



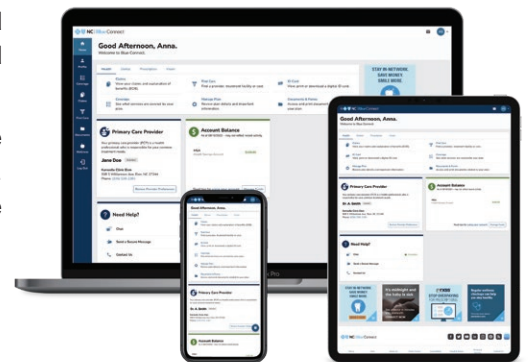
REGISTER WITH BLUE CONNECT

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 your resource for the tools¹ 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 username 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.

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 'Register for Blue Connect' page. At the top, there is a navigation bar with the Blue Cross NC logo and the text 'NC | BlueConnect'. Below this is a progress indicator with three steps: '1 Member Information', '2 Account Setup', and '3 Log In'. The '1 Member Information' step is currently active. Under the 'Get Started' heading, there are two questions: 'Are you registering yourself or your child?' with radio buttons for 'Myself' (selected) and 'A child under age 13'; and 'Which type of policy do you have?' with a dropdown menu labeled 'Plan Type'. A 'Please Note' message states: 'You must be 13 years or older to register and use Blue Connect.' At the bottom, there is a 'Need Help?' section with contact information: 'Call 1-888-705-7050 (TTY Dial 711) or email us.' A 'Back to BlueCrossNC.com' link is in the top right corner.

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?"

This screenshot is similar to the previous one but shows the expanded 'Get Started' section. A red dashed box highlights the area where the 'Plan Type' dropdown menu is now set to 'Medical'. Below this, a new question appears: 'Do you have a Subscriber ID or Member ID?' with radio buttons for 'Yes' and 'No'. The rest of the page, including the progress indicator, 'Please Note' message, and 'Need Help?' section, remains the same as in the previous screenshot.

2b

If you click "Yes," you will see the screen at right with additional fields for you to complete and a sample member 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.")

2b

Register for Blue Connect [Back to BlueCrossNC.com](#)

1 Already Registered? [Log In](#)

1 Member Information 2 Account Setup 3 Log In

Get Started

Are you registering yourself or your child?

Myself A child under age 13

Please Note: You must be 13 years or older to register and use Blue Connect.

Which type of policy do you have?

Plan Type
Medical

Do you have a Subscriber ID or Member ID?

Yes No

* Required

* Subscriber ID / Member ID

Enter the letters and/or numbers exactly as you see them on your ID card. See sample ID card for help locating the Subscriber ID/Member ID.

* Member Code

Enter the 2-digit member code found on your ID Card. See sample ID card for help locating your Member ID.

* Registrant's Date of Birth

MM/DD/YYYY

* ZIP Code

ZIP code for the mailing address on file with BCBSNC.

Cancel **Continue**

Need Help?
Call 1-888-795-7050 (TTY Dial 711) or email us.

Subscriber Name: JOHN H DOE
Subscriber ID: ABCD12345678
Group No: 025555
Rx Bin: 023456
In-Network Member Responsibility: Primary

[View other types of cards](#)

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

Register for Blue Connect [Back to BlueCrossNC.com](#)

1 Already Registered? [Log In](#)

1 Member Information 2 Account Setup 3 Log In

Get Started

Are you registering yourself or your child?

Myself A child under age 13

Please Note: You must be 13 years or older to register and use Blue Connect.

Which type of policy do you have?

Plan Type
Medical

Do you have a Subscriber ID or Member ID?

Yes No

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

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

How would you like to receive your code?

Text Message Voice Call

Need Help?
Call 1-888-795-7050 (TTY Dial 711) or email us.



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

** Required*

* Mobile Number
Mobile number must be associated with the registering member.

* First Name

* Last Name

* Social Security Nu...
Last 4 Digits

* Registrant's Date of Birth
MMDDYYYY

* ZIP Code
ZIP code for the mailing address on file with BCBSNC.

Cancel Get Code

Need Help?
Call [1-888-705-7050](tel:1-888-705-7050) (TTY Dial 711) or email.us.

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

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**.

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

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 or the code has expired? [Try Again](#).

3

Enter Authorization Code

Cancel Continue

4

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

- The **Username** 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.

Create Username and Password

Creating a strong password helps protect your information. Passwords are case-sensitive and cannot be the same as the username.

4 * Required

5 *Confirm Password

Usernames must include at least six characters and no spaces.

i Passwords must contain:

- A minimum of six characters
- At least one letter
- At least one number or one of these three symbols: @, -, or _

5

Enter your Password a second time to confirm it.

6

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

Choose Security Question

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

6 Select one

* Security Answer

7

Enter and then confirm your email address.

Enter Your Email Address

We'll occasionally send you information about your account to this email address. We respect your privacy. [Learn how your contact information is used and protected.](#) [Read The Blue Cross NC Privacy Policy.](#)

7 * Email Address

* Confirm Email Address

8

First, check the box saying you've read and agree to our Privacy Policy and Usage Agreement. Then, click the **Submit** button. A message saying "Thank you for registering for Blue Connect" will display. You will also receive an email asking you to verify the email address you entered.

I have read and agree to both the [Privacy Policy](#) and [Usage Agreement](#).

8

Need Help? (888)-705-7050 (Dial 711 for TTY)

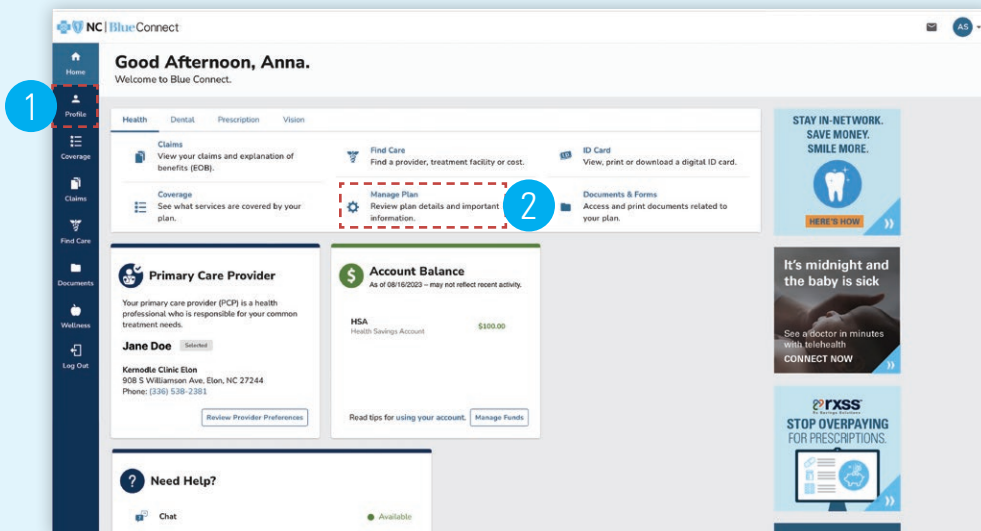


HOW TO ADD additional Blue Cross NC plans to your Blue Connect account

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**.

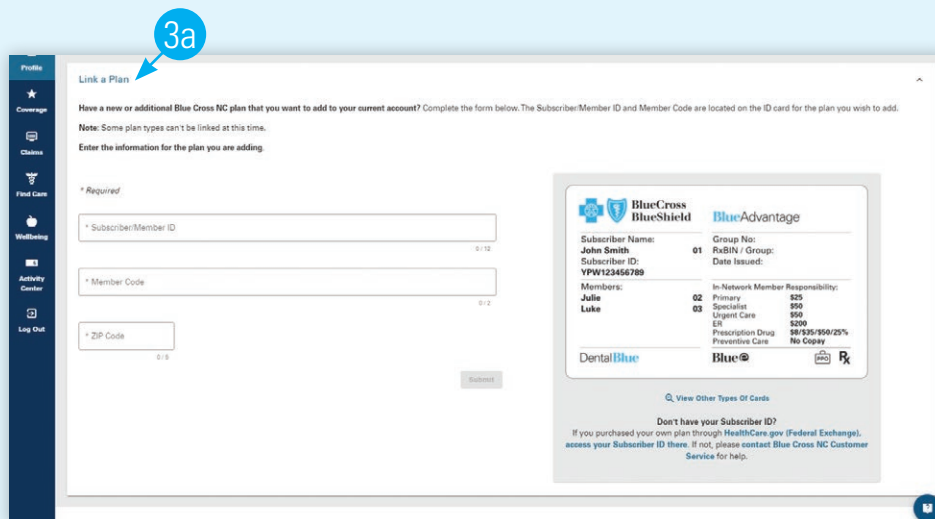


2

Click **Manage Plan**.

3a

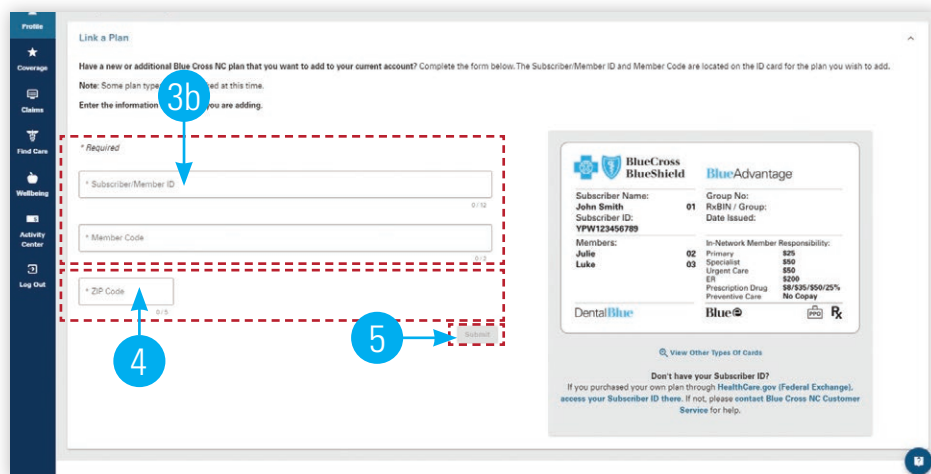
Then choose **Link a Plan**.



3b

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**.



4

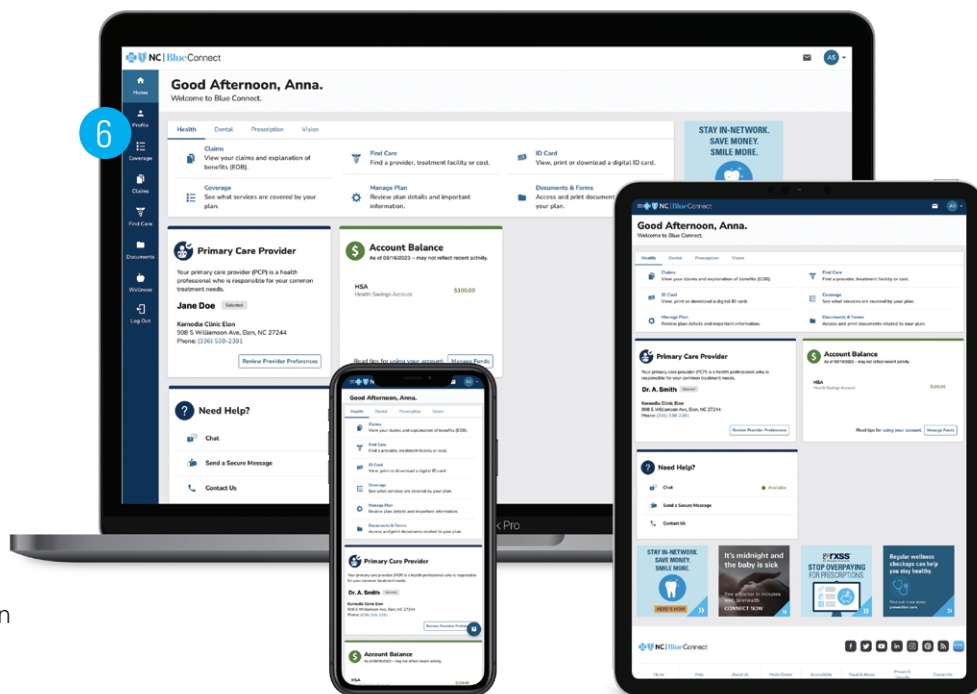
Enter the ZIP Code for the mailing address tied to that policy.

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.

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.

1 Blue Cross NC offers several decision support tools to aid you in making decisions around your health care experience. These tools are offered for your convenience and should be used only as reference tools. You should consult your own legal counsel, tax advisor or personal physician as applicable throughout your health care experience.

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