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.

Count on the name trusted for over 85 years
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. 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?”

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.
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.

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.

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

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.

Enter your Password a second time to confirm it.
Select a security question or choose to create your own and create your answer.

Enter your email address.

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

Click the OK button. A message saying, “Thank you for registering for Blue Connect” displays.
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.
You’ll now be able to access your Benefits, Claims and Account information for your linked policies 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.
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: civilrightscoordinator@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.

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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: 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 المتنبي على ظهر بطاقة هوية العضو.

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

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.

APAUNAWA: Kung nagasasalita ka ng ibang lengguwahe, maaari kang gumamit ng mga serbisyo ng tulang sa wika nang walang bayad. Tawangan ang numero ng Customer Service o TTY sa likod ng iyong member ID card.

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.

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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