



How Individual Under-65 Members Register for Blue Connect

In this job aid we will show you how Individual members register for Blue ConnectSM.

Note: Individual Under-65 members who enrolled and paid through Buy Online are already registered for Blue Connect. They can log on with the User ID and password they created when paying for their policy during enrollment and access Blue Connect prior to their effective date. Members who did not enroll and pay via Buy Online can register for and use Blue Connect on or after their effective date.

1. Navigate to www.bluecrossnc.com/

2. Click **Register Now**. The following screen will appear.

3. Complete the two questions in the **Get Started** section.

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

The screenshot shows the Blue Cross Blue Shield of North Carolina website. At the top, there is a navigation bar with links for Home, Members, Medicare, Employers, Providers, Agents, Contact Us, and Español. Below the navigation bar is a search bar and a "Member Login" 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 with fields for User ID and Password, and a "Log In" button. Below the banner are three buttons: "Shop Plans", "Find Doctor / Drug / Facility", and "Find Forms". The "Register for Blue Connect" section is highlighted, showing a notice for members who purchased a plan online, a link to "Log In to Blue Connect", and a "Get Started" section with two questions: "Are you registering yourself or your child?" and "Which type of policy do you have?".



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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.

Which type of policy do you have?
 Medical Dental Medicare

Subscriber ID

Subscriber ID: Enter the letters and/or numbers exactly as you see them on your Member ID card

Member Code

Member Code is the 2-digit code next to each member's name.

Registrant's date of birth
 mm dd yyyy

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

BlueCross BlueShield

Subscriber Name: JOHN H DOE
 Group No: 005555
 Subscriber ID: ABCD12345678
 Date Issued: 01/01/2013

Members Health and Dental: 01
 In-Network Member Responsibility: 02
 Coinsurance: 10%

[View other types of cards](#)

Don't Have Your Subscriber ID?
 If you purchased your own plan through HealthCare.gov (Federal Exchange), access your Subscriber ID here. If not, please Contact Us for help.

Continue

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.

Do you have a subscriber ID?
 Yes No

How would you like to receive your code?
 Text Message Voice Call

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

- A verification 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 verification code will expire in 10 minutes from the time of your request.
- 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 do not close or navigate away from this page during your registration.

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.

All information is required.

Mobile Number

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)

Registrant's Date of Birth

ZIP Code (First 5 Digits)

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



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- 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.

- Under the **Your Information** section, verify that the information displayed is correct.
- 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.



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8. Select a security question or choose to create your own and create your answer.
9. Enter your e-mail address.
10. Select whether or not you want to receive promotional and marketing materials from Blue Cross NC.
11. Click the **OK** button. A message saying, “Thank you for registering for Blue Connect” displays.

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.](#)

Note: Members who access Blue Connect prior to their plan’s effective date will have access to limited functionality. For example, they will not be able to view benefits or claim information. As shown below, these members will have access to the following:

- View Your ID Card
- Find a Doctor or Facility (in-network based on the member’s plan)
- Find a Drug (this is the public Find a Drug page – the member must select their plan to get drug information specific to that plan)
- Benefit booklet

