# Provider Connection Account FAQ
# (Registration/Account Management)



## 1. How do I register for an account on Provider Connection?

The person executing the initial registration is considered an Account Manager. There are three types of provider accounts. The links below take you to step-by-step instructions with screenshots for how to register for the account type most appropriate to your business.

- Provider
- MSO
- Billing Service

## 2. How many Account Managers can my organization have?

After you establish the first Account Manager account on the website, Blue Shield determines the number of Account Managers your organization can register based on your data. Most organizations can have at least two. When the maximum allowed number of Account Managers have registered, Provider Connection displays a message.

3. How do I get a username/login if I am not the Account Manager?

   Contact your organization's Provider Connection Account Manager(s) and ask them to set up a user profile for you. Blue Shield will email you a link to finish creating your account, including establishing your username and password. You will have 30 days to visit the site and complete this process. If you do not do so within 30 days, the Account Manager will need to recreate your profile.

4. How do I locate the name of my Provider Connection Account Manager?

   If you have a username/login for Provider Connection, log in to the site. Click the round "badge" that contains your initials located at the right of the main navigation. Scroll to the *My account manager* section to see the name and contact information for your Account Manager. If you do not have username/login and you are unable to determine internally the Account Manager(s) for your Provider Connection account, see question 6.

5. How do I tell if my organization has an existing Provider Connection account?

   If you do not have a username/login for Provider Connection and you are unable to determine internally if your organization has a registered Provider Connection account, contact Provider Customer Care at **(800) 541-6652**. There isn't a specific menu selection for Provider Connection, so feel free to choose any option.

   To determine if your organization has an existing account, and to secure the name of the individual who manages that account, you must have the following information:

   - The Tax ID (TIN) or Social Security Number (SSN) or Blue Shield Provider Identification Number (PIN) for the account in question.
   - Claim information submitted in the last 90 days for **two different Blue Shield or Blue Shield Promise health plan members** under that TIN/SSN or PIN. For each claim, provide:
     - Claim ID or Member ID
     - Patient's first and last name
     - Service date
     - Total billed amount

   If your organization does not have an existing account, consider registering and becoming the Account Manager for your organization. See question 2 for instructions.

6. How does my organization remove/replace an existing Account Manager?

   The best practice is for the departing Account Manager to transition users to an existing or newly registered Account Manager. When this is not the case, you must request the removal/replacement of a departing Account Manager in writing on company letterhead. Include the following information:

   - The Tax ID (TIN) or Social Security Number (SSN) used on the existing account.

- The full name of the departing Account Manager. Additionally, it is helpful to have that Account Manager's username and email address.
- The full name and email address of the new Account Manager plus the desired username.
    - The new Account Manager cannot use the previous Account Manager's email address.
    - If the new Account Manager has a User account on Provider Connection, it can be disabled. Whether it is active or disabled, they cannot use the email connected to their User account for their Account Manager account. They must establish a new email.

Send the request as a PDF to providerCC@blueshieldca.com or fax to **(844) 246-8928**.

The new Account Manager will receive an email notification after Blue Shield processes the written request. If necessary, Provider Customer Care can help transfer users from the old to the new Account Manager.

7. How do I reset my Provider Connection password?

Provider Connection passwords expire every 365 days. The system displays an alert message starting 10 days prior to expiration. Account Managers and users can reset their own passwords before they expire. See Update your Provider Connection password if you need help changing your password. 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.

8. How do I unlock my Tax ID and/or reinstate my disabled account?

A provider's Tax ID (TIN) or Social Security Number (SSN) locks after multiple unsuccessful registration attempts. A Provider Connection account disables after six months of inactivity. See Update your Provider Connection password for instructions regarding how to unlock or reinstate your Provider Connection account.

9. How do I get help working on Provider Connection?

Provider Connection includes an online Help section located in the upper right corner of the website, plus a Provider Connection Reference Guide linked on the home page and on the Provider Connection training page in the News & Education section of the site. This training page also contains quick reference tutorials with screenshots on how to establish an account, change your password, etc.

For support with Provider Connection, contact Provider Customer Care at **(800) 541-6652**. There isn't a specific menu selection for Provider Connection, so feel free to choose any option. **Live Chat** is also available in the bottom right corner of the website after log in.

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