

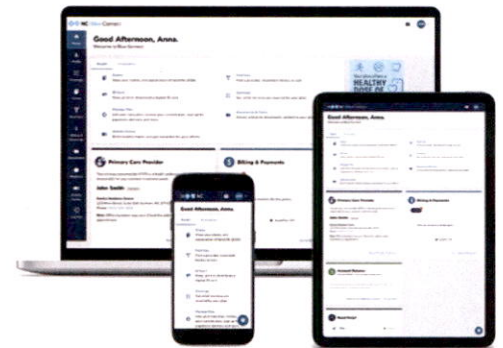
Register for Blue ConnectSM

Your guide to online tools and resources

This visual guide will help you register for Blue Connect at BlueCrossNC.com, your personalized member portal that puts everything you need to manage your plan all in one place.

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. With multi-factor authentication (MFA) that you'll set up at registration, you can put your mind at ease knowing your personal information is protected and secure. MFA will also make it easier to change your password or verify your identity in the future.

Get started using Blue Connect today by following the steps to register on the following pages.



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.

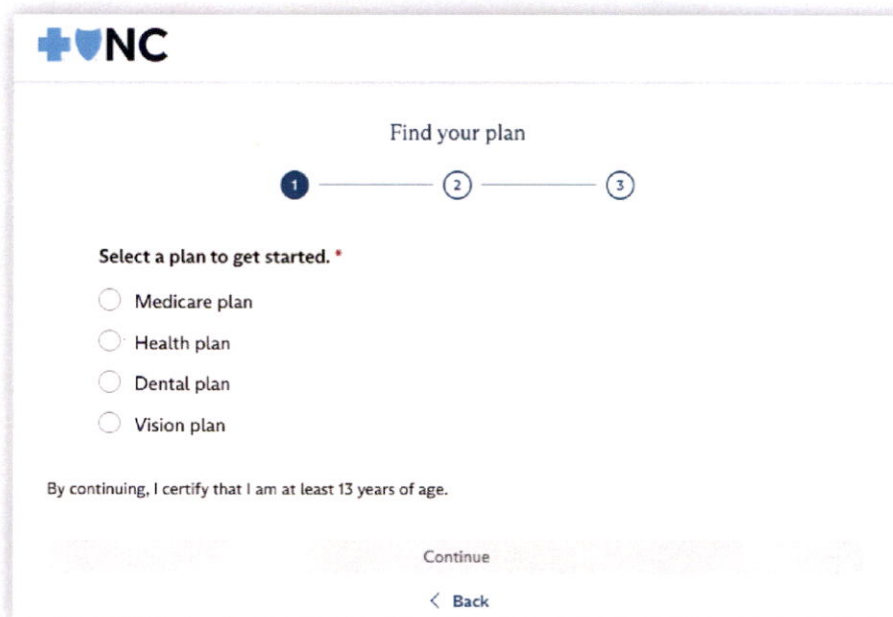
How to register for Blue Connect

Have your Blue Cross NC member ID card on hand and follow the instructions below.

1 Visit BlueCrossNC.com/BlueConnect

Click **Register Now**.

The following screen will appear.



2

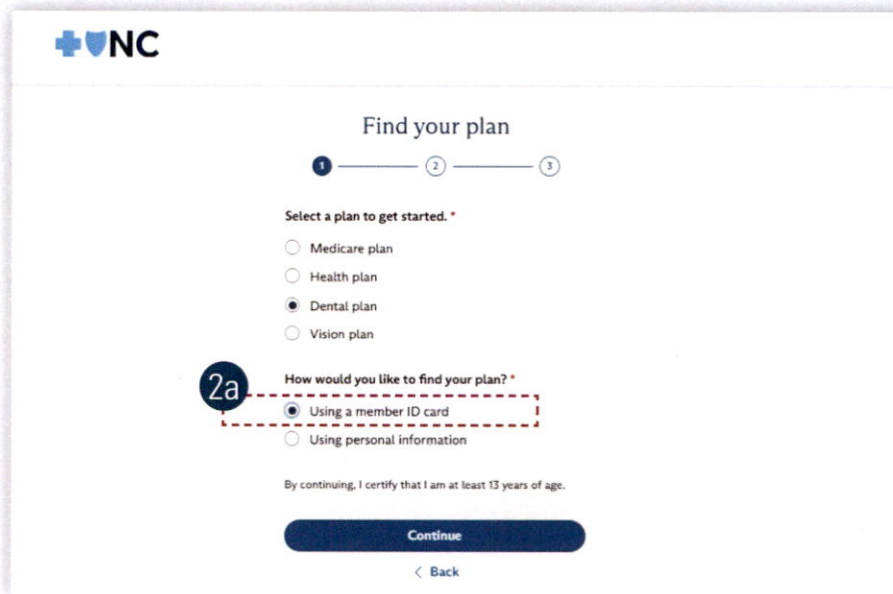
Select your plan to get started.

When you select Health, Dental, Vision or Medicare, the screen will expand to display an additional question: **How would you like to find your plan?**

2a

If you click **Using a member ID card**, you will see a screen with additional fields for you to complete.

Select **Continue**.



Note: You can still register even if you don't have your member ID card. See section 2b to learn more.

Enter your **Subscriber ID** and **Member code** as they appear on your member card along with your **First name** and **Last name**.

Note: How do I find my Subscriber ID and Member code? Please see your member ID card.

Agree to the Terms & Conditions and Privacy Policy and select **Continue**.

Note: Click on the links for Terms & Conditions or Privacy Policy to learn more before proceeding.

You will then proceed to Step 3 in this document.

Note: This error message displays if your membership plan terminated in less than 365 days; Senior, Over 65 or Medicare members' future effective plan date is 30 days or less; all other members' future effective plan dates are 90 days or less; or if your plan was purchased less than 48 hours ago.

2b

If you click **Using personal information**, you will see this screen.

Enter your **First name** and **Last name** along with your **Date of birth** and the last four (4) digits of your **Social Security number**.

Agree to the **Terms & Conditions** and **Privacy Policy** and select **Continue**.

Note: Click on the links for **Terms & Conditions** or **Privacy Policy** to learn more before proceeding.

Verify your membership

1 — 2 — 3

No problem! Tell us a bit more about you so we can find your policy.

First name *

Last name *

Date of birth *
MM/DD/YYYY

Social Security number *
Enter only the last 4 digits

I agree to the [Terms & Conditions](#) and [Privacy Policy](#).

Continue

< Back

After you select **Continue**, you will see a new screen with additional fields for you to complete to verify your identity. You may be asked to verify by confirming a known phone number or by answering a series of multiple choice questions. Follow the prompts on the screen and select **Continue**.

Verify your identity

1 — 2 — 3

For additional security, please answer the questions below. These questions will expire after several minutes.

Note: If we are unable to verify your identity, this error message displays.

Something went wrong

Sorry, we're having trouble verifying your identity. You can try again later when you have your member ID card.

< Back to Login

3

Create a Username and Password.

You will use these to log in to Blue Connect. You will also enter your **Email Address** and **Mobile number**.

- The **Username** must be at least 6 characters with no spaces. It can be a combination of numbers and letters.
- The **Password** must be at least 8 characters long. It must include one (1) uppercase letter, one (1) lowercase letter, one, (1) number and one (1) symbol.
- Enter your **Password** again to confirm it.
- Enter your **Email Address**.
- Enter your **Mobile number**.

The paperless delivery option is checked by default. You will need to uncheck this box if you choose not to enroll.

After you enter your **Mobile number**, you may elect to use your Mobile number for your security verification by checking the **Set as primary phone number for security verifications**, or complete the security verification in a later step.

Select **Continue**.

If your requested Username is not available, you will see the following message.

4

Verify your email.

You will receive an email from Blue Cross NC with a code to verify your email address. Locate the code in the email, enter the code in the following screen and select **Continue**.

Note: If you do not receive the email, please check your **Junk** or **Spam** folders. Or, you can select **Resend Code** to send a new code to your email address entered in the prior step.

Enter the code provided in the email and select **Continue**.

5

If you checked as **Set as primary phone number for security verifications** in step 3, continue to step 5a.
 If you did not check **Set as primary phone number for security verifications** in step 3, continue to step 5b.

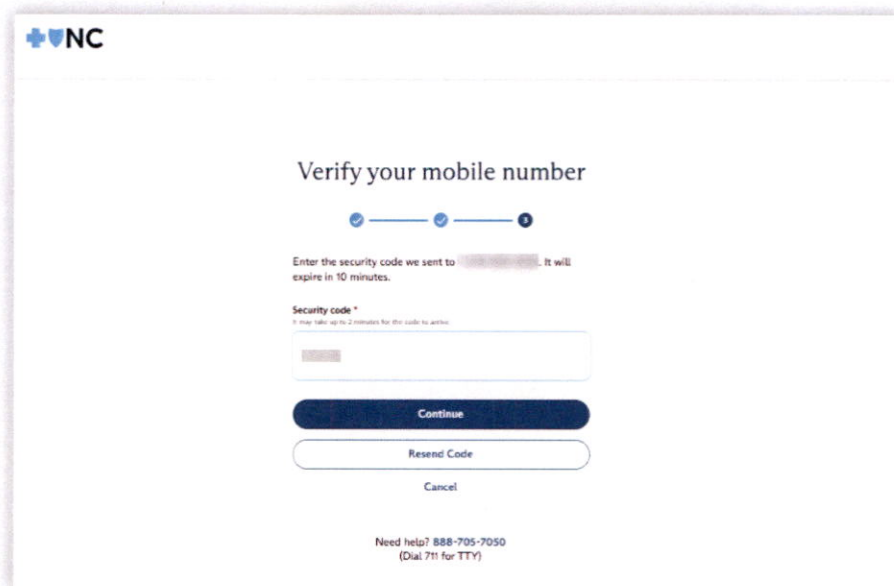
5a

Verify your mobile number.

You will receive a text message to the mobile number you entered.

*Note: If you do not receive the text message, you can select **Resend Code** to send a new code to the mobile number entered in the prior step.*

Enter the code provided in the text message and select **Continue**.



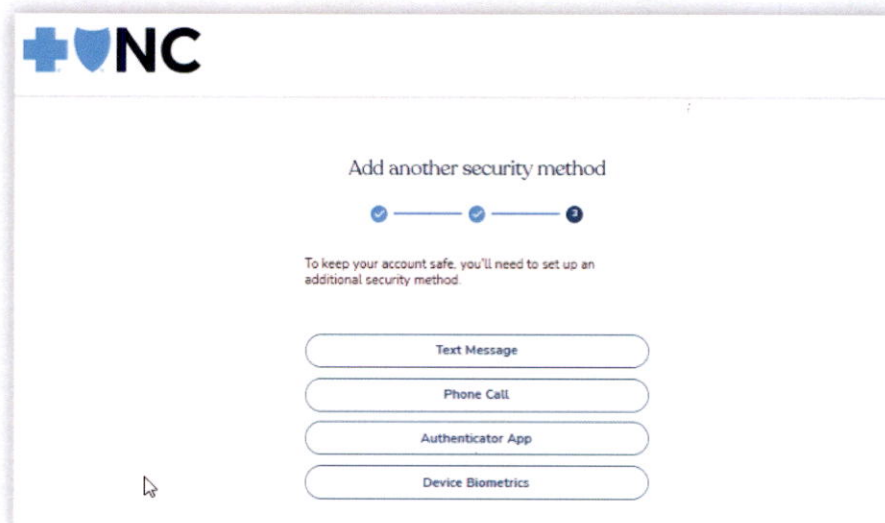
5b

Set up an authentication method.

Select one (1) of four (4) choices to complete your security verification:

- Select **Text Message** to receive a code on your mobile device
- Select **Phone Call** to receive an automated call with a code
- Select **Authenticator App** to use an authenticator app on your device
- Select **Device Biometrics** to use device biometrics

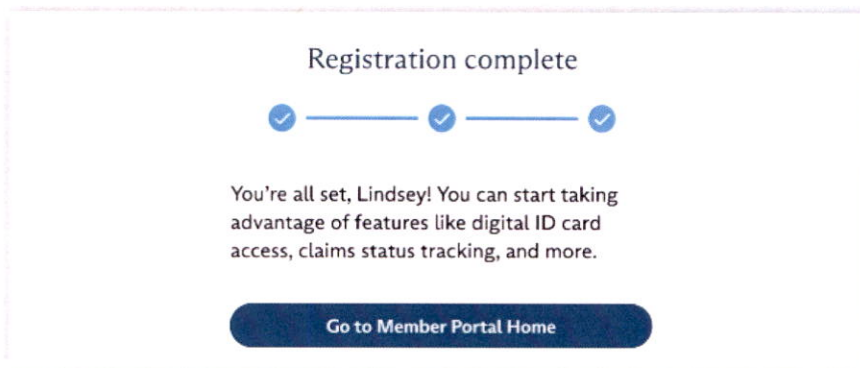
After you select a verification method, you will see a new screen with additional fields for you to complete. Enter the requested information and select **Continue**.



6

When you have completed the authentication, your registration will be complete.

Select **Go to Member Portal Home** to enter the portal.



How to add additional Blue Cross NC plans to your Blue Connect account

- 1 Log in to BlueCrossNC.com and click **Profile**.
- 2 Click **Manage Plan**.
- 3a Then choose **Link a Plan**.
- 3b Provide the **Subscriber/Member ID** for the plan you want to add to your Blue Connect account. First, enter the letters (e.g., YPP) and numbers (e.g., 12345678) into the box marked **Subscriber/Member ID**.
Then, enter your **Member Code** for the plan (e.g., 01, 02, etc.) into the box marked **Member Code**. This is the number that appears next to the member's name on your member ID card.
- 3c Enter the **ZIP Code** for the mailing address tied to that policy.
- 3d Once you have filled in this information, click **Submit**.
- 4 When your plan is found, click **Link Plan** to confirm linking the plans.

You'll now be able to access your benefits, claims and account information for your linked plans on Blue Connect.

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 ID 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.

Contact us

If you need assistance to register for Blue Connect, please call the Web Technical Support Team at 888-705-7050.

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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