



## 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 Members<sup>SM</sup> (BAM<sup>SM</sup>)
- 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.

The screenshot shows a web form with two main sections: "Adult Members" and "Dependents under Age 18".

**Adult Members:**

- Label: "Activation code:"
- Field: A text input box.
- Button: A blue button labeled "Get Code" is highlighted with a red rectangle.
- Link: A blue link labeled "Get started with adult enrollment" with an external link icon.

**Dependents under Age 18:**

- Label: "Activation code:"
- Field: A text input box.
- Text: "For the first 10 minor dependents:"
- Field: A text input box.
- Text: "For the next 10 minor dependents:"
- Field: A text input box.
- Text: "For the remaining minor dependents:"
- Field: A text input box.
- Link: A blue link labeled "Get started with minor dependent enrollment" with an external link icon.

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

# 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: All North East ISD members can receive benefits while they are an eligible BCBSTX member. Coverage is offered to both eligible adults and covered dependents with BCBSTX health insurance through North East ISD.

## **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.