

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

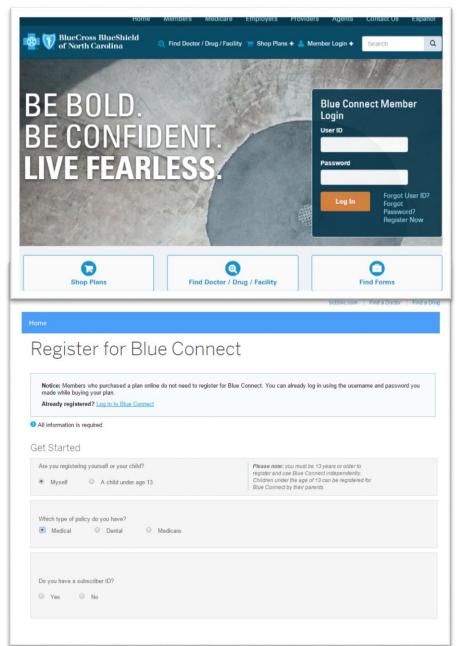
Note: Individual Under-65 members who enrolled and paid through Buy Online are already registered for Blue Connect. They can log on with the User ID and password they created when paying for their policy during enrollment and access Blue Connect prior to their effective date. Members who did not enroll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

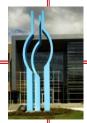
 Navigate to www.bluecrossnc.com/

Click Register Now. The following screen will appear.

Complete the two questions in the Get Started section.

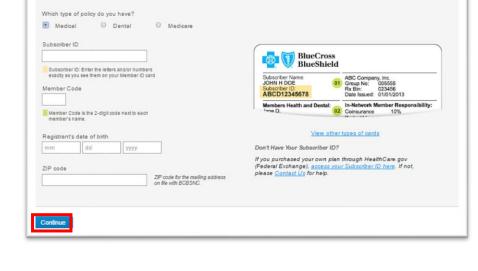
When you select Medical, Dental, or Medicare, the screen will expand to display an additional question: "Do you have a subscriber ID?"





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.

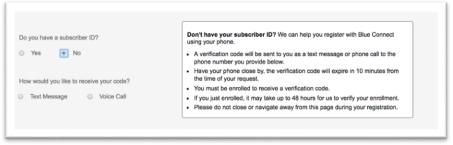
Complete the fields and click the **Continue** button.



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.

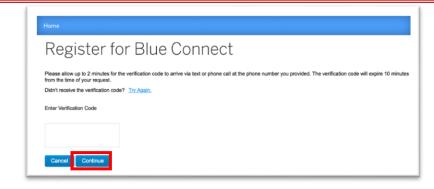
We apologize, we cannot verify your identity. You must be enrolled to receive a verification code. If you just enrolled, it may take up to 48 hours for us to verify your enrollment. Please re-enter your information, call technical support at 1-888-705-7050 or email us.



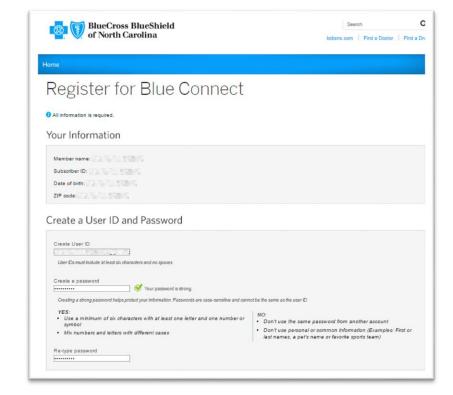


 When you receive the code, enter it here, and then click **Continue**. The screen below displays.

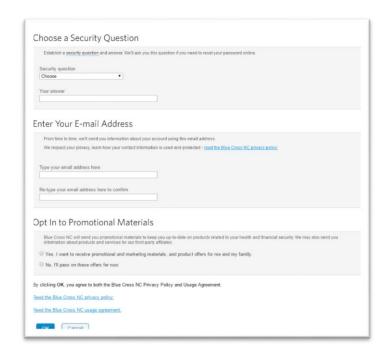
Note: You have four attempts to correctly enter the code. The code expires after 10 minutes.



- 5. Under the **Your**Information section,
 verify that the
 information displayed is
 correct.
- 6. 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.
- 7. Enter your Password a second time to confirm it.



- Select a security question or choose to create your own and create your answer.
- 9. Enter your e-mail 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: 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



