

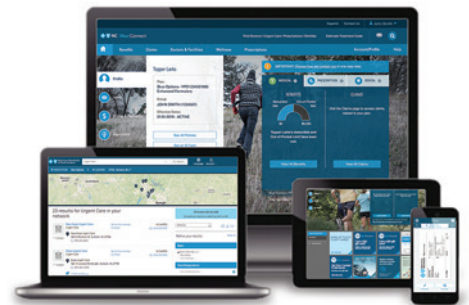
REGISTER WITH BLUE CONNECT

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.

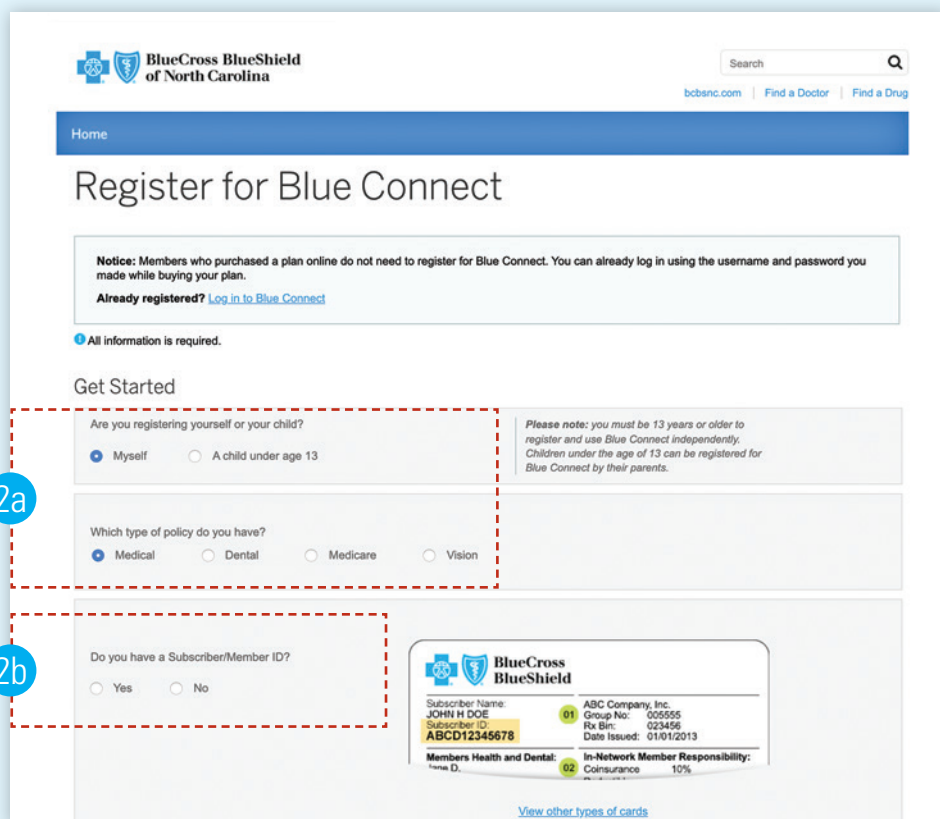
Note: You can still register even if you don't have your Member ID card. Just keep reading.

The screenshot shows the BlueCross BlueShield of North Carolina website. The top navigation bar includes links for Home, Members, Medicare, Employers, Providers, Agents, Contact Us, and Español. Below the navigation bar is a search bar with the text "Find Doctor / Drug / Facility" and a "Shop Plans" button. 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.

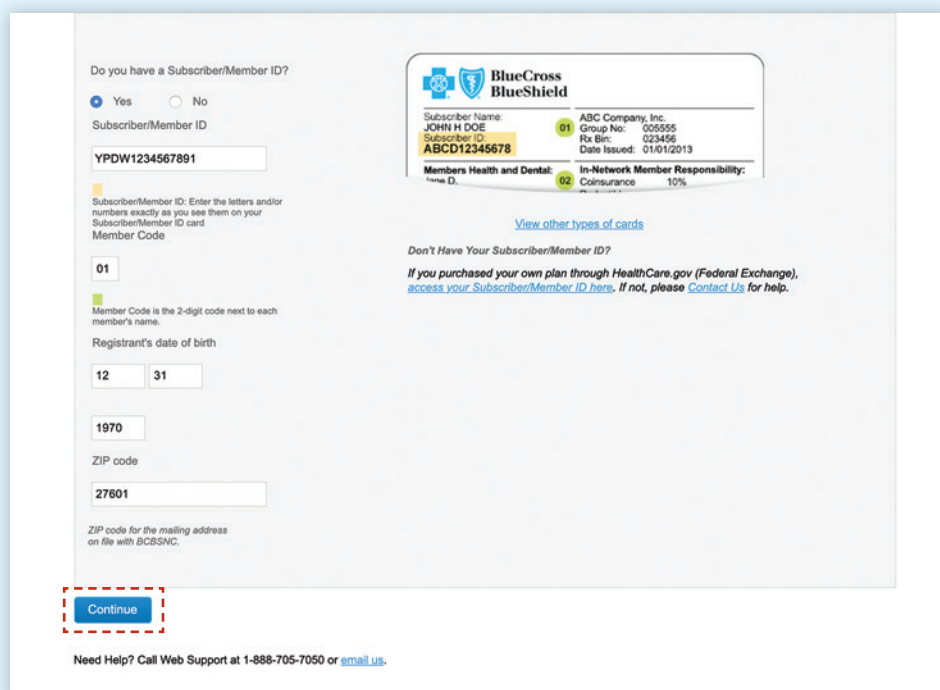
When you select Medical, Dental, Vision, or Medicare, the screen will expand to display an additional question: "Do you have a subscriber ID?"



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 that type of coverage you selected will display.

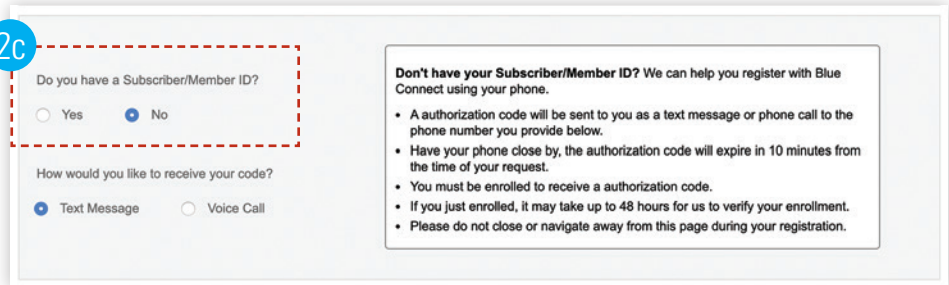
Complete the fields and click the **Continue** button.



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.

2c



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.

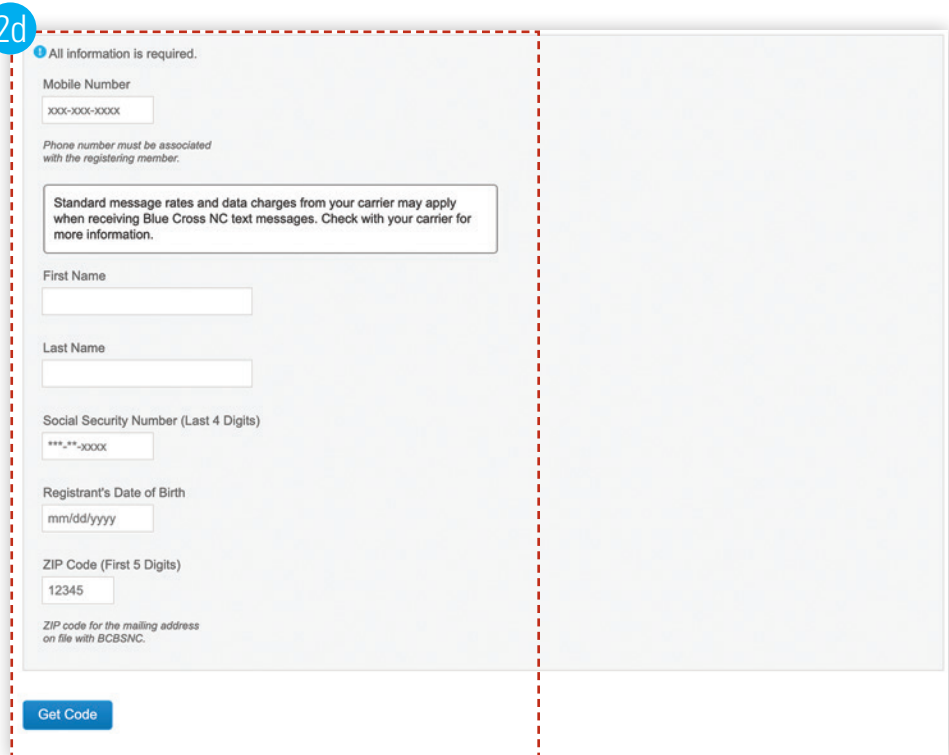
- A authorization code will be sent to you as a text message or phone call to the phone number you provide below.
- Have your phone close by, the authorization code will expire in 10 minutes from the time of your request.
- You must be enrolled to receive a authorization code.
- If you just enrolled, 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

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 BCSSNC.

Get Code

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

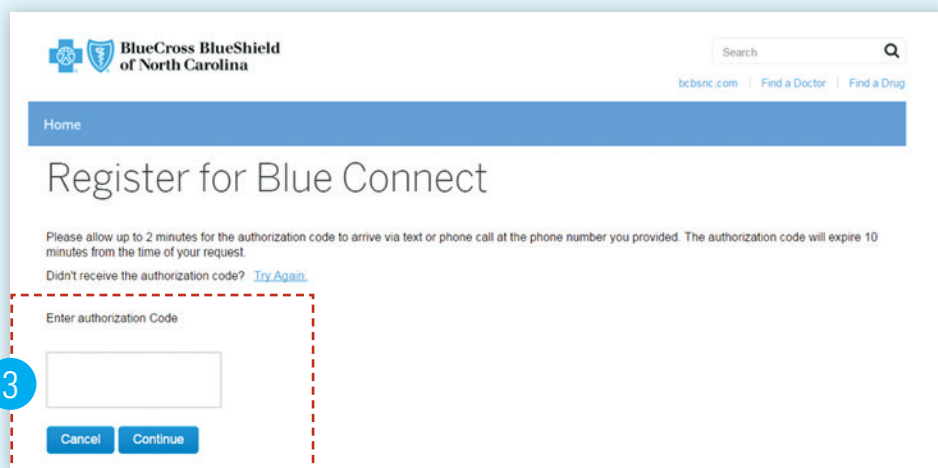
We apologize, we cannot verify your identity. You must be enrolled to receive a verification code. If you just enrolled, it may take up to 48 hours for us to verify your enrollment. Please re-enter your information, call technical support at 1-888-705-7050 or email us.

4012

3

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

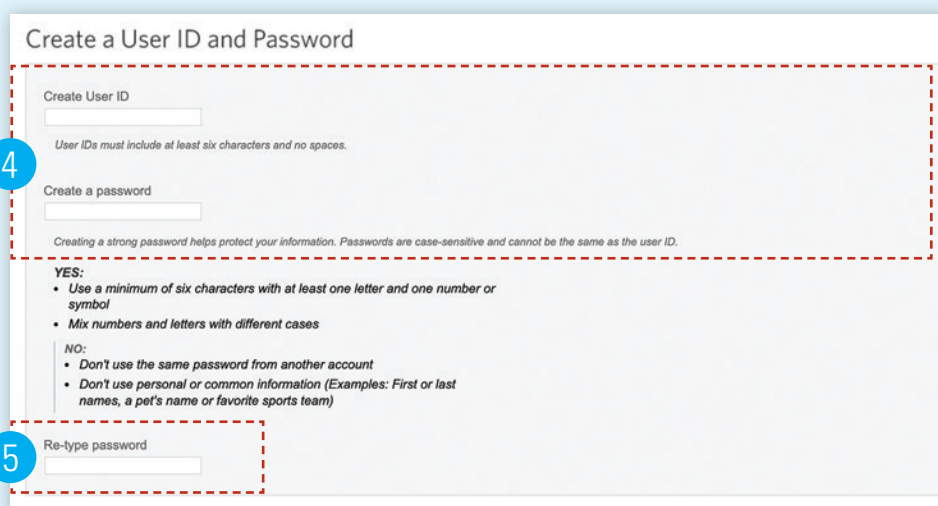
Note: You have four attempts to correctly enter the code. The code expires after 10 minutes.



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 image shows a registration form for Blue Cross NC with four sections, each marked with a numbered blue circle (6, 7, 8, 9) and a red dashed box. Step 6 is the 'Choose a Security Question' section, which includes a dropdown menu labeled 'Choose' and a text input field for 'Your answer'. Step 7 is the 'Enter Your E-mail Address' section, which includes two text input fields: 'Type your email address here' and 'Re-type your email address here to confirm'. Step 8 is the 'Opt In to Promotional Materials' section, which includes a paragraph of text and 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.' Step 9 is the final section, which includes a paragraph of text, two links: '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.

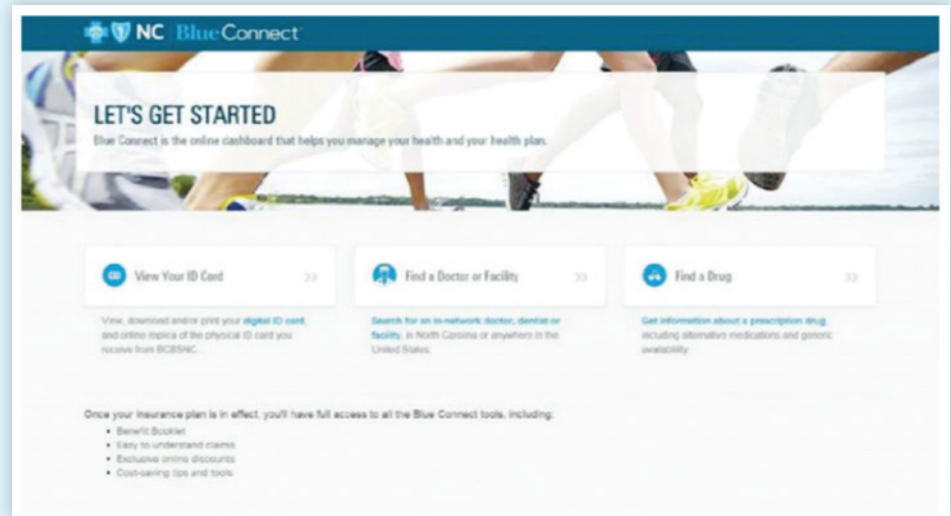
☐ Yes, I want to receive promotional and marketing materials, and product offers for me and my family.
☐ No, I'll pass on these offers for now.

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)



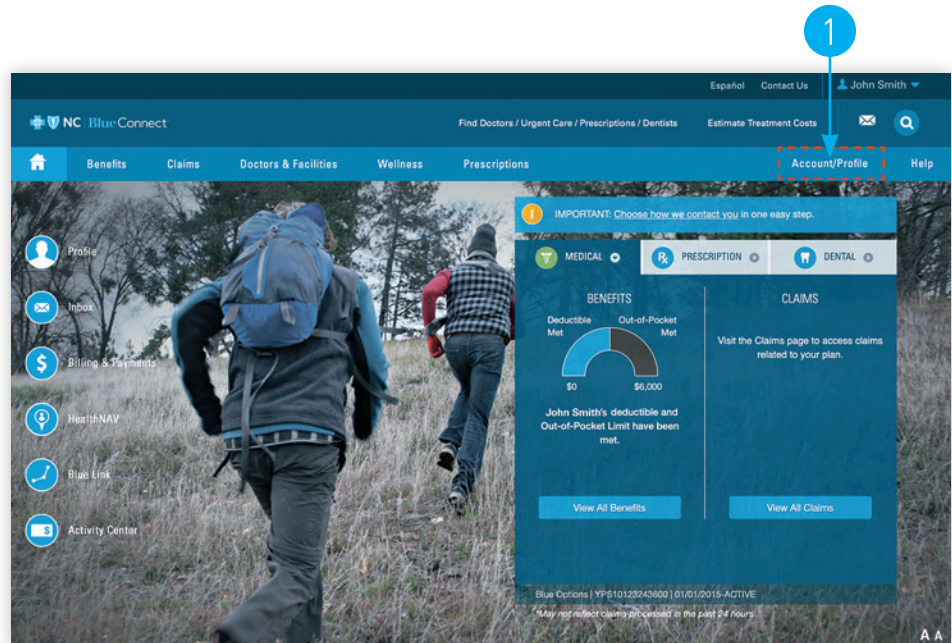


HOW TO ADD additional Blue Cross NC policies to your Blue Connect account

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

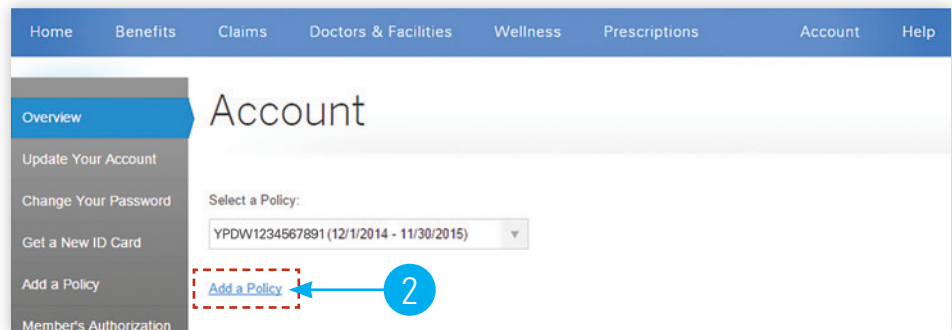
1

Log in to BlueConnectNC.com 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

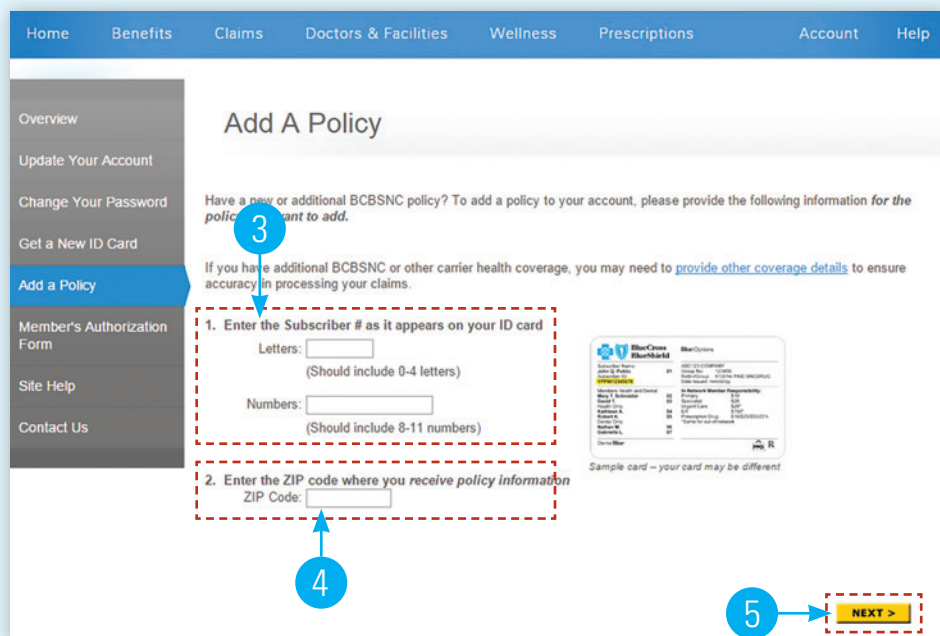
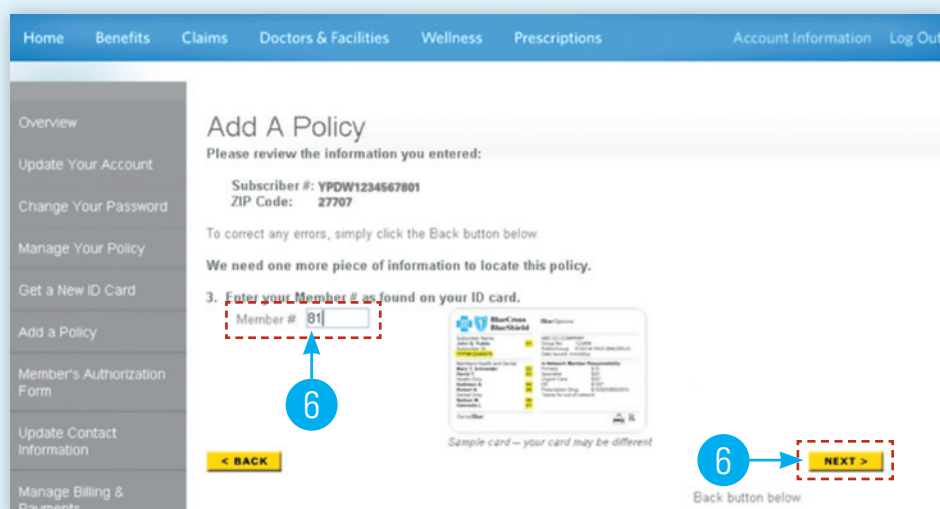
Enter the ZIP code for the mailing address tied to that policy.

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**.



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 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

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.

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Multi-Language Interpreter Services

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call the Customer Service or TTY number on the back of your member ID card.

ATENCIÓN: Si habla otro idioma, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame a Servicio de Atención al Cliente al número de teléfono para personas con problemas auditivos (TTY) que figura al dorso de su tarjeta de identificación.

注意：他の言語を話す方は、言語支援サービスを無料でご利用いただけます。

顧客サービスにお電話いただくか、会員IDカードの裏面にあるTTYサービスをご利用ください。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số Dịch vụ khách hàng hoặc TTY trên mặt sau thẻ ID thành viên của bạn.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
가입자 ID 카드 뒷면에 있는 고객 서비스 혹은 TTY 번호로 전화해 주십시오.

ATTENTION_o: si vous parlez une autre langue, des services d'aide linguistique vous sont proposés gratuitement. Contactez le service clients au numéro figurant au dos de votre carte de membre.

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم خدمة العملاء أو رقم الهاتف النصي الموضح على ظهر بطاقة هوية العضو.

LUS CEEB TOOM:Yog tias koj hais lus Hmoob, , peb muaj kev pab txhais lus pub dawb rau koj. Hu rau Customer Service tus xov tooj los yog tus xov tooj TTY rau cov neeg tsis hnov lus zoo uas nyob sab tom qab koj daim npav ID.

ВНИМАНИЕ: Если вы говорите на другом языке, то вам доступны бесплатные услуги перевода.
Позвоните в Отдел обслуживания по номеру, указанному на обратной стороне вашей идентификационной карточки участника.

PAUNAWA: Kung nagsasalita ka ng ibang lengguwahe, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tawagan ang numero ng Customer Service o TTY sa likod ng iyong member ID card.

સૂચના: જો તમે ગુજરાતી બોલતા હોવ તો તમારા માટે ભાષા સેવાઓ નિઃશુ ક ઉપલ ધ છે. તમારા સ યપદ ઓળખપ રની (આઈ.ડી) પાછળની બાજુ પર આપેલ ગરાહક સેવાઓના નંબર અથવા TAT નંબર પર કોલ કરો.

ចំណេះ ប្រសិនបើប្រាកដអ្នកនិយាយជាភាសាខ្មែរ បសវាកម្មជំនួយអ្នកភាសាមាត់ជូនសមាជិកប្រាកដអ្នកបោយមិនគិតថ្លៃ។សូមបោះបោះកា ន់បសវាកម្ម តិជនបោយបប្របលទ្ធផលព្រឹត្តិការណ៍ខាងក្រោមសមាជិករស់ប្រាកដអ្នក។

ACHTUNG: Falls Sie eine andere Sprache sprechen, stehen Ihnen kostenlose Sprachdienste zur Verfügung. Rufen Sie die Nummer des Kundenservices oder von TTY an, die auf der Rückseite Ihrer Mitgliedskarte angegeben ist.

ध्यान दें: यदि आप दूसरी भाषा बोलते हैं, तो आपके लिए भाषा सहायता सेवाएं, मुफ्त में, उपलब्ध हैं। अपने सदस्य आईडी कार्ड के पीछे मौजूद ग्राहक सेवा या TTY नंबर पर कॉल करें।

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາອື່ນ, ມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໃຫ້ທ່ານໂດຍບໍ່ໄດ້ເສຍຄ່າ. ໂທຫາຝ່າຍບໍລິການລູກຄ້າຫລື ເບີ TTY ຢູ່ດ້ານຫຼັງບັດປະຈຳຕົວຂອງທ່ານ.

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。請撥打您會員 ID 卡背面的客服或 TTY 號的電話號碼。

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