

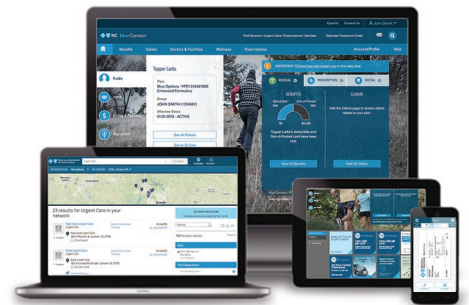
REGISTER WITH BLUE CONNECT

Your guide to online tools and resources

Dear Member,

This visual guide will help you register for BlueConnectNC.com, your personalized member services website. It is the guide to the tools and information you need to manage your health plan and health care.

Blue Connect is personalized to you, to help you understand your own health care and treatment options. You can also find information about your benefits and claims. It's designed to make health care easier, giving you on-the-go access when, where and how you want it. Register today to set up your User ID and Password!



Guide topics

- ✓ **How to register for Blue Connect**
- ✓ **How to add additional Blue Cross NC policies to your Blue Connect account**

Note: This guide is for your reference only, and the examples provided in this document do not determine the benefits covered under your health plan.

HOW TO REGISTER FOR Blue Connect

Have your Blue Cross NC Member ID card on hand and follow the instructions below.



1

Navigate to [BlueCrossNC.com](https://www.BlueCrossNC.com).

Click **Register Now**. The following screen will appear.

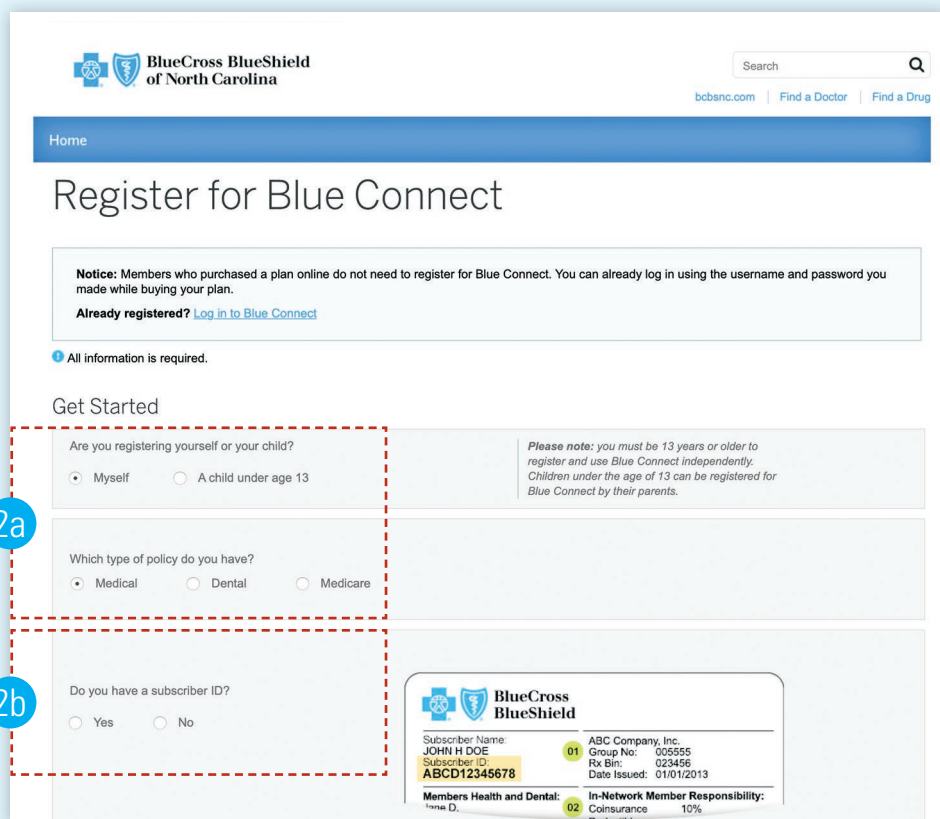
Note: You can still register even if you don't have your Member ID card. Just keep reading.

The screenshot shows the BlueCross BlueShield of North Carolina website. The header includes navigation links: Home, Members, Medicare, Employers, Providers, Agents, Contact Us, and Español. Below the header is a search bar and a navigation menu with links: Find Doctor / Drug / Facility, Shop Plans, and Member Login. The main content area features a large banner with the text "BE BOLD. BE CONFIDENT. LIVE FEARLESS." and a "Blue Connect Member Login" form. The form includes fields for "User ID" and "Password", a "Log In" button, and links for "Forgot User ID?", "Forgot Password?", and "Register Now". At the bottom of the page, there are three buttons: "Shop Plans", "Find Doctor / Drug / Facility", and "Find Forms".

2a

Complete the two questions in the **Get Started** section.

When you select Medical, Dental, or Medicare, the screen will expand to display an additional question: “Do you have a subscriber ID?”



BlueCross BlueShield of North Carolina

Search

bcbsnc.com | Find a Doctor | Find a Drug

Home

Register for Blue Connect

Notice: Members who purchased a plan online do not need to register for Blue Connect. You can already log in using the username and password you made while buying your plan.

Already registered? [Log in to Blue Connect](#)

All information is required.

Get Started

Are you registering yourself or your child?

☒ Myself ☐ A child under age 13

Which type of policy do you have?

☒ Medical ☐ Dental ☐ Medicare

Do you have a subscriber ID?

☐ Yes ☐ No

Please note: you must be 13 years or older to register and use Blue Connect independently. Children under the age of 13 can be registered for Blue Connect by their parents.

BlueCross BlueShield

Subscriber Name: JOHN H DOE
Subscriber ID: ABCD12345678

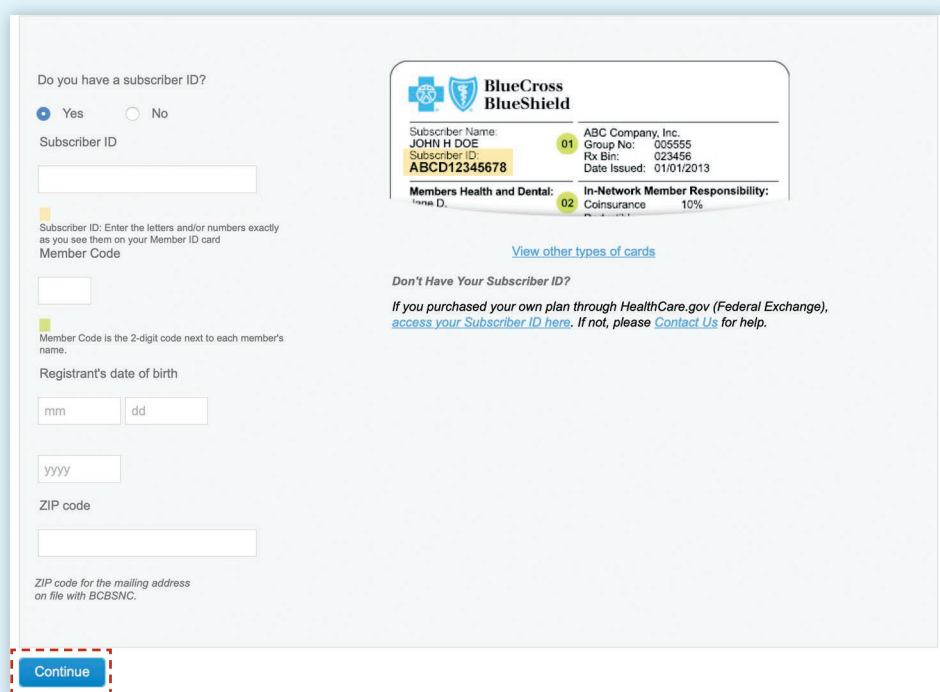
ABC Company, Inc.
Group No: 005555
Rx Bin: 023456
Date Issued: 01/01/2013

Members Health and Dental: In-Network Member Responsibility: 10%

2b

If you click ‘Yes,’ you will see the screen at right with additional fields for you to complete and a sample ID card for that type of coverage you selected will display.

Complete the fields and click the **Continue** button.



Do you have a subscriber ID?

☒ Yes ☐ No

Subscriber ID

Member Code

Registrant's date of birth

mm dd

yyyy

ZIP code

ZIP code for the mailing address on file with BCBSNC.

Continue

BlueCross BlueShield

Subscriber Name: JOHN H DOE
Subscriber ID: ABCD12345678

ABC Company, Inc.
Group No: 005555
Rx Bin: 023456
Date Issued: 01/01/2013

Members Health and Dental: In-Network Member Responsibility: 10%

[View other types of cards](#)

Don't Have Your Subscriber ID?

If you purchased your own plan through HealthCare.gov (Federal Exchange), access your Subscriber ID here. If not, please Contact Us for help.

2c

If you click 'No,' you will see this screen. Click one of the options to receive a verification code by text message or voice call.

2c

Do you have a subscriber ID?

☐ Yes ☒ No

How would you like to receive your code?

☐ Text Message ☐ Voice Call

Don't have your subscriber ID? We can help you register with Blue Connect using your phone.

- A authorization code will be sent to you as a text message or phone call to the phone number you provide below.
- Have your phone close by, the authorization code will expire in 10 minutes from the time of your request.
- You must be enrolled to receive a authorization code.
- If you just enrolled, it may take up to 48 hours for us to verify your enrollment.
- Please do not close or navigate away from this page during your registration.

2d

Additional fields display. Complete the fields and click **Get Code**.

You will receive a code via text or voice call. The code is a six-digit number and expires after 10 minutes.

2d

All information is required.

Mobile Number

xxx-xxx-xxxx

Phone number must be associated with the registering member.

Standard message rates and data charges from your carrier may apply when receiving Blue Cross NC text messages. Check with your carrier for more information.

First Name

Last Name

Social Security Number (Last 4 Digits)

***-**-xxxx

Registrant's Date of Birth

mm/dd/yyyy

ZIP Code (First 5 Digits)

12345

ZIP code for the mailing address on file with BCBSNC.

Get Code

Note: If the member is not on file or fully enrolled, this error message displays.

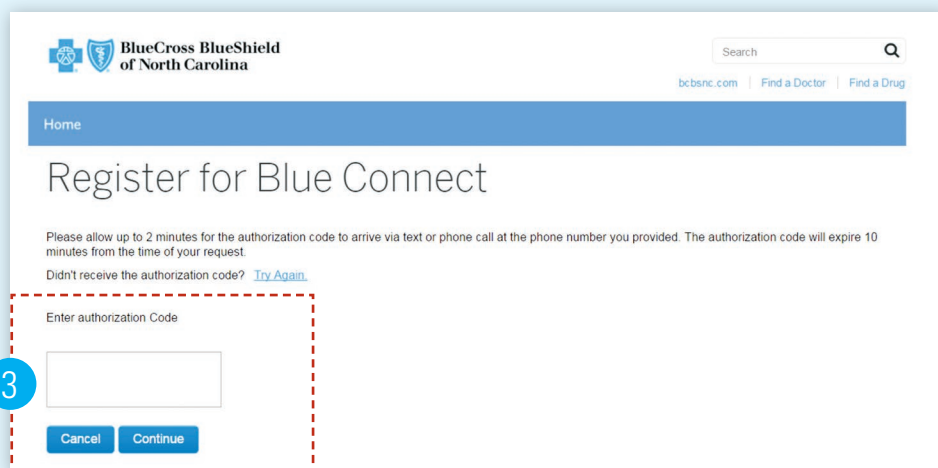
We apologize, we cannot verify your identity. You must be enrolled to receive a verification code. If you just enrolled, it may take up to 48 hours for us to verify your enrollment. Please re-enter your information, call technical support at 1-888-705-7050 or email us.

4012

3

When you receive the code, enter it here, and then click **Continue**. The screen below displays.

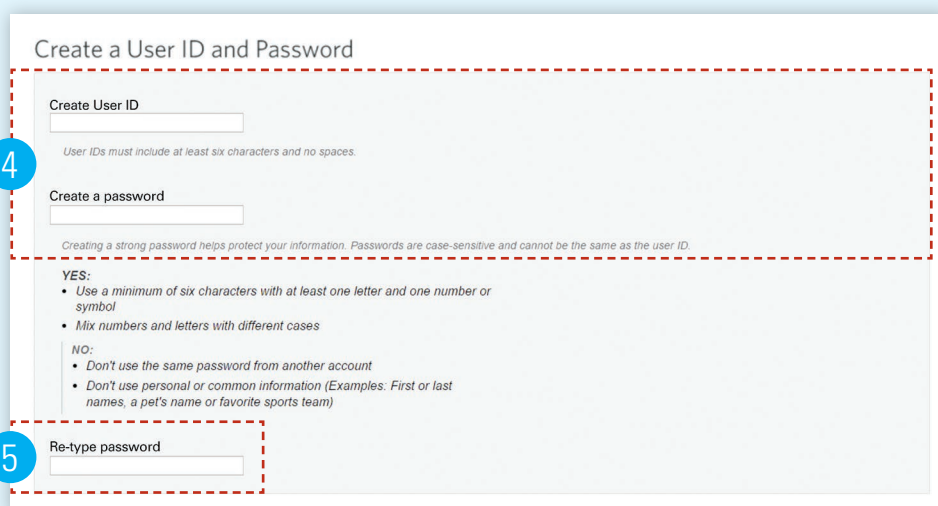
Note: You have four attempts to correctly enter the code. The code expires after 10 minutes.



4

Next, create a User ID and Password. You will use these to log in to the system.

- + The **User ID** must be at least 6 characters with no spaces, and can be a combination of numbers and letters.
- + The **Password** must be at least 6 characters with no spaces, and must include a number or symbol.



5

Enter your Password a second time to confirm it.

6

Select a security question or choose to create your own and create your answer.

7

Enter your email address.

8

Select whether or not you want to receive promotional and marketing materials from Blue Cross NC.

9

Click the **OK** button. A message saying, "Thank you for registering for Blue Connect" displays.

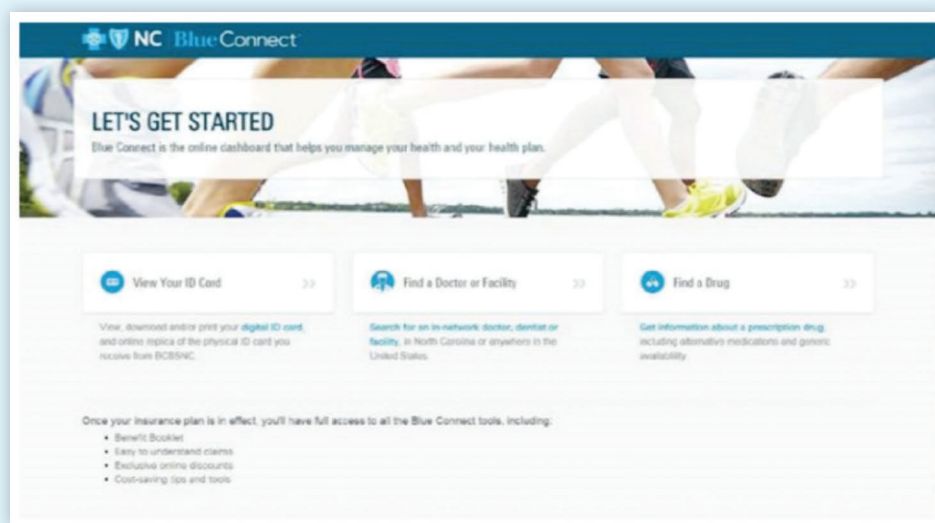
The screenshot shows a registration form with the following sections and callouts:

- Choose a Security Question**: Callout 6 points to the "Security question" dropdown menu.
- Enter Your E-mail Address**: Callout 7 points to the "Type your email address here" input field.
- Opt In to Promotional Materials**: Callout 8 points to the radio button for "No, I'll pass on these offers for now."
- Buttons**: Callout 9 points to the "OK" button.

Other visible text on the form includes: "Establish a security question and answer. We'll ask you this question if you need to reset your password online.", "From time to time, we'll send you information about your account using this email address. We respect your privacy, learn how your contact information is used and protected - [read the Blue Cross NC privacy policy](#).", "Blue Cross NC will send you promotional materials to keep you up-to-date on products related to your health and financial security. We may also send you information about products and services for our third-party affiliates.", "By clicking **OK**, you agree to both the Blue Cross NC Privacy Policy and Usage Agreement.", "[Read the Blue Cross NC privacy policy](#)", and "[Read the Blue Cross NC usage agreement](#)".

Note: Members who register prior to their plan's effective date will have access to limited functionality in Blue Connect. For example, they will not be able to view benefits or claim information. As shown below, these members will have access to the following:

- + View Your ID Card
- + Find a Doctor or Facility (in-network based on the member's plan)
- + Find a Drug (this is the public Find a Drug page – the member must select their plan to get drug information specific to that plan)



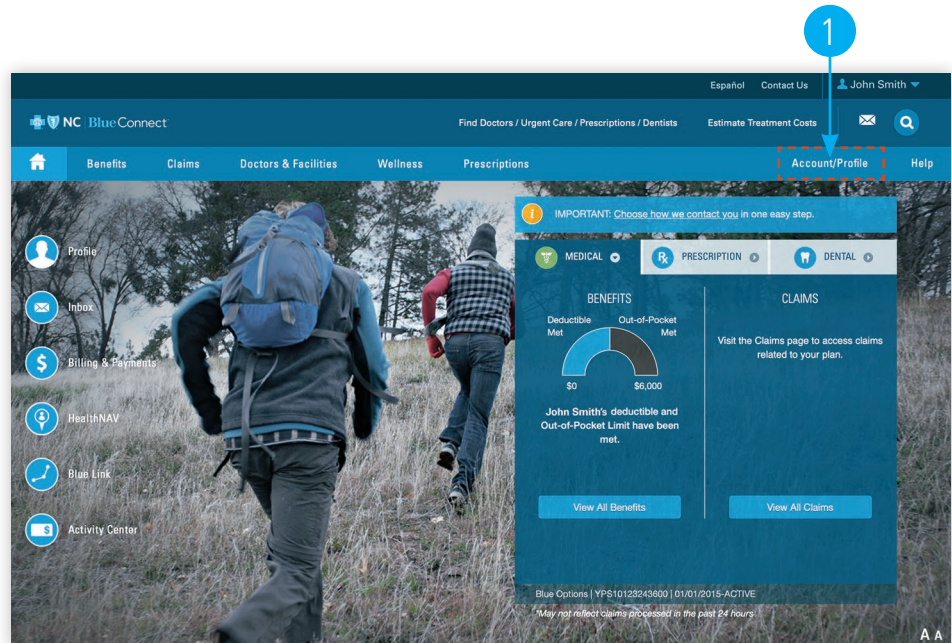


HOW TO ADD additional Blue Cross NC policies to your Blue Connect account

You can easily link additional Blue Cross NC policies to your existing Blue Connect account. Simply follow the steps below.

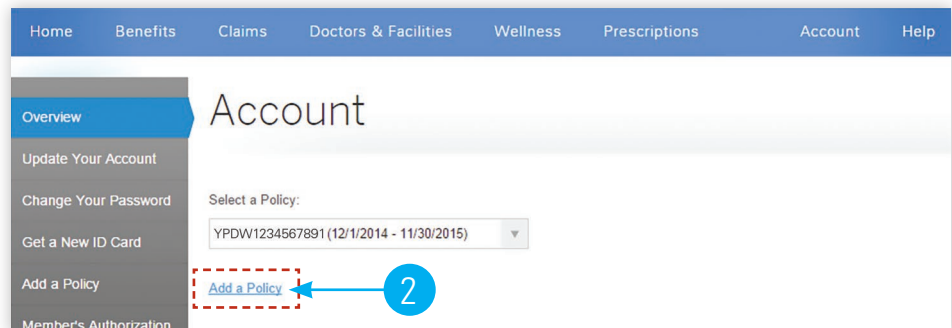
1

Log in to BlueConnectNC.com and click **Account/Profile**.



2

Click **Add a Policy**.



3

Provide the Subscriber ID for the policy you want to add to your Blue Connect account. There are two text boxes for you to enter the letters (e.g., YPPW) and the numbers (e.g., 12345678) of the Subscriber ID.

4

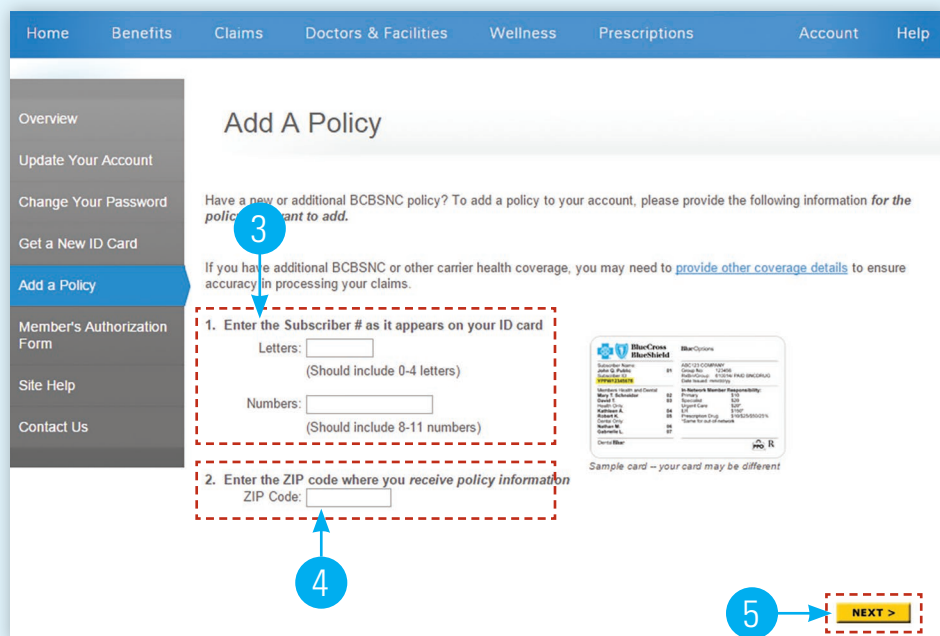
Enter the ZIP code for the mailing address tied to that policy.

5

Once you have filled in this information, click **Next**.

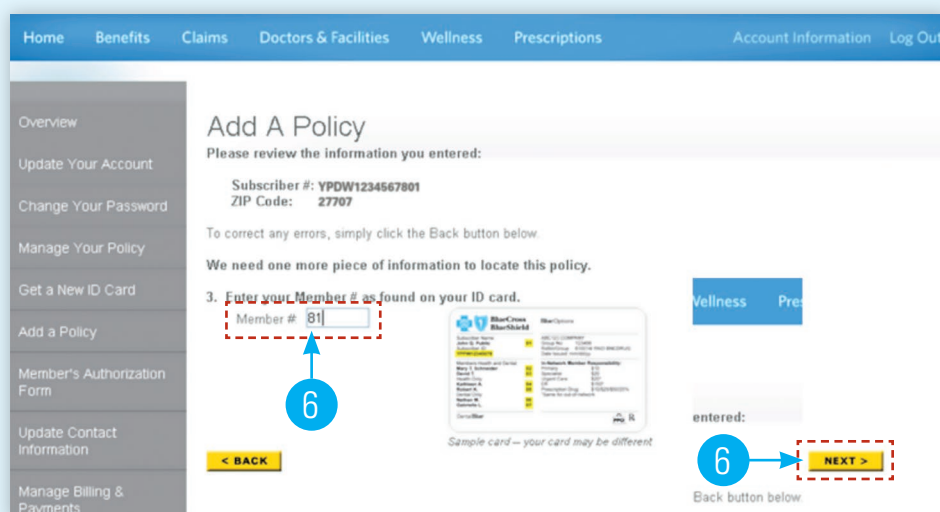
6

Enter your Member number for this policy (e.g., 01, 02, etc.). This is the number that appears next to your name on your Member ID card. Then, click **Next**.



The screenshot shows the 'Add A Policy' form with a blue navigation bar at the top containing links: Home, Benefits, Claims, Doctors & Facilities, Wellness, Prescriptions, Account, and Help. A left sidebar lists options: Overview, Update Your Account, Change Your Password, Get a New ID Card, Add a Policy (highlighted), Member's Authorization Form, Site Help, and Contact Us. The main content area is titled 'Add A Policy' and includes instructions: 'Have a new or additional BCBSNC policy? To add a policy to your account, please provide the following information for the policy you want to add.' and 'If you have additional BCBSNC or other carrier health coverage, you may need to [provide other coverage details](#) to ensure accuracy in processing your claims.'

Step 1 is 'Enter the Subscriber # as it appears on your ID card', with fields for 'Letters' (Should include 0-4 letters) and 'Numbers' (Should include 8-11 numbers). Step 2 is 'Enter the ZIP code where you receive policy information' with a 'ZIP Code' field. A sample ID card is shown on the right. Step 5 points to a 'NEXT >' button.



The screenshot shows the 'Add A Policy' form after step 2. It displays 'Please review the information you entered:' with 'Subscriber #: YPDW1234567801' and 'ZIP Code: 27707'. Below this, it says 'To correct any errors, simply click the Back button below.' and 'We need one more piece of information to locate this policy.'

Step 3 is 'Enter your Member # as found on your ID card', with a 'Member #' field. A sample ID card is shown on the right. Step 6 points to a 'NEXT >' button. A '< BACK' button is also visible at the bottom left.



7

You'll now be able to access your Benefits, Claims and Account information for your linked policies on Blue Connect.

Name	Date of Birth	Gender	Relationship	Effective Date	Termination Date
John Smith	06/01/1970	M	Self	01/01/2015	12/31/2015

Contact us

If you need assistance to register for Blue Connect, please call Web Support at 1-888-705-7050 or email at web.site@bcbsnc.com.

©, SM Marks of the Blue Cross and Blue Shield Association. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association. U9201, 3/19

NON-DISCRIMINATION AND ACCESSIBILITY NOTICE

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides:

- + Free aids and services to people with disabilities to communicate effectively with us, such as: qualified interpreters and/or written information in other formats (large print, audio, accessible electronic formats, other formats.)
- + Free language services to people whose primary language is not English, such as: qualified interpreters and/or information written in other languages

If you need these services, contact:

Customer Service

Call: 1-888-206-4697, 1-800-442-7028 (TTY and TDD)

If you believe that Blue Cross NC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Blue Cross NC, P.O. Box 2291, Durham, NC 27702

**Attention: Civil Rights Coordinator-Privacy,
Ethics & Corporate Policy Office**

Call: 919-765-1663, 1-888-291-1783 (TTY)

Fax: 919-287-5613

E-mail: civilrightscordinator@bcbsnc.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Civil Rights Coordinator-Privacy, Ethics & Corporate Policy Office is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at:

Online: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

Mail: U.S. Department of Health & Human Services

200 Independence Avenue, SW Room 509F

HHH Building Washington, D.C. 20201

Call: 1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available online at:

<http://www.hhs.gov/civil-rights/filing-a-complaint/index.html>

This notice and/or attachments may have important information about your application or coverage through Blue Cross NC. Look for key dates. You may need to take action by certain deadlines to keep your health coverage or help with costs. You have the right to get this information and help in your language at no cost. **Call Customer Service: 1-888-206-4697.**

Discrimination is Against the Law

Blue Cross NC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Blue Cross NC does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-888-206-4697 (TTY: 1-800-442-7028).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-206-4697 (TTY: 1-800-442-7028).

注意: 如果您講廣東話或普通話, 您可以免費獲得語言援助服務。請致電 1-888-206-4697 (TTY: 1-800-442-7028)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-206-4697 (TTY: 1-800-442-7028).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-206-4697 (TTY: 1-800-442-7028) 번으로 전화해 주십시오.

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-206-4697 (ATS: 1-800-442-7028).

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالجان. اتصل برقم 1-888-206-4697. المبرقة الكاتبة: 1-800-442-7028.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-888-206-4697 (TTY: 1-800-442-7028).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-206-4697 (телетайп: 1-800-442-7028).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-888-206-4697 (TTY: 1-800-442-7028).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃસુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-888-1-888-206-4697 (TTY: 1-800-442-7028).

ចំណាំ: ប្រសិនបើលោកអ្នកនិយាយជាភាសាខ្មែរ សេវាកម្មជំនួយផ្នែកភាសាមានផ្តល់ជូនសម្រាប់លោកអ្នកដោយមិនគិតថ្លៃ។ សូមទំនាក់ទំនងតាមរយៈលេខ៖ 1-888-206-4697 (TTY: 1-800-442-7028)។

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-206-4697 (TTY: 1-800-442-7028).

ध्यान दें: यदि आप हिन्दी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-888-206-4697 (TTY: 1-800-442-7028) पर कॉल करें।

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-888-206-4697 (TTY: 1-800-442-7028).

注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。1-888-206-4697 (TTY: 1-800-442-7028)まで、お電話にてご連絡ください。