



BlueCross BlueShield
of Texas



Helping you protect your identity

As a Blue Cross and Blue Shield of Texas (BCBSTX) member, you have identity protection for you and your family. The IdentityWorks service is offered at no cost through Experian®, an independent company.

- Credit monitoring
- Identity repair
- Up to \$1 million in identity theft Insurance

To enroll:

- Go to **bcbstx.com**
- **Log in** to Blue Access for MembersSM (BAMSM)
- Click **Coverage**, then **Coverage and Benefits**
- Scroll down to **Identity Protection** and click the dropdown arrow
- Click **Get Code**
- Then click **Get started with adult enrollment**

You must enroll online. Please do not call Experian.

Adult Members	Dependents under Age 18
Activation code: <input type="text"/> Get started with adult enrollment	Activation code: <i>For the first 10 minor dependents:</i> <input type="text"/> <i>For the next 10 minor dependents:</i> <input type="text"/> <i>For the remaining minor dependents:</i> <input type="text"/> Get started with minor dependent enrollment

You can also enroll your minor dependents. First, log in to BAM and navigate to the **Identity Protection** page. Then:

- Click **Get Code**
- Click **Get started with minor dependent enrollment**
- You will be directed to the Experian website. You must complete registration for yourself first, and then enroll your minor dependent(s)
- Enter the minor's code in the Activation Code field
- Complete the registration page with the adult's information and click submit
- Enter your minor's info

This benefit is available if you are enrolled in a Sysco-sponsored national medical plan.

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

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Frequently Asked Questions

Q: What does Experian IdentityWorks include:

A: IdentityWorks includes credit monitoring, identity repair and up to \$1 million in identity theft insurance. IdentityWorks Minor Plus for enrolled minor dependents includes internet surveillance, minor SSN monitoring and up to \$1 million in identity theft insurance.

Q: Who is eligible?

A: You can receive benefits if you are an eligible BCBSTX member. Coverage is offered to both eligible adults and covered dependents with BCBSTX health insurance through your employer.

Q: Am I automatically enrolled in the Experian service?

A: No, you need to enroll each year.

Q: What if my activation code doesn't work?

A: Call the customer service number on your BCBSTX ID card for help.

Q: Is the activation code unique for each family member?

A: Adult activation codes are provided through your BAM account. Codes are unique for each adult member (ages 18+). Up to 10 minors may share one minor activation code.

Q: I enrolled in IdentityWorks within the last year. Why does it still say "Get Code" when I log in? Do I need to do something else to enroll?

A: Even after you enroll, you will still see "Get code" and when clicked, show your activation code. You don't need to do anything else.

Q: Will I have to re-enroll each year?

A: Members must enroll each year online in BAM. When you enroll, it is a best practice to create a new username and password.

Q: Is the enrollment period the same for all members?

A: Each member's enrollment expires 12 months from the day they subscribed. BAM will show a reminder when your current code is set to expire.

Q: How do I know when I need to re-enroll?

A: BAM will show a reminder when your current code is set to expire. You will also receive an email from Experian IdentityWorks 30 days before your subscription expires.

Q: If I need more information about an Experian product, alerts or identity protection, how can I get it? Keep in mind that members should not call Experian to enroll in IdentityWorks.

A: Members can call the Experian help line at **877-890-9332** from 8 a.m. to 8 p.m. CT Monday through Friday, or 10 a.m. to 7 p.m. CT Saturday and Sunday.

REMEMBER: You must enroll each year. When you re-enroll, it is a best practice to create a new username and password. Memberships last for 12 months and must be renewed yearly based on your covered benefits.

This benefit is available if you are enrolled in a Sysco-sponsored national medical plan.

Experian is an independent company that provides identity protection services for members with coverage through BCBSTX. BCBSTX makes no endorsement, representations or warranties regarding third-party vendors and the products and services offered by them.