



BlueCross BlueShield
Kansas

PO Box 211355
Eagan, MN 55121

May 9, 2025

Dear Valued Member,

We're excited to share an important update about your Medicare Advantage member portal. Beginning **June 9, 2025**, we will be launching a new member portal designed to enhance your experience and provide easier access to your account information.

What's changing?

- A refreshed, user-friendly design
- Improved navigation for managing your account
- Streamlined access to important resources

What's not changing?

Rest assured, this update **will not** affect your benefits or coverage – everything you rely on remains the same.

Next steps

On June 9, visit <https://bcbsksmember.healthtrioconnect.com> and create a new account. You'll soon get more details in the mail, through email and on our website about how to use the new portal, along with tips to make the most of your member experience. If you have any questions in the meantime, our support team is ready to assist at 800-222-7645 (TTY: 711), available weekdays 8 a.m. to 8 p.m., with weekend hours Oct. 1-March 31.

Thank you for being a loyal member. We look forward to continuing to serve you for years to come.

Sincerely,

Blue Cross and Blue Shield of Kansas

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Blue Cross and Blue Shield of Kansas is a PPO plan with a Medicare contract. Enrollment in Blue Cross and Blue Shield of Kansas Medicare Advantage depends on contract renewal.

Blue Cross and Blue Shield of Kansas is an independent licensee of the Blue Cross Blue Shield Association. Medicare Advantage, through Blue Cross and Blue Shield of Kansas, is only offered within a limited number of Kansas counties.