

What you'll need to get started:

- A designated Account Manager to register the account.
- Your Tax ID (TIN) or Social Security number (SSN).
 - You can add additional TINs/SSNs after you create the account.
- Claims data. You have three options:
 1. Check EFT number **and** Check/EFT amount
 2. Member ID **and** Check/EFT amount
 3. Claim number **and** Check/EFT amount

If there are no claims within the last three months, the system will ask for a subscriber ID and birth date of any eligible Blue Shield/Blue Promise member.

* Out-of-state providers not contracted with Blue Shield of California should set up a clearinghouse account with [OfficeAlly](#) to access Medicare Crossover claims and EOBs. [Learn about clearinghouses](#). If you need information on other types of claims, log into your home state Blue plan.

Instructions

1. Click **Log In/Register** in the upper right corner of the Provider Connection homepage. (www.blueshieldca/provider).

The *Welcome to Provider Connection* screen displays.

2. Click **Create account**.
3. Select *Provider* as the account type and click **Continue**.

The screenshot shows the 'Welcome to Provider Connection' page. At the top, there are navigation links for 'Guidelines & resources', 'News & education', a search bar, and a 'Log in / Register' button. The main content is split into two columns. The left column is for 'Log in' with fields for 'Username' and 'Password', a 'Remember my username' checkbox, and a 'Log in' button. The right column is for 'Register as an account manager', stating that account creation takes about 5 minutes. It features a 'Create account' button and lists requirements: organization's tax ID number, provider tax IDs, a claim from the last 3 months, and a Business Associate Agreement (BAA) date. Below the registration section is a progress indicator with four steps: 'Account type' (1), 'Tax ID numbers' (2), 'Contact info' (3), and 'Account setup' (4). The 'Account type' step is expanded to show three options: 'Provider' (selected with a checkmark), 'Billing', and 'MSO'. Each option includes a brief description of the service. At the bottom, there is a 'Back to login' link and a 'Continue' button.

The *Tax ID numbers* screen displays.

4. Enter your Tax ID (TIN) or Social Security Number (SSN).
 - Remember, you can add more TINs/SSNs after you create the account.
5. Click **Add**.
6. The Provider TIN/SSN and name will populate on the *Tax ID numbers* screen. Repeat to add additional provider TINs/SSNs if desired. (Steps not shown.)
7. Click **Continue**.

The screenshot shows the 'Tax ID numbers' screen in a multi-step process. At the top, a progress bar indicates four steps: 1. Account type (checked), 2. Tax ID numbers (current step), 3. Contact info, and 4. Account setup. The main heading is 'Tax ID numbers' with a 'Help' link. A red callout box labeled '4' points to the 'Tax ID' radio button. Below it, there is a 'Provider tax ID' section with a text input field containing 'Enter TIN' and an 'Add' button. A red callout box labeled '5' points to the 'Add' button. Below the input field, a 'Pro tip' states: 'Validate one tax ID now to create your account, then add the others once you're logged in.' At the bottom left, there is a '< Back to account type' link. At the bottom right, there is a red callout box labeled '7' pointing to a blue 'Continue' button.

Instructions

The *Verify your access* screen displays.

If you have claims within the last three months, the system will ask for claim information.

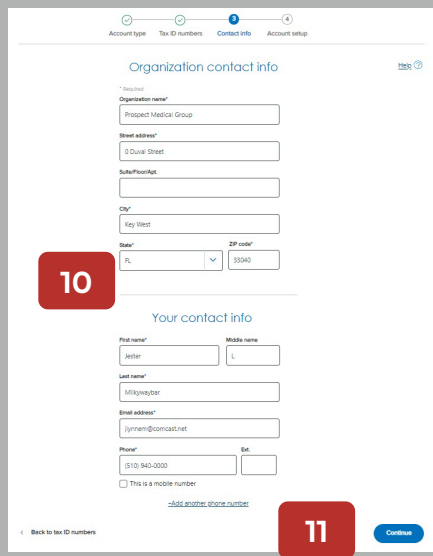
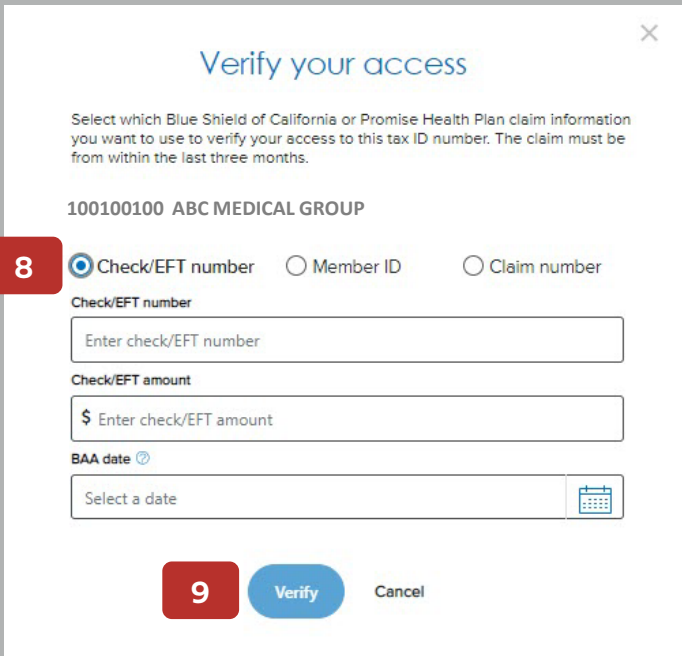
- 8. Select one of the three options to verify the account, then complete the fields below as required.
 - Remember if there are no claims within the last three months, a different screen displays requesting a subscriber ID and birth date of any eligible Blue Shield/Blue Promise member.

- 9. Click **Verify**.

The *Organization contact info* screen displays.

- 10. Complete the *Organization contact info* and *Your contact info* fields.

- 11. Click **Continue**.



Instructions

The **Account setup** screen displays.

12. Establish your Username and Password.

13. Click **Continue**.

The **Terms and conditions** screen displays.

14. Review the terms and conditions, then enter your full name (e-sign) and today's date to indicate agreement.

15. Click **Sign and create account**.

The **Please validate your email address** screen displays.

16. Click the link sent to your email address to validate and activate your account. You will now be able to log in to Provider Connection and add users to your account.

- The link expires, so follow it promptly. (If the link expires, request another one.)
- Check SPAM if you do not receive this email.
- To add TINs/SSNs, go to: *Account Management > Manage your Provider Connection Tax IDs.*

Account type Tax ID numbers Contact info **Account setup**

Account setup [Help](#)

Use my email address as my username

Username

Password

Your password must include:

8-20 characters A number or symbol (?!@)

At least 1 lowercase letter No spaces

At least 1 uppercase letter

Confirm password

Back to contact info **13** Continue

Terms and conditions [Help](#)

To create an account, you must agree to the following terms and conditions.

Provider agreement for online access

By clicking the **Sign and create account** below, you agree to the following statement:

I am an authorized representative of a provider seeking access to Provider Connection to view claims, authorizations, and eligibility and benefits information for Blue Shield of California subscribers. I understand that Blue Shield of California is not responsible for any unauthorized disclosure or misuse of Taxpayer Identification Numbers (TINs) or Blue Shield provider identification numbers (PINs)

I understand that an account manager's role is to:

- Keep my organization's account information up-to-date
- Create and maintain accounts for others in my organization
- Supply forgotten usernames and passwords for other users
- Place a user account on inactive status (e.g., for a leave of absence)

For security reasons, users may not share login information. Doing so would constitute a violation of state and federal regulations and could place sensitive member data at risk.

Provider connection legal disclosure form for service representatives

The following declarations must remain in the affirmative and must remain factually correct. (Check only the methods you use to access and/or Blue Shield of California or Blue Shield of California members' information.)

Enter your full name and today's date to agree to our terms and conditions.

Full name / electronic signature

Tester Milkywaybar

Today's date

02/08/2023

Back to account setup **15** Sign and create account

You're almost done!

Please validate your email address

We've emailed you a link. Click the link to finish setting up your account.