

# Welcome to the New RGA Mobile App

Quickly and securely access your benefits and services at home or on the go.

Use the RGA mobile app to access helpful tools such as:

**Find an In-network Provider or Hospital:** With one click, take the guesswork out of finding a doctor, hospital, or clinic in your plan's network

**Access Claims and Benefits:** Check the status of open claims, view yearly deductibles, copays, and out-of-pocket maximums for the entire family

**View your Digital Member ID Card:** Never misplace your Member ID card again!

**Manage your Message Center:** Send and receive secure messages to and from our dedicated Customer Care team

**Click to Call:** Get connected at the touch of a button to speak with our Customer Care team

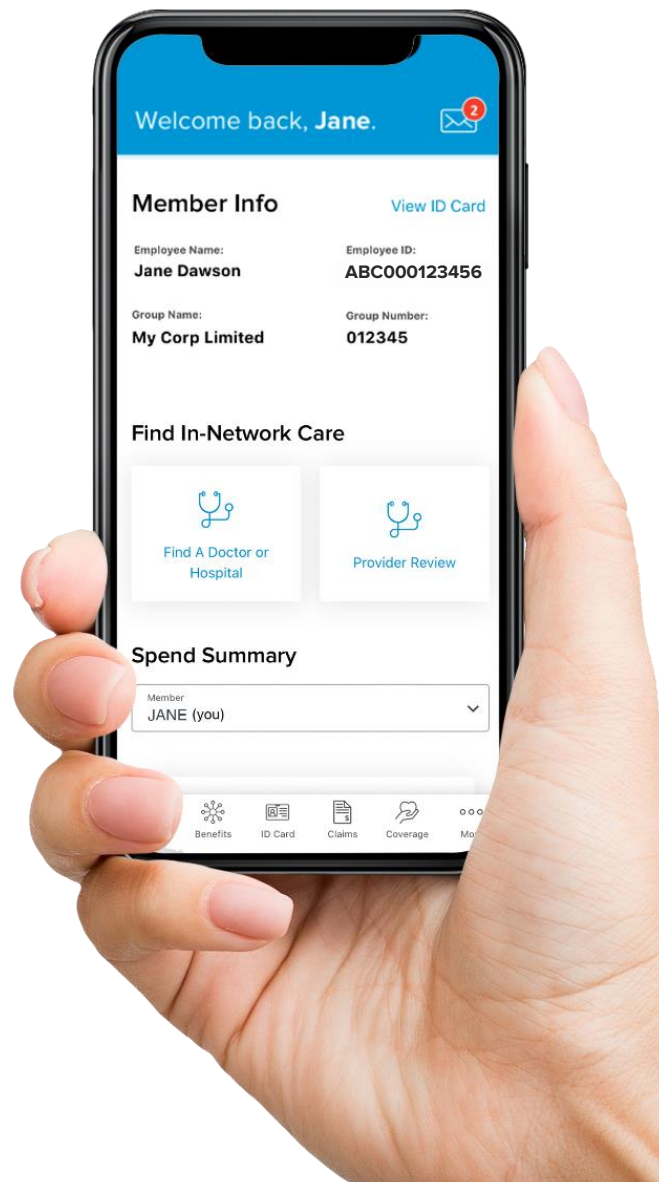
**Connect to More:** Keep services and discounts offered by your plan at your fingertips

## Get Started

Download for free on Apple and Google Play Stores



After downloading the RGA mobile app, sign in with your existing account or create your account at [accessrga.com](https://accessrga.com) and choose Washington. Then select the button "RGA Member Login" at the top of your screen. Use your Employee ID number found on your Member ID card and follow the directions from the log in page to create your account.



If you have any questions or need any help, contact our **RGA Customer Care Team** at **1-866-738-3924** Monday-Friday 6:00 am– 6:00 pm PT.



Group Administrators

An Independent Licensee of the Blue Cross and Blue Shield Association

Visit [accessrga.com](https://accessrga.com) and choose Washington

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# RGAs Mobile App FAQ

Below is a list of the most commonly asked questions about the RGA mobile app. If you need additional assistance, please contact Customer Care at 1-866-738-3924 Monday through Friday, 6:00 AM – 6:00 PM PT.

## How do I download the app to my phone?

The RGA mobile app can be downloaded for free by visiting your phone’s apps store and searching “RGA app”. It is available in the US and Canada in both Android and Apple app stores.

## I already have an RGA portal account, do I need to register separately for the mobile app?

No, you do not need to create a new account. You may log in to the app with your usual email address and password.

## Can I register my RGA account in the mobile app?

You must first register your account on a desktop computer by visiting [accessrga.com](https://accessrga.com) and selecting, “RGA Member Log In”. From this screen, select “Create an account now”.

## How do I change my password or email address?

Log in on a desktop computer by visiting [accessrga.com](https://accessrga.com). Select the profile icon in the top right corner of the screen, then select “My Account” from the drop-down list. On this screen, you have the option to select “Change Email” or “Change Password”.

## How do I ask a question to Customer Care?

Once logged in, select the envelope icon in the upper right hand corner. From this screen you may choose to view a previous conversation or begin a new one by selecting the “+” in the right hand corner.

## How do I turn off notifications?

Once logged in, select the “more” button in the left hand corner, then toggle between on/off under “notifications”.

## How do I submit a claim?

Once logged in, select the “Claims” icon in the navigation bar at the bottom of your screen, then select the button labeled “Submit a Claim” and follow the prompts on the screen.

## How do I view my ID card?

Once logged in, select “View ID Card” in the top right corner of the screen or select the ID Card icon from the navigation bar at the bottom.

## What types of files can I attach to my claim?

There is a 5 MB limit for each file. Supported file types include: pdf, doc, docx, xls, xlsx, jpg, jpeg, png, gif, tif, and bmp.