

## Accessing Digital ID Cards for Providers

Blue Shield of California makes it easy to view, print and/or download a member's digital ID card.

### Access the member's digital ID card:

1. Log in to Provider Connection at [www.blueshieldca.com/provider](http://www.blueshieldca.com/provider).
  - o If you do not currently have access to Provider Connection, please ask your organization's Account Manager to set up a user account for you. If no one in your organization is registered as an Account Manager on Provider Connection, please [register now](#).
2. Click **Eligibility & benefits**.
3. Click **Verify eligibility**.
4. Enter *Subscriber ID*, or *full name/birth date*, or *partial Social Security Number*, or *full Medicare Beneficiary ID (MBI)*, or first nine characters of the *Client Index Number (CIN)*. Click **Search**.
5. Click *ID Card* in the top right section of the results to open the PDF and view, print or download the member's digital ID card.

### What to do if a Blue Shield member arrives without an ID card

Follow the instructions above to access the member's digital ID card. Alternately, members with a mobile device can access their digital ID card via Blue Shield's mobile app, Apple Wallet or Google Pay. Providers may view the digital ID card on the member's smartphone and/or ask the member to send you their digital ID card via email or text.

### Digital ID card benefits for providers

- Provides access to digital ID cards online 24/7.
- Reduces the administrative burden on your office.
  - o No need to keep and search for paper copies of ID cards.
  - o Verify eligibility and access the ID card simultaneously in real time.
- Supports support social distancing if needed.
- Offers a more secure source of benefits information than paper copies.

### Digital ID card benefits for members

- Honors our member's paperless communication preference.
- Helps protect the environment by reducing paper and plastic waste.
- Offers 24/7 access to their health information and ID cards online at [blueshieldca.com](http://blueshieldca.com) and through Blue Shield's mobile app.
- Stores digital ID card on member's smartphone for easy access.
- Provides the ability to view, email, and text their card from Blue Shield's mobile app to your office and/or to print their card if desired.