



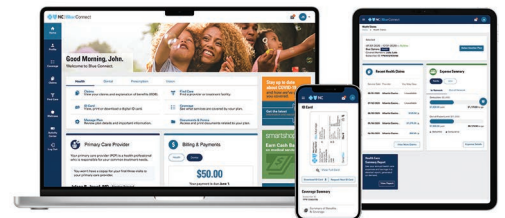
## REGISTER WITH BLUE CONNECT

### Your guide to online tools and resources

Dear Member,

This visual guide will help you register for [BlueConnectNC.com](https://www.blueconnectnc.com), your personalized member services website. It is your resource for the tools<sup>1</sup> 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](https://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's a navigation bar with the Blue Cross NC logo and 'BlueConnect'. Below it, a progress indicator shows three steps: 1. Member Information (active), 2. Account Setup, and 3. Log In. A 'Back to BlueCrossNC.com' link is in the top right. The main content area is titled 'Get Started' and contains the following elements:

- A link: 'Already Registered? Log In'
- Radio buttons for 'Are you registering yourself or your child?': 'Myself' (selected) and 'A child under age 13'.
- A dropdown menu for 'Which type of policy do you have?' with 'Plan Type' selected.
- A 'Need Help?' section with contact information: 'Call 1-888-705-7050 (TTY Dial 711) or email us.'
- A 'Please Note' on the right: 'You must be 13 years or older to register and use Blue Connect.'

## 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 'Get Started' section expanded. A red dashed box highlights the additional questions that appear when a plan type is selected:

- The 'Plan Type' dropdown menu now shows 'Medical' selected.
- A new question: 'Do you have a Subscriber ID or Member ID?' with radio buttons for 'Yes' and 'No'.
- The 'Need Help?' section and 'Please Note' remain visible.

## 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.”)

**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

**2b** 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 BCBS/NC.

Cancel **Continue**

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

## 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.

**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

**2c** 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](mailto:).

*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**

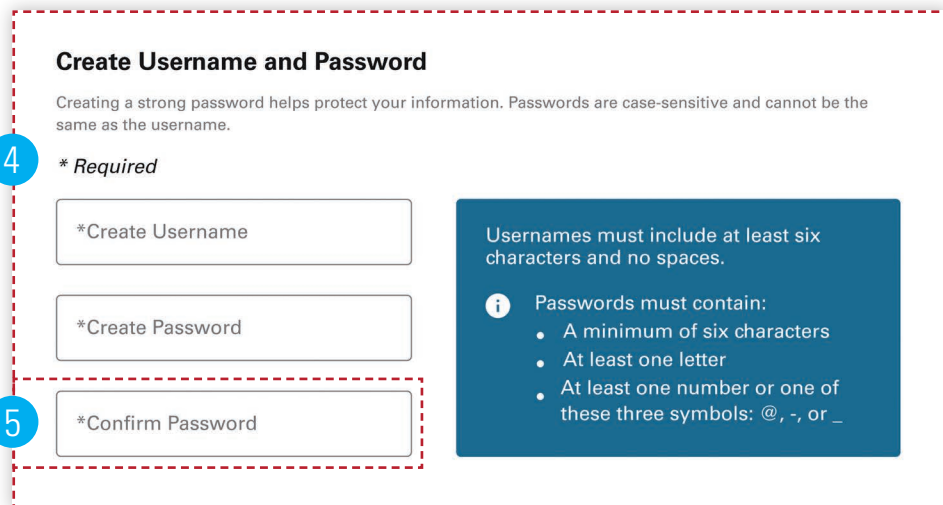
Enter Authorization Code

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

\*Create Username

\*Create Password

**5** \*Confirm Password

Usernames must include at least six characters and no spaces.

**i** Passwords must contain:

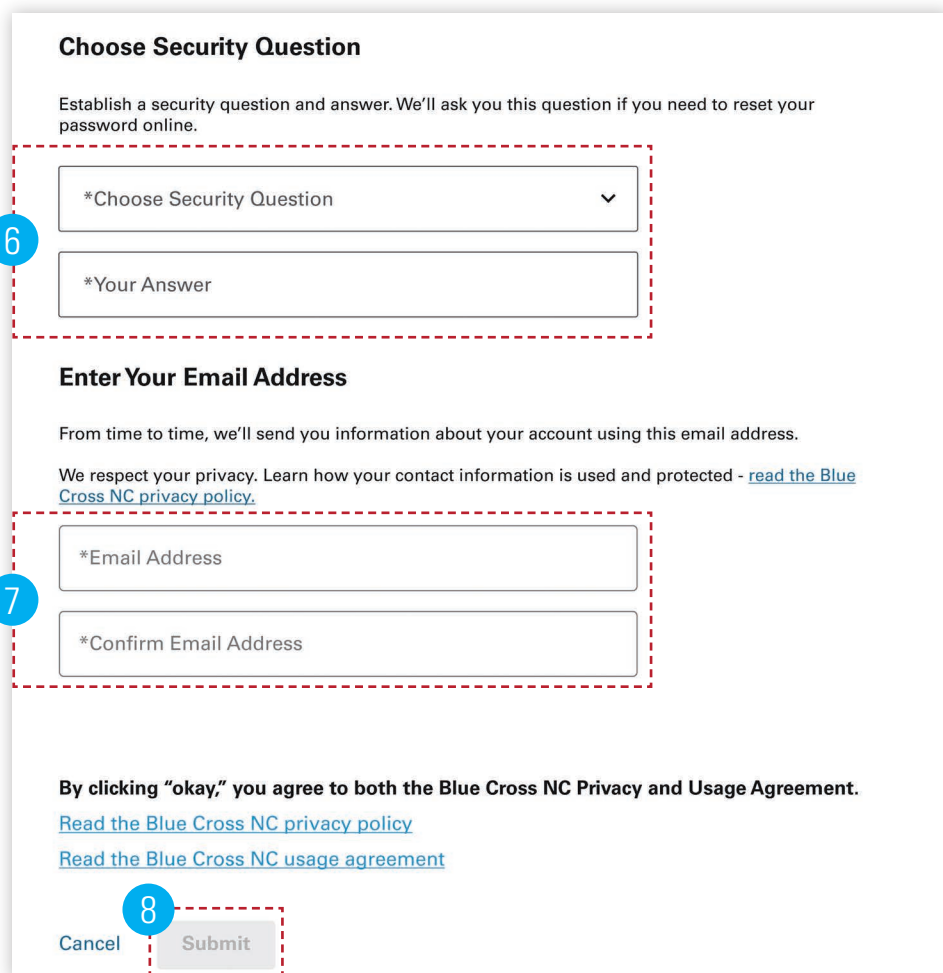
- A minimum of six characters
- At least one letter
- At least one number or one of these three symbols: @, -, or \_

5

Enter your Password a second time to confirm it.

6

Select a security question or choose to create your own and create 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** \*Choose Security Question

\*Your Answer

### Enter Your Email 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](#).

**7** \*Email Address

\*Confirm Email Address

**By clicking "okay," you agree to both the Blue Cross NC Privacy and Usage Agreement.**

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

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

**8** Cancel Submit

7

Enter and then confirm your email address.

8

Click the **Submit** 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](https://BlueConnectNC.com) and click **Profile**.

2

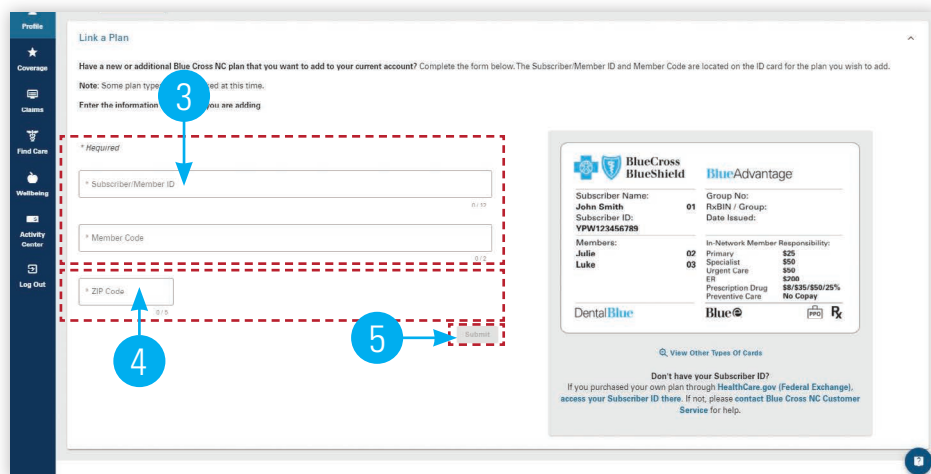
Click **Manage Plan**, then choose **Link a Plan**.

| BlueCross BlueShield |              | BlueAdvantage                     |                   |
|----------------------|--------------|-----------------------------------|-------------------|
| Subscriber Name:     | John Smith   | Group No:                         | 01                |
| Subscriber ID:       | VPW123456789 | RxBIN / Group:                    |                   |
| Members:             |              | Date Issued:                      |                   |
| Julie                | 02           | In-Network Member Responsibility: |                   |
| Luke                 | 03           | Primary                           | \$25              |
|                      |              | Specialist                        | \$50              |
|                      |              | Urgent Care                       | \$50              |
|                      |              | ER                                | \$200             |
|                      |              | Prescription Drug                 | \$8/\$35/\$50/25% |
|                      |              | Preventive Care                   | No Copay          |

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**.



4

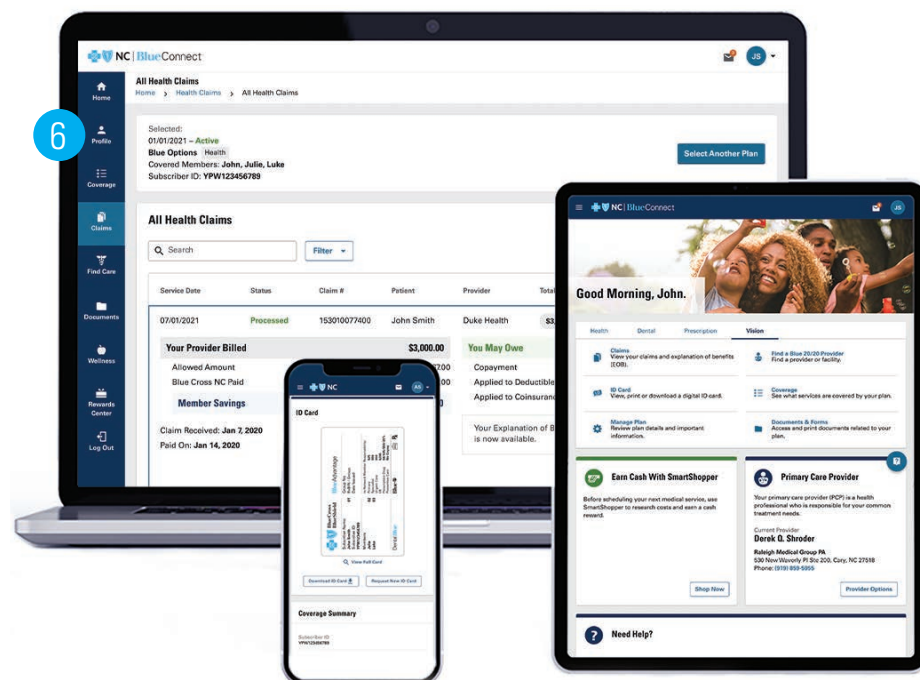
Enter the ZIP Code for the mailing address tied to that policy.

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](https://www.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.*

1 Blue Cross and Blue Shield of North Carolina (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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