

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 coverage 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 and Blue Shield of North Carolina (Blue Cross NC) plans 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 BlueConnectNC.com then click Member Login.

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

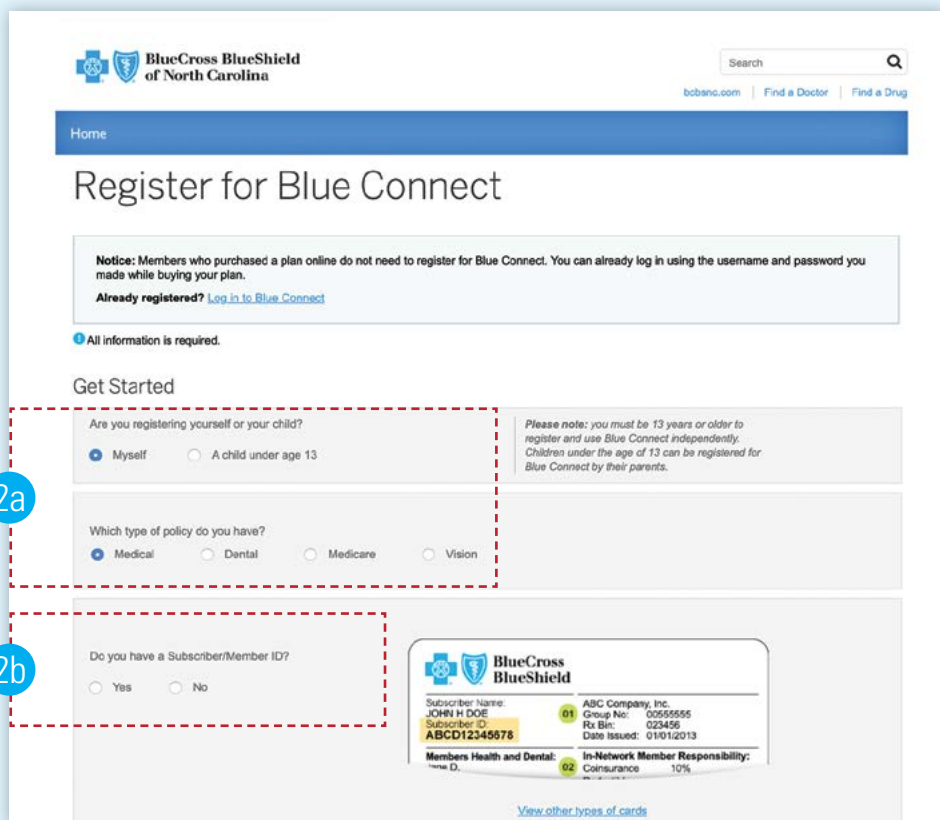
Note: You can still register even if you don't have your Member ID card. Just keep reading.



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/Member ID?"





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 the type of coverage you selected will display.

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

(Skip to step 4 in this document if you answered "Yes")

Do you have a Subscriber/Member ID?

☒ Yes ☐ No

Subscriber/Member ID

YPDW1234567891

Subscriber/Member ID: Enter the letters and/or numbers exactly as you see them on your Subscriber/Member ID card

Member Code

01

Member Code is the 2-digit code next to each member's name.

Registrant's date of birth

12 31

1970


ZIP code

27601

ZIP code for the mailing address on file with BCBSNC.

Continue

Need Help? Call Web Support at 1-888-705-7050 or [email us](#).



BlueCross BlueShield

Subscriber Name:	JOHN H DOE	Group No:	00555555
Subscriber ID:	ABCD12345678	Rx Bin:	023456
Date issued:	01/01/2013		

Members Health and Dental: 02 In-Network Member Responsibility: 10%

[View other types of cards](#)

Don't Have Your Subscriber/Member ID?

If you purchased your own plan through HealthCare.gov (Federal Exchange), [access your Subscriber/Member 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.

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.

2d

All information is required.

Mobile Number

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)

Registrant's Date of Birth

ZIP Code (First 5 Digits)

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.

3

 BlueCross BlueShield of North Carolina

Search

[bcbenc.com](#) | [Find a Doctor](#) | [Find a Drug](#)

Home

Register for Blue Connect

Please allow up to 2 minutes for the authorization code to arrive via text or phone call at the phone number you provided. The authorization code will expire 10 minutes from the time of your request.

Didn't receive the authorization code? [Try Again](#).

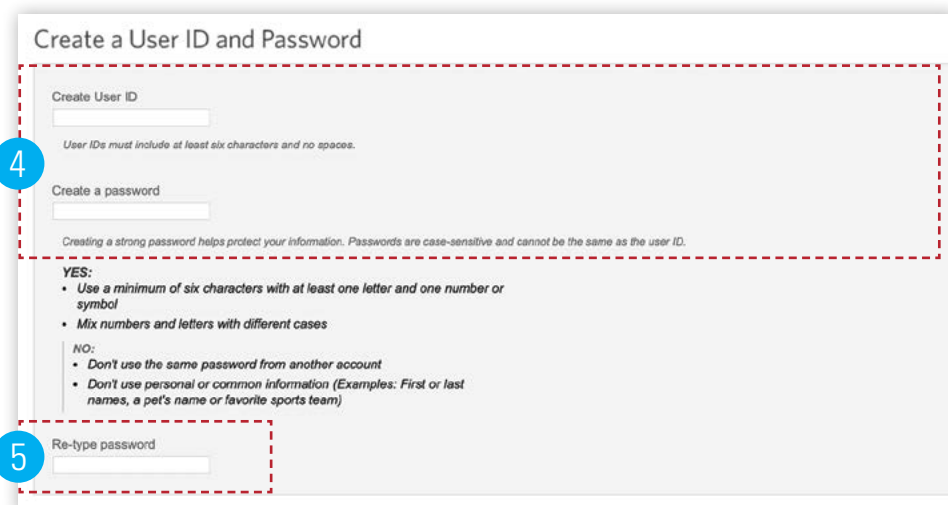
Enter authorization Code

Cancel **Continue**

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

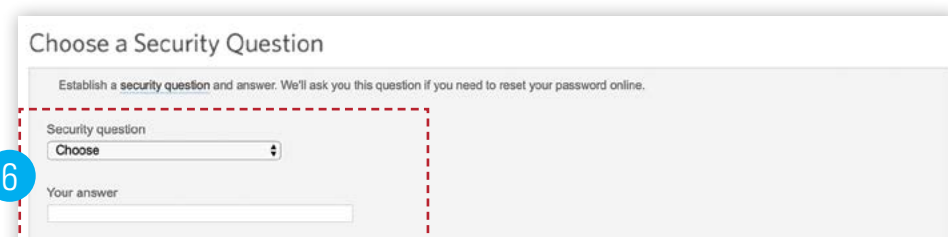


5

Enter your Password a second time to confirm it.

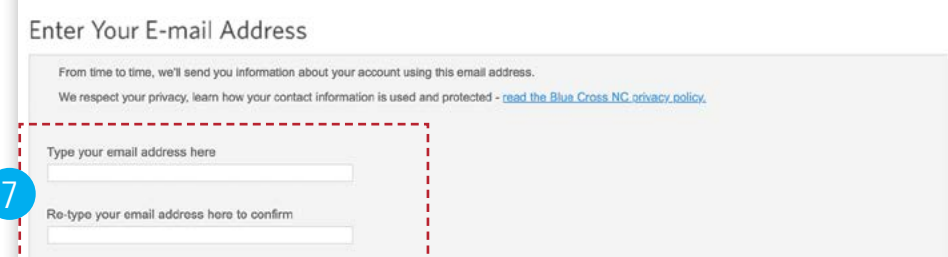
6

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



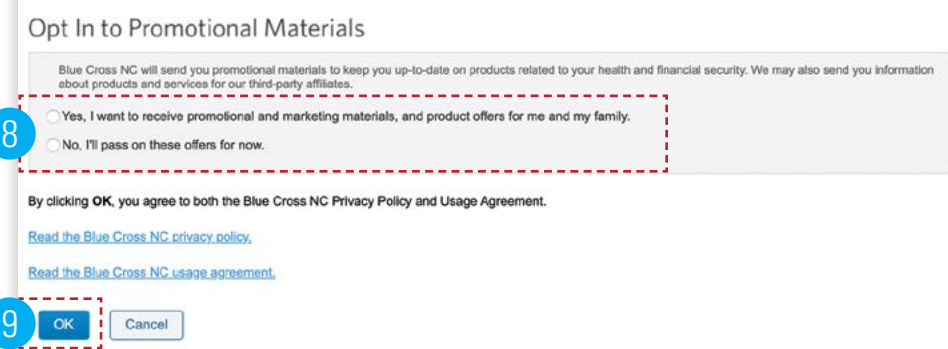
7

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.

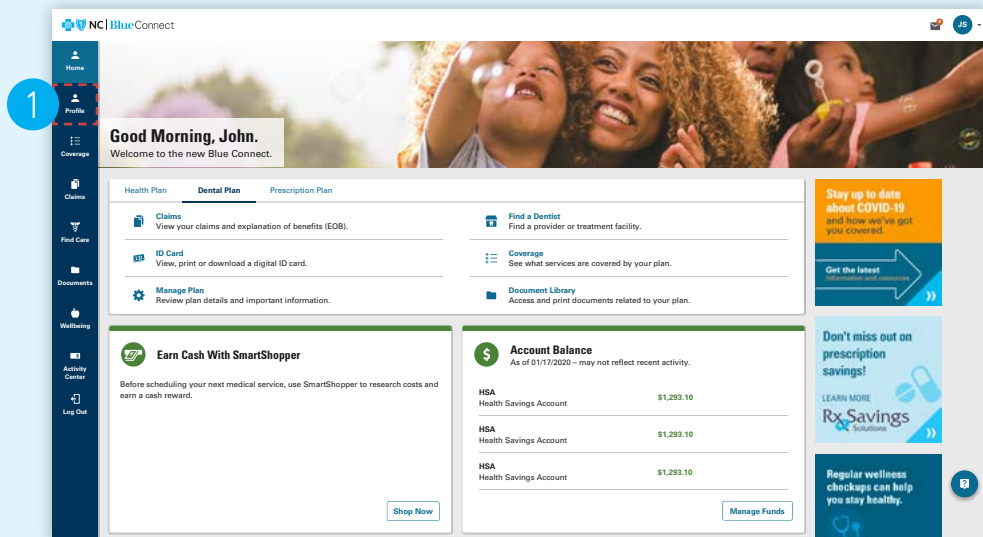


HOW TO ADD additional Blue Cross NC plans to your Blue Connect account

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

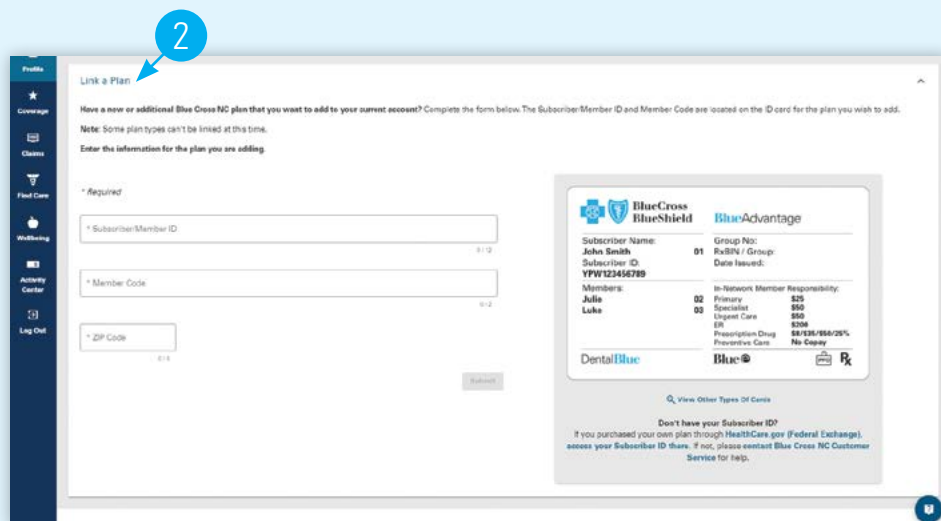
1

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



2

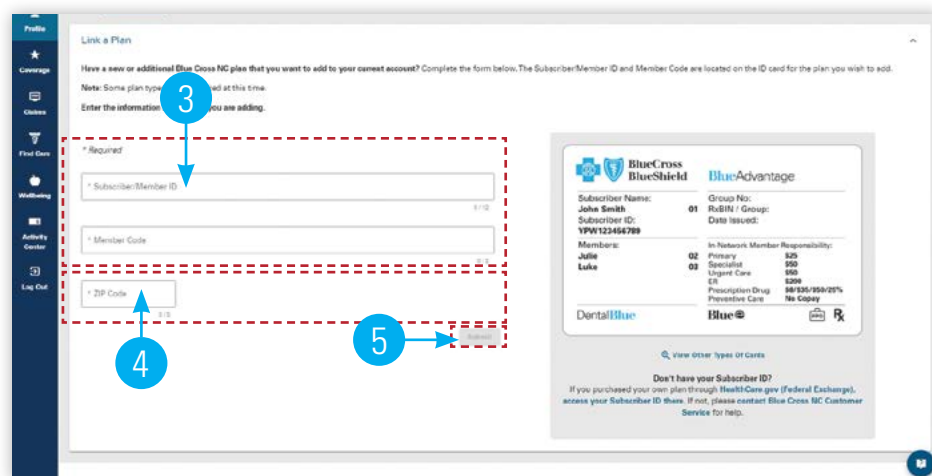
Click **Account**, then choose **Link a Plan**.



3

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

Enter your Member number for this plan (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 a web form titled "Link a Plan". It contains three input fields: "Subscriber/Member ID" (with a callout 3 pointing to it), "Member Code" (with a callout 4 pointing to it), and "ZIP Code" (with a callout 5 pointing to it). A red dashed box highlights these three fields. To the right of the form is a preview of a Blue Cross Blue Shield of North Carolina Member ID card. The card displays the subscriber's name (John Smith), Subscriber ID (YPPW123456789), and Group No. (01). It also lists members (Julie and Luke) and their respective roles (Primary, Specialist, Urgent Care, E.O.). At the bottom of the card, it says "DentalBlue" and "Blue Cross Blue Shield of North Carolina".

4

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

5

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

6

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

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 to email us.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides free aids to service people with disabilities as well as free language services for people whose primary language is not English. Please contact the number on the back of your card for assistance.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) proporciona asistencia gratuita a las personas con discapacidades, así como servicios lingüísticos gratuitos para las personas cuyo idioma principal no es el inglés. Comuníquese con el número que aparece en el reverso de su tarjeta del seguro para obtener ayuda.

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