle. These “Blue365 Deals” (which are different than the healthcare benefits that you have with Florida Blue) can help you maintain a healthy lifestyle, while spending less at some of your favorite Blue365 Vendors nationwide.

Q: Which vendors participate and offer discounts?

A: The following are some of the vendors offering discounts:

- Fitness: Fitness Your Way by Tivity Health, Snap Fitness, Gym Network 360, Hope Paige Medical, Heart Rate Monitors USA, Reebok, Sketchers
- Personal Care: Beltone & TruHearing, LasikPlus, Davis Vision, Contacts America, Glasses.com, Lenscrafters, EyeMed, Dental Solutions
- Healthy Eating: Jenny Craig, Retrofit Weight Loss Coaching, Holly Clegg Cookbooks, Nutrisystem, Sun Basket
- Financial: PetPlan, Quicken Loans, Sprint

Q: Is there a website where I can view the discount offers?

A: Yes, the website is www.blue365deals.com/. In order to redeem the offers you will need to register on the Blue365 website.