

# Forgot Username/Password Help on MyBlueKC.com

## 1. VISIT MyBlueKC.com (Use Google Chrome)

## 2. FORGOT USERNAME?

- Click on **FORGOT USERNAME?** on [MyBlueKC.com](#)
- Blue KC Member ID Card is required
- Enter required information and click Continue
- Username will be displayed

## 3. FORGOT PASSWORD?

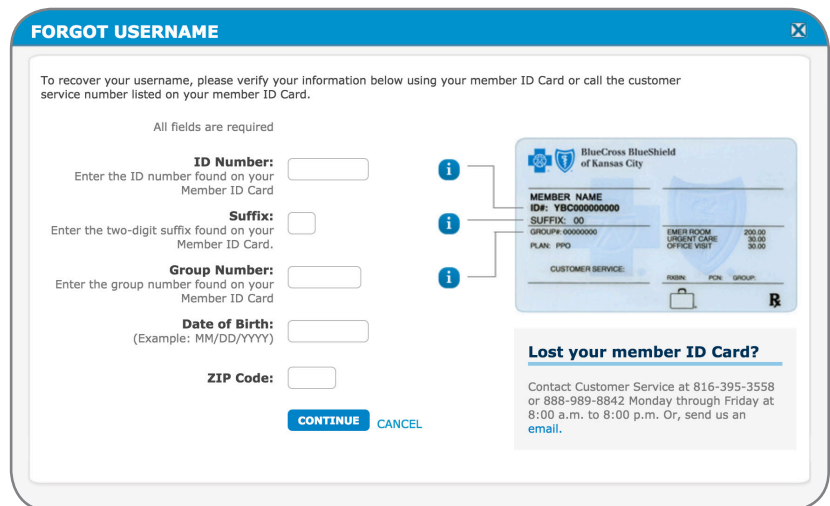
- Click on **FORGOT PASSWORD?**
- Answer the Security Question
- Questions and answers were submitted upon member's initial registration
- Members will be emailed instructions to reset their Password.
- This email goes to the email address the member submitted upon initial registration.

## 4. ACCESS A HEALTHIER YOU

- Once logged in to MyBlueKC.com, click on the A Healthier You on the right hand side of the page to access the A Healthier You portal.
- **First time users will be prompted to complete the A Healthier You registration questions upon initial access.**

### DOWNLOAD THE APP

1. Go to the Apple App Store or Google Play Store.
2. Search for the **BLUE KC A HEALTHIER YOU** app by HealthMine Services, Inc.



**Having Trouble?** If you have questions contact Blue KC Customer Service Monday through Friday from 8:00 a.m. to 8:00 p.m.