

Log on to www.bcnepa.com

If you are registering for the first time as a new user OR have already registered but have forgotten your user name and password:

1. Click on **Register for Self-Service** login and select "Member Registration."
2. Enter all fields in the Individual Registration Form:
 - If you have PPO coverage - the name on the Blue Cross card is that of the subscriber, you should use your own name when registering yourself
 - Do not use the alpha prefix when entering your ID from your Blue Cross Member ID Card, only enter the numbers
 - You are registering as an Individual
3. Click **Validate**.
 - **If you are already registered** you will get a message that your information is already registered with us. Select the option to **Recover Account**. You will be prompted to enter a new password, email, security question and security answer to regain access to your account. Click **Submit Registration Form**. Enter your user name and password and you will be prompted to validate your email.
4. After logging in, you will be asked to validate your email address.
 - An email will be sent to you from accounts@bcnepamessenger.com
 - Open the email and click on the link provided
 - Continue by clicking on **Continue to Self-Serve** in the bottom left hand corner
 - OR
 - Click on the link **Continue Without Email Validation** in the bottom left hand corner
 - NOTICE: You are permitted to access Self-Service 2 times without a validated email address
5. Continue with **Taking your Health Assessment** on the reverse side of these instructions.

If you have already registered but have forgotten your password:

1. Click on **Forgot Password**. Enter your user name and click **Enter**. Answer your challenge question that you created when you registered and click **Enter**. An email will be sent to the account you have on file. Click on the link to change your password. Enter your new password and click on **Change Password**.
2. Enter your username and password to log into Self-Service and click **Enter**.
3. Continue with **Taking your Health Assessment** on the reverse side of these instructions.

If you are already registered and know your username and password:

1. Enter your username and password to log into Self-Service and click **Enter**.
2. Continue with **Taking your Health Assessment** on the reverse side of these instructions.

Taking Your Health Assessment

If you are taking a Health Assessment:

1. Click on the Scrolling Bar labeled **Health Assessment Form** or click on the Health and Wellness Tab; then click on the link for the Health Assessment.
2. The first time you enter the portal, you have to agree to the Terms and Conditions by clicking on the box that says, **"I agree to the Terms and Conditions of this site."** Then click on the **Next** button located on the lower right hand corner of the page.
3. This will take you to your personal dashboard. Click on the **Health Assessment** link found in the "I Am" section or on the **Get Started** button found on the Scrolling Bar labeled, "Take the Online Health Assessment."
4. On the next page, scroll to the middle of the page and click the orange box that says "Take the Health Assessment."
5. The first question pertains to smoking. After answering this question, click **Enter**.
6. You will now proceed to answer the rest of the assessment questions; then click **Continue**. From this screen, you will have the option to review your key responses. Click **Submit** to finish your Health Assessment and receive your individual Health Assessment Results and wellness score. Or you can click **Finish Later** to complete your Health Assessment at a later time.
7. Once you have reviewed your individual report, click **Print this page** to print your results or click **Continue** to receive your Certificate of Completion. You can choose to print this certificate; then click **Thank you for your participation** to return to your dashboard.

If you have already taken your Health Assessment and would like to review you results:

1. Click the orange box that says **Review Your Health Assessment Results**.
2. Once you have reviewed your individual report, click **Print this page** to print your results or click **Continue** to receive your Certificate of Completion. You can choose to print this certificate, then click **Thank you for your participation** to return to your dashboard.

If you have any questions, experience difficulty registering or finding your Health Assessment, call 1-866-262-4764 for assistance, Monday through Friday, 8am-8pm ET.