

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

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.
2. Click the round "badge" with your initials.

The *Manage my profile* screen displays.

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

Your password is now changed.

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 shows the following steps:

1. The top navigation bar with the **Log in / Register** button.
2. The profile badge with initials 'FL' in the top navigation area.
3. The **Edit** button on the **Password** tile in the user profile section.
4. The **Request code** button in the **Update password** window.
5. The security code '286016' displayed in an email confirmation window.
6. The **Continue** button in the **Update password** window after entering the security code.
7. The **Save** button in the **Update password** window after entering the current and new passwords.
8. The **Close** button on the **We updated your information** success screen.

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. Log in / Register

2. Forgot your password?

3. Forgot your password? Continue

4. Enter your security code Continue

5. Unlock Your Account Reset Password

6. Create a new Password Continue

7. Thank you Login to Provider Connection