



How to view claims history

Using an internet browser, go to client member portal of BF&M's website at <https://health.bfm.bm>

Under "Don't have a user account?" Click Sign Up Now to complete your New User Registration

If you do not know your information, please call Customer Care at 298-0358.

If this is the first time using our website, you will need to verify some personal information. Once you have created your Username and Password, you will no longer be required to verify your Birth Date and Certificate Number.

- First select the user type and enter email we should have for you on file
- Next, type your 6 digit group health Certificate Number in the first and in the second box select your DOB. (e.g. 012345 - if your Certificate Number is 5 digits or less, place 0's before the number until the box has 6 digits).
- Lastly, confirm the account preview is yours and continue to create a User Name and Password of your preference. Confirm your Password by typing it a second time. (Your password must be unique and at least 6 characters long.) Then enter a Password Hint in the event that you forget your password.

If you do not have your Certificate Number, please call one of our Customer Care agents at 298-0358.



BF&M MESA Health Website

Insureds
Access your health care and benefits information quickly and easily from just about anywhere. Check claim status and view explanation of benefits.



Username :
Password :

[Forgot Username or Password?](#)

Login

Don't have a user account?
[Sign Up Now](#)



New user Registration > Select Type of user

New user Registration

* Indicates Mandatory Fields / Sections

Select Type of user * : Employee Dependent

Email * :

Continue Cancel



New user Registration > Employee

New user Registration

* Indicates Mandatory Fields

Credentials

Certificate Number * :

Date of Birth * :

Continue Cancel



How to view claims history

To return to the homepage from any screen, just click on the **Home** button at the top left of the screen.

The client member portal homepage provides you with access to all of the information and tools available to you on the web with just one click. Below is a description of some of the key features.

- **HOME** - Allows you to see recent claims & transactions and a summary of your personal information. Click on the texts which are highlighted in view to see a more detailed version of these options.
- **CLAIM** - Gives you a snapshot of your claims history, such as: date of service, payment status, provider and service charge.
- **ELIGIBILITY** - Shows your demographics, medical coverage plan and your preferred pharmacy (plan details in provider view).
- **MEMBER** - Shows your demographics, medical coverage plan and your preferred pharmacy.
- **PROVIDER** - This section allows you to search for a covered physician, service or location (U.S. location search only).
- **RESOURCES** - Provides you with BF&M fast help address, phone number, email and website for your on-the-go queries.

BF&M Home Claim Eligibility Member Provider Resources user: amandaal Logged in at : 3:32:37 PM AST

Recent Claims & Transactions Search For Claims

Date of Service	Status	Type	Charge
12/18/2018	PAID	Medical	\$35.00
11/04/2018	PAID	Medical	189.00
08/18/2018	PAID	Medical	400.00

Summary View Member Details

Member Name :	Amanda	Current Status :	Active
Certificate Number :	013456	Legacy ID :	
Date of Birth :	15/06/2017	Original Benefit Effective Date :	01/01/2018
# of Dependents :	0	Coverage Thru Date :	
Current Benefit Effective Date :	01/01/2018		

Product	Plan ID	Coverage Type	Other Coverage
Major Medical		Employee Only	none

Forgot your Username or Password?

Visit <https://health.bfm.bm>.

Under the login fields, click on the Forgotten Password link and the Forgotten Username link as needed.

For step by step assistance call the Customer Care Team at 298-0358.

For provider login and access please contact Lakeisha Darrell at 298-0319.

If you cannot find the information you are looking for, please do not hesitate to call BF&M at 295-5566 or access our full client member portal web guide under the Products tab at www.bfm.bm.



BF&M MESA Health Website

Insureds
Access your health care and benefits information quickly and easily from just about anywhere. Check claim status and view explanation of benefits.



Username :

Password :

[Forgot Username or Password?](#)

Login

Don't have a user account?
[Sign Up Now](#)