

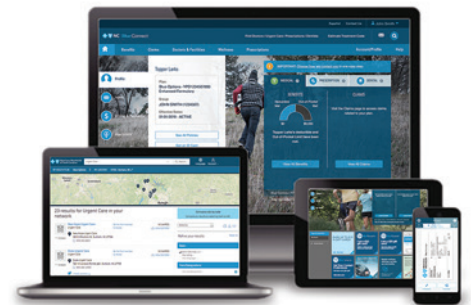
# REGISTER WITH BLUE CONNECT

## Your guide to online tools and resources

Dear Member,

This visual guide will help you register for [BlueConnectNC.com](http://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.

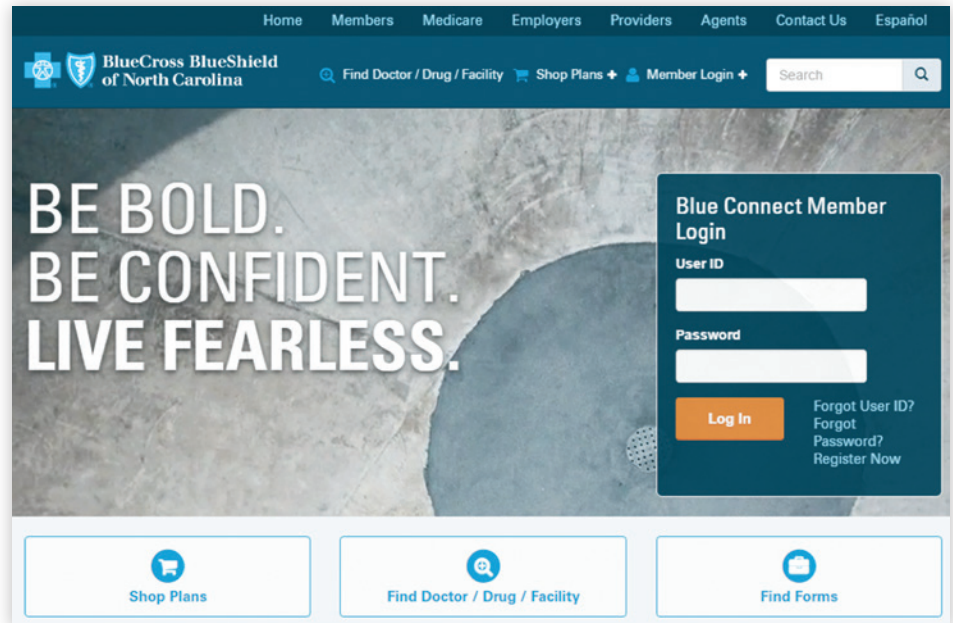


1

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.



## 2a

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

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

2a

2b

## 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.

## 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.

Do you have a Subscriber/Member ID?

Yes  No

How would you like to receive your code?

Text Message  Voice Call

**Don't have your Subscriber/Member 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.

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**

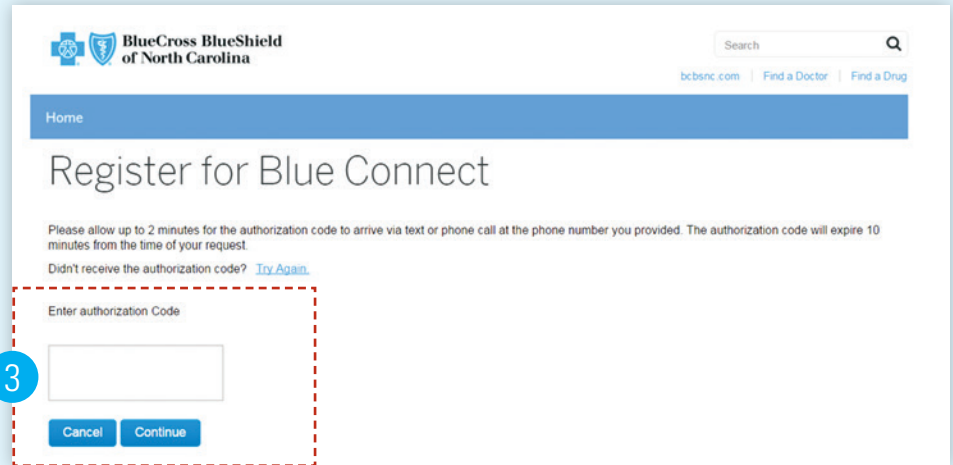
**Note:** If the member is not on file or fully enrolled, this error message displays.

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.

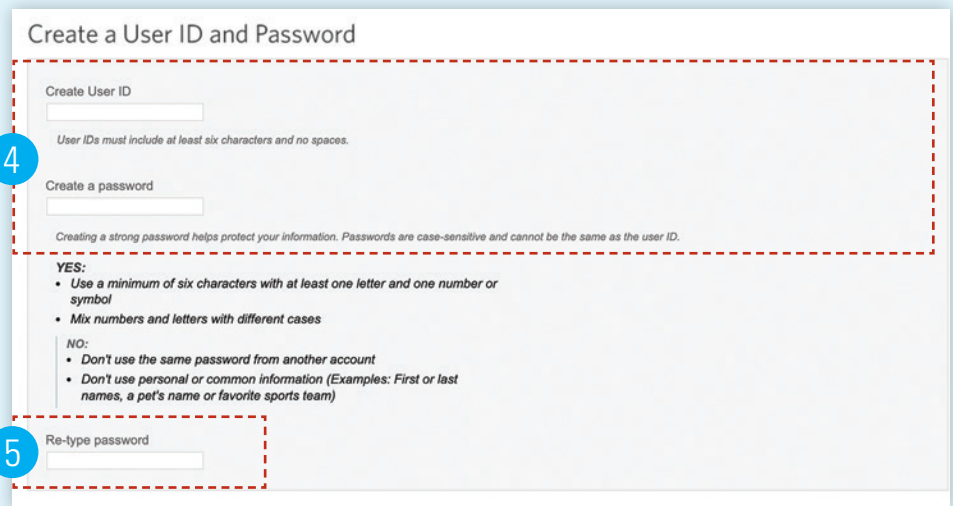
**Note:** You have four attempts to correctly enter the code. The code expires after 10 minutes.



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 four main sections. Each section has a numbered callout (6-9) in a blue circle pointing to a specific element. Section 6: 'Choose a Security Question' - A dropdown menu labeled 'Choose' and a text input field for 'Your answer'. Section 7: 'Enter Your E-mail Address' - Two text input fields, one for 'Type your email address here' and another for 'Re-type your email address here to confirm'. Section 8: 'Opt In to Promotional Materials' - Two radio button options: 'Yes, I want to receive promotional and marketing materials, and product offers for me and my family.' and 'No, I'll pass on these offers for now.'. Section 9: 'By clicking OK, you agree to both the Blue Cross NC Privacy Policy and Usage Agreement.' - Two links for 'Read the Blue Cross NC privacy policy.' and 'Read the Blue Cross NC usage agreement.', and two buttons: 'OK' and 'Cancel'.

**Choose a Security Question**

Establish a **security question** and answer. We'll ask you this question if you need to reset your password online.

Security question  
Choose

Your answer

**Enter Your E-mail Address**

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.](#)

Type your email address here

Re-type your email address here to confirm

**Opt In to Promotional Materials**

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.

Yes, I want to receive promotional and marketing materials, and product offers for me and my family.  
 No, I'll pass on these offers for now.

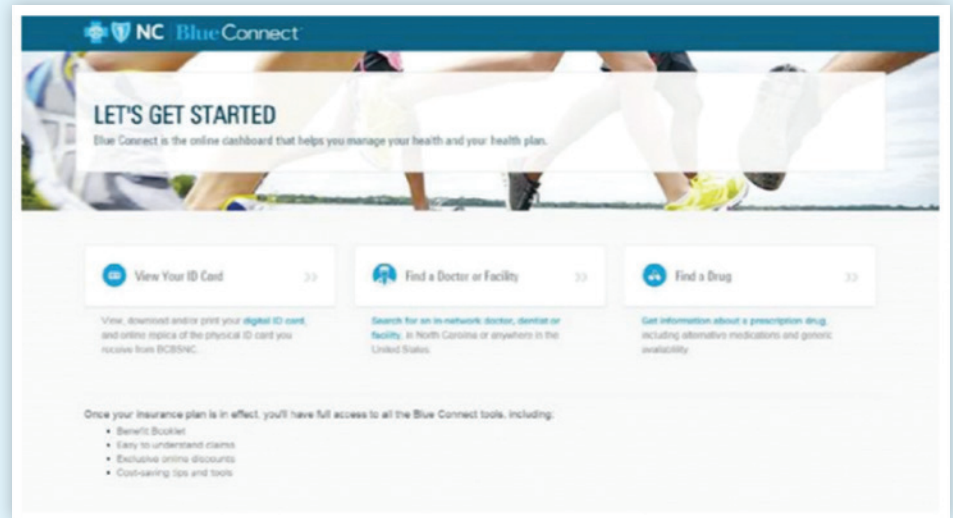
By clicking **OK**, you agree to both the [Blue Cross NC Privacy Policy](#) and [Usage Agreement](#).

[Read the Blue Cross NC privacy policy.](#)  
[Read the Blue Cross NC usage agreement.](#)

OK Cancel

**Note:** If you register prior to your plan's effective date, you will have limited functionality until your effective date arrives. For example, you will not be able to view benefits or claim information. Limited functionality includes:

- + View your Member ID card
- + Find an in-network Doctor or Facility (based on a specific plan)
- + Find a Drug (this is the public Find a Drug page – you will need to select your specific plan in order to get drug information for that plan)



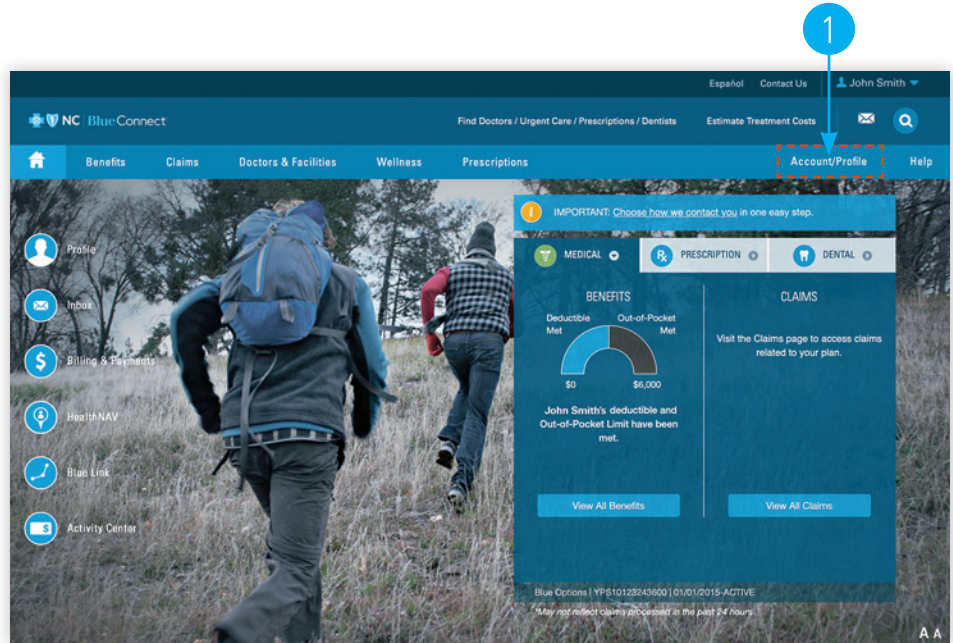


# HOW TO ADD additional Blue Cross NC policies to your Blue Connect account

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

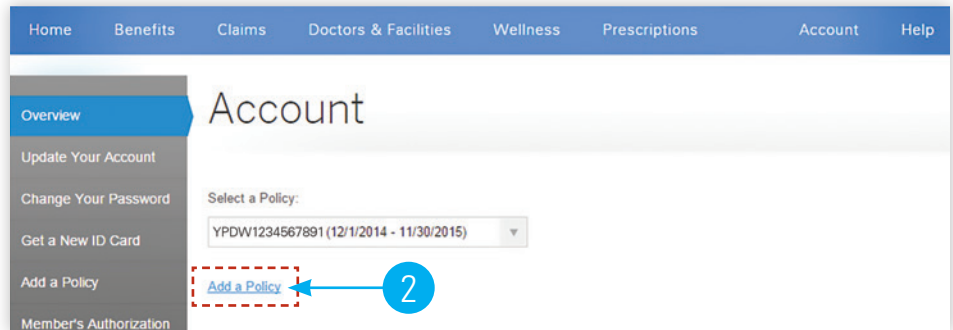
1

Log in to [BlueConnectNC.com](http://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**.

Home Benefits Claims Doctors & Facilities Wellness Prescriptions Account Help

Overview  
Update Your Account  
Change Your Password  
Get a New ID Card  
**Add a Policy**  
Member's Authorization Form  
Site Help  
Contact Us

### Add A Policy

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.

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.

1. Enter the Subscriber # as it appears on your ID card

Letters:   
(Should include 0-4 letters)

Numbers:   
(Should include 8-11 numbers)

2. Enter the ZIP code where you receive policy information

ZIP Code:

**NEXT >**

Home Benefits Claims Doctors & Facilities Wellness Prescriptions Account Information Log Out

Overview  
Update Your Account  
Change Your Password  
Manage Your Policy  
Get a New ID Card  
**Add a Policy**  
Member's Authorization Form  
Update Contact Information  
Manage Billing & Payments

### Add A Policy

Please review the information you entered:

Subscriber #: YPDW1234567801  
ZIP Code: 27707

To correct any errors, simply click the Back button below.

We need one more piece of information to locate this policy.

3. Enter your Member # as found on your ID card.

Member #:

**< BACK**

**NEXT >**

Back button below



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 visit [BlueCrossNC.com/Contact-Us](http://BlueCrossNC.com/Contact-Us) to email us.

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## 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, accessible electronic formats, etc.)
- 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, call the Customer Service or TTY number on the back of your member ID card.

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**  
**Email: [civilrightscordinator@bcbsnc.com](mailto: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. If you need these services, call the Customer Service or TTY number on the back of your member ID card.

### **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.

