

# Change your Provider Connection password

## What you'll need to get started:

You must be registered with Provider Connection in the role of User or Account Manager. In some cases, password reset instructions may differ by role.

## What you need to know:

- You must change your password once a year – every 365 days.
  - Provider Connection displays a notice 10 days prior to password expiration, to remind you to change it.
  - If you try to log in after your password has expired, the **Change your password** screen will display the steps/instructions for you to change your password.
- Your account will be locked if you:
  - Do not change your password within 365 days.
  - Attempt to log in with the wrong credentials too many times.
- Your account will be disabled if you do not log in for more than six (6) months.
- Account Managers can perform the following tasks for their Users' accounts:
  - Disable User accounts.
  - Enable/activate or unlock User accounts.
  - Reset User passwords.



# Change your Provider Connection password (continued)

## What you need to know, continued:

**Users**, if your account is disabled, your Account Manager can reactivate it.\*

**Account Managers**, if your account is disabled, call Provider Customer Care at **(800) 541-6652** and tell them you want to reactivate your disabled Provider Connection account. Provider Customer Care will ask you for the following information, so be sure to have it ready:

- The Tax ID (TIN)/Social Security Number (SSN) for the account.
- Claim information submitted in the last 90 days for two (2) different Blue Shield or Blue Shield Promise members under that TIN/SSN.
  - For each claim you will need:
    - Claim ID or Member ID
    - Patient's first and last name
    - Service date
    - Total billed amount

\*Users can also contact Provider Customer Care to reactivate their account but will need to provide all the information required above for the Account Manager.

# Instructions: Change password before it expires

**Users and Account Managers:** If you are logged in to Provider Connection, follow these steps to change your password before the 365-day expiration.

1. Log in to [www.blueshieldca.com/provider](http://www.blueshieldca.com/provider).
2. Select **Account**.
3. Select **My Profile**.

The *Manage my profile* screen displays.

4. On the *Password* tile, click **Edit**.
5. In the *Update password* window, click **Request Code**.
6. You will receive an email from Provider Connection with a security code.
7. Enter the security code and click **Continue**.
8. Enter your current password, a new password (twice), and click **Save**.
9. Click **Close** on the confirmation screen.

Your password is now changed.

**Note:** Blue Shield uses two-step authentication. To verify your identity each time you login, enter your username/ password plus the code Blue Shield sends to your email.

The collage consists of nine numbered screenshots:

- 1:** A button labeled "Log in/Register" with a person icon.
- 2:** A dropdown menu with "Account" selected.
- 3:** A sub-menu with "My profile" selected.
- 4:** A "Password" tile with an "Edit" icon.
- 5:** An "Update password" window with a "Request Code" button.
- 6:** An email notification from "blue shield of california | Provider Connection" stating "A change to your Provider Connection account with the username [redacted] has been requested." and "The profile information changed: Password." It includes a security code "286016" and a "Resend security code" link.
- 7:** A confirmation screen with "We sent a security code to [redacted]@blueshieldca.com" and a "Continue" button.
- 8:** The "Update password" form with fields for "Current password", "New password", and "Confirm new password", along with password requirements and a "Save" button.
- 9:** A success screen with a green checkmark, "SUCCESS", and a "Close" button.

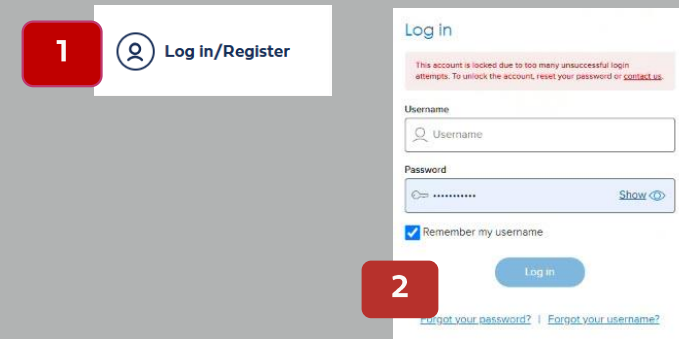
# Instructions: Change password for locked account or forgotten password

**Users and Account Managers:** If your account is locked, use the *Forgot your password?* link to unlock your account and reset your password.\*

1. Click **Log in/Register**.
2. Click **Forgot your password?**.
3. On the *Forgot your password?* screen, enter your username and click **Continue**.
4. You will receive an email with a security code. Enter the security code and click **Continue**.
5. Click **Reset Password** on the *Unlock Your Account* window.
6. Enter your new password (twice) and click **Continue**.
7. The *Thank you* confirmation displays. Click **Login to Provider Connection** to log in with your new password.

\*If you are a User, you can also ask your Account Manager to unlock your account.

Blue Shield uses two-step authentication. To verify your identity each time you login, enter your username/ password plus the code Blue Shield sends to your email.



1. Click **Log in/Register**.

Log in

This account is locked due to too many unsuccessful login attempts. To unlock the account, reset your password or [contact us](#).

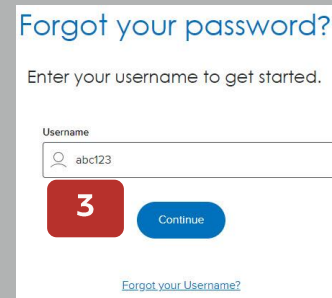
Username  
Username

Password  
Password Show

Remember my username

Log in

[Forgot your password?](#) | [Forgot your username?](#)



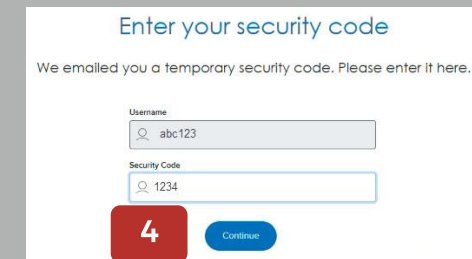
Forgot your password?

Enter your username to get started.

Username  
abc123

3. Click **Continue**.

[Forgot your Username?](#)



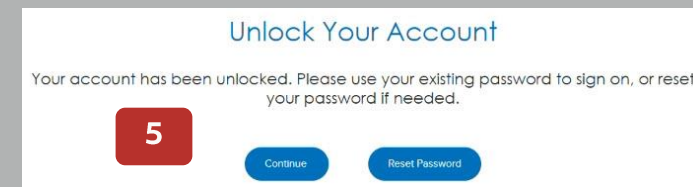
Enter your security code

We emailed you a temporary security code. Please enter it here.

Username  
abc123

Security Code  
1234

4. Click **Continue**.

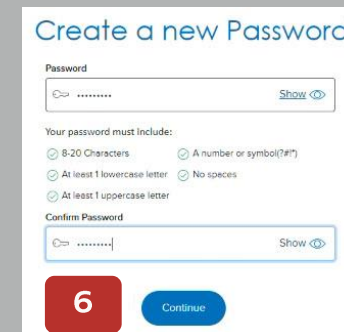


Unlock Your Account

Your account has been unlocked. Please use your existing password to sign on, or reset your password if needed.

5. Click **Reset Password**.

Continue Reset Password



Create a new Password

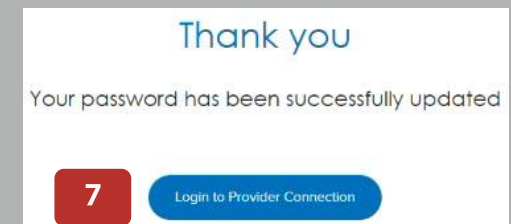
Password  
Password Show

Your password must include:

- 8-20 Characters
- At least 1 lowercase letter
- At least 1 uppercase letter
- A number or symbol(?#\*)
- No spaces

Confirm Password  
Confirm Password Show

6. Click **Continue**.



Thank you

Your password has been successfully updated

7. Click **Login to Provider Connection**.

