

## Get the Best Out of BlueAccess<sup>®</sup>

*Need claims information now?*

**No problem.**

*Have a benefit question?*

**The answer is online.**

BlueAccess is an online benefits information resource you can access any time, at your convenience. With BlueAccess you can save the time it takes to make a phone call or mail a question to BlueCross BlueShield of Tennessee.

To follow are some technical tips and guidelines to help you get the best out of BlueAccess. You may want to share this information with a computer professional to verify your system compatibility. As always, you can speak to a BlueCross BlueShield of Tennessee representative with any questions.

### Getting Started

There are two basic requirements to access BlueAccess:

- Internet connection using an approved browser.
- 128-bit encryption for security purposes.

To make the most of your online experience, you'll also need to at least have:

#### Internet Browser

Internet Explorer 4.01 through 5.00  
Netscape Navigator 4.10 through 4.50

#### Internet Connection

56K Modem

Or **for best results** have:

#### Internet Browser

Internet Explorer 5.01 through 6.01  
Netscape Navigator 4.51 through 4.79

#### Internet Connection

Digital Subscriber Line (DSL)  
Cable (like Comcast)  
T1 Network Line (fiber-optic line)



### About Internet Browsers

When using BlueAccess, browsers are divided into three categories:

- Fully supported
- Supported
- Unsupported

**Fully supported browsers** include:

- Internet Explorer 5.01 through 6.01
- Netscape Navigator 4.51 through 4.79

If you are using a fully supported browser, you'll proceed immediately into BlueAccess upon log in.

**Supported browsers** include:

- Internet Explorer 4.01 through 5.00
- Netscape Navigator 4.10 through 4.50

If you are using a supported browser, you will be presented with the option to either:

- Upgrade your browser to a fully supported one, or
- Proceed into BlueAccess with your current browser.

**Unsupported browsers** include:

- Internet Explorer prior to 4.01 or greater than 6.01
- Netscape Navigator prior to 4.10 or greater than 4.79
- Apple Safari

If you are using an unsupported browser you will not be able to use BlueAccess until you upgrade your browser to a supported version.

## Keeping Data Secure with Encryption

BlueCross BlueShield of Tennessee requires a browser with 128-bit encryption strength in order to access the secure parts of its site. The company is serious about protecting its members' privacy, and this level of encryption is an industry standard for the type of information that is being exchanged.

Your browser can help you determine the level of encryption you have. In Internet Explorer, go to the Help menu and select About Internet Explorer. Look for "Cipher Strength." If you are using Internet Explorer Version 3 or below, it is recommended that you upgrade your browser since it may be difficult to determine your cipher strength.

Upgrades for Internet Explorer are available at:  
<http://www.microsoft.com/windows/ie/downloads/recommended/128bit/default.asp>

If you are using Netscape Navigator, go to the Help menu and select About Navigator (or click the Apple icon, for Mac users). Look for the section that reads "Contains encryption software from RSA Data Security, Inc." If it reads "U.S. security," you have 128-bit encryption. If it lists "International security," you have 40-bit encryption (you will need to upgrade in this case).

Upgrades for Netscape are available at:  
[http://wp.netscape.com/download/prodinfonfs\\_1.html](http://wp.netscape.com/download/prodinfonfs_1.html)

### Need More Info?

For more information simply visit [bcbst.com](http://bcbst.com).



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