

Your Blue Touch RI

Frequently Asked Questions



What's new with the updated version of the mobile app?

The app has been completely redesigned and enhanced to improve the user experience and performance throughout. The search and symptom checker features are smarter and easier to use, and navigating to find the information needed is simpler than ever.

What features are available in the app to members?

Members have access to a number of features, including the ability to search for doctors, view coverage information, check deductible and out-of-pocket status, view claims, use a symptom checker, and more.

How do I download the app?

Simply search for "Your Blue Touch RI" in your device's app store and download it. View the Get Started section to the right for more info.

If I already have the previous version of Your Blue Touch RI on my phone, do I need to download this new app?

Yes, members need to download the new version from their device's app store. The previous version of Your Blue Touch RI will be discontinued.

If I have used Your Blue Touch RI in the past, can I login to the new version with the same login credentials?

No, all members need to go through the sign up process the first time using the new app.

What information do I need to provide to sign up?

Members will need to supply their member ID number from their insurance card, name, email, phone number, and date of birth for security purposes.

What if I don't have an online account with BCBSRI?

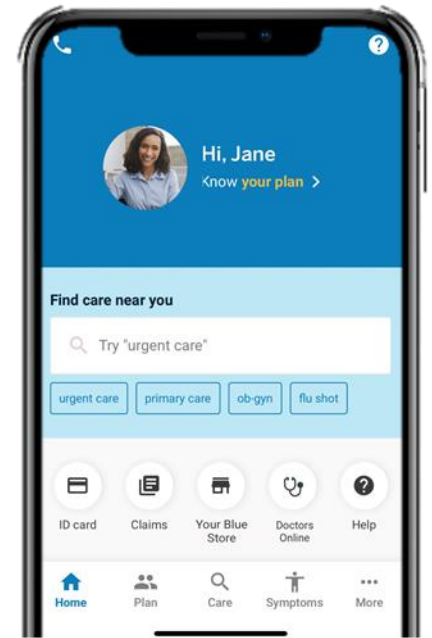
Members can sign up for a Your Blue Touch RI account without having a BCBSRI online account.

If I have login credentials for the BCBSRI website, can I use those to login to the Your Blue Touch RI app?

No, logins for the BCBSRI website will not work for the app. Members will create new credentials when they sign up in the app the first time they use it.

Who do I contact for tech support?

For tech support, please email YourBlueTouchRI@goyaro.com.



Get Started

- Search "Your Blue Touch RI" in the Apple App Store or Google Play Store.*
- Have your **BCBSRI ID card** handy.
- Click **sign up** in the app and follow the on-screen instructions.



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MLTI-313419