Register for a Provider Connection MSO* account

What you'll need to get started:

- A designated Account Manager to register the account.
- Your MSO* Tax ID (TIN) and at least one TIN/Social Security number (SSN) for a provider you represent.
  - You can add additional TINs/SSNs after you create the account.
- The Business Associate Agreement (BAA) date. This is the date on which the contract was signed with the provider you represent.
- Claims data for the provider you represent. 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 for the provider you represent, the system will ask for a subscriber ID and birth date of any eligible Blue Shield/Blue Promise member.

* Management services organizations (MSOs) contract with providers to handle billing and other administrative services. Some MSOs own and manage practices. MSOs do not deliver healthcare services to members.

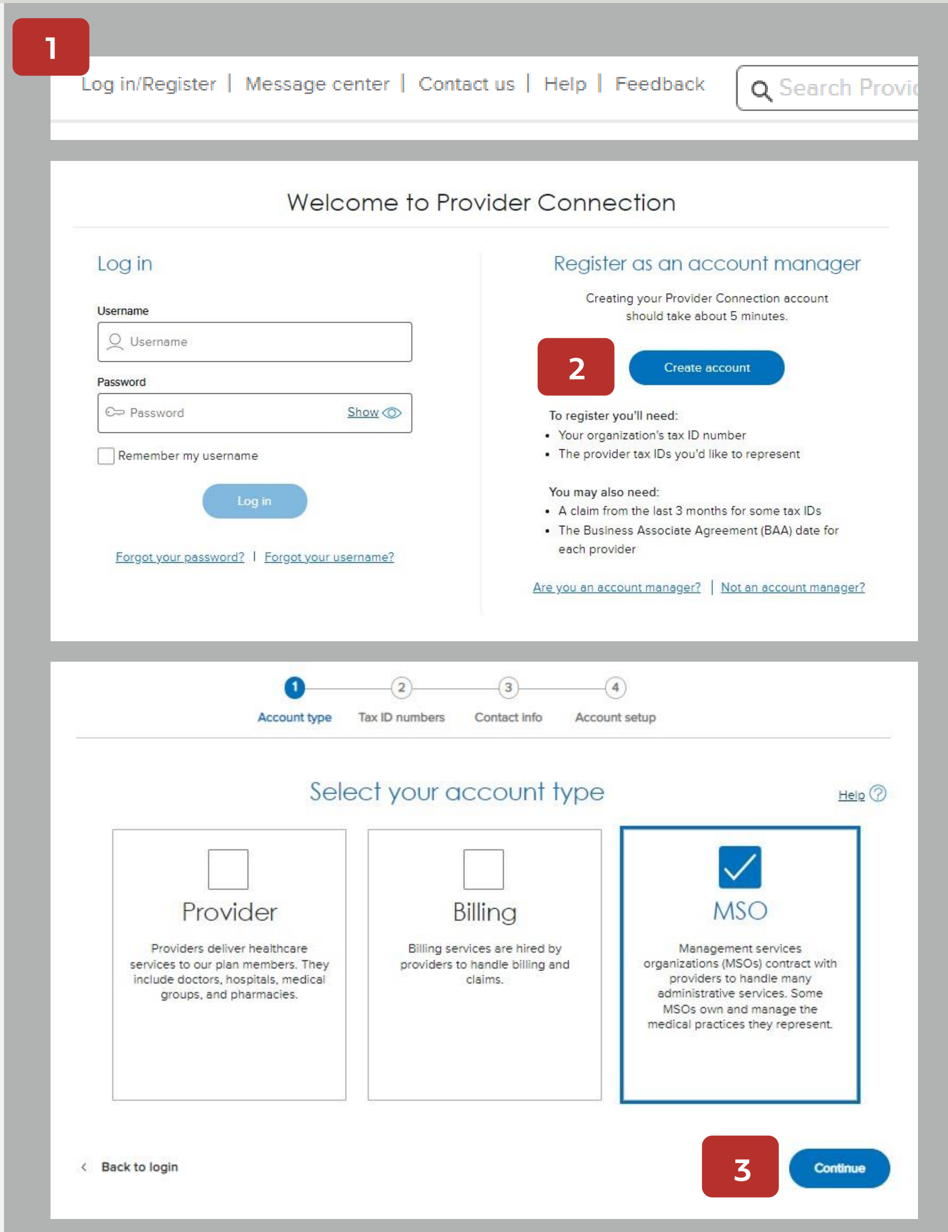
Instructions

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**.

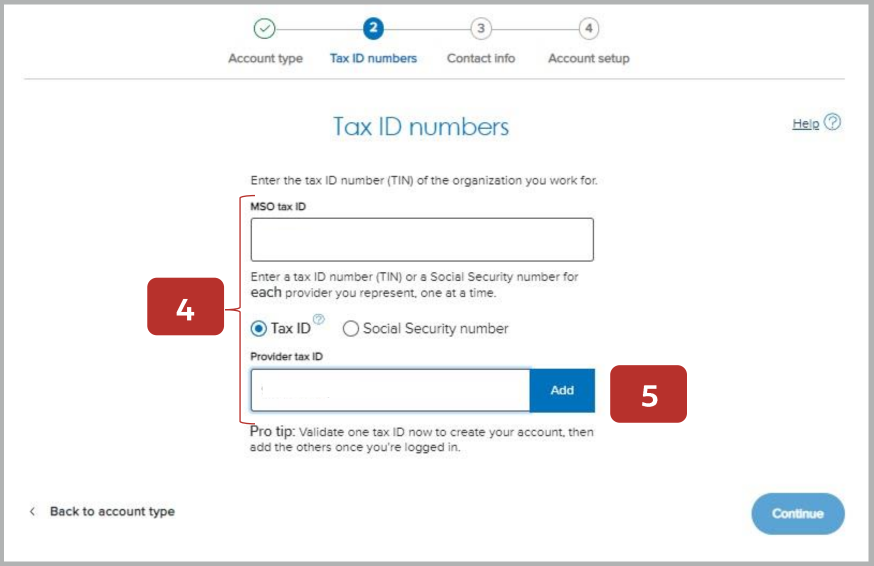
3. Select *MSO* as the account type and click **Continue**.

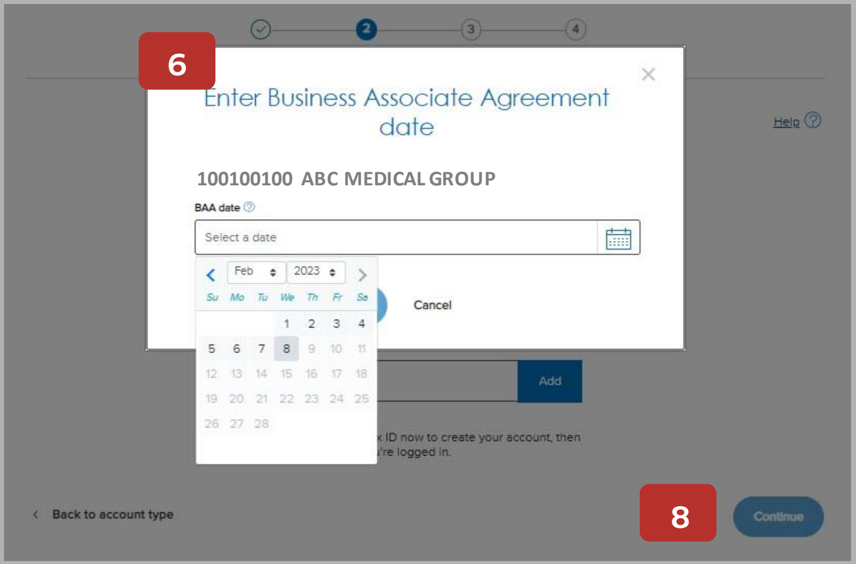


Instructions

The *Tax ID numbers* screen displays.

4. Enter your MSO's Tax ID (TIN) and at least one TIN or Social Security number (SSN) for a provider you represent.
    - Remember, you can add more TINs/SSNs after you create the account.
5. Click **Add**.
6. The *Enter Business Associate Agreement (BAA) date* pop-up presents. Select the BAA date and click **Continue**.
    - Remember, the BAA date is the date on which the contract was signed with the provider you represent.
7. 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.)
8. Click **Continue**.





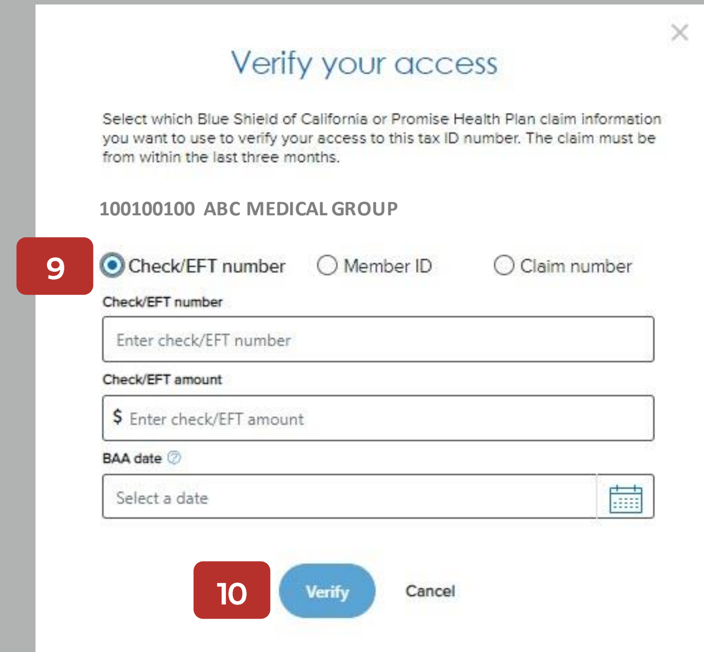
The *Verify your access* screen displays.

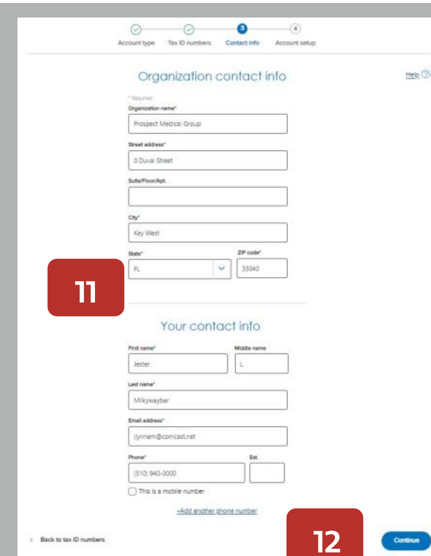
If the provider you are representing has claims within the last three months, the system will ask for claim information.

9. 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, which requests a subscriber ID and birth date of any eligible Blue Shield/Blue Promise member.
10. Click **Verify**.

The *Organization contact info* screen displays.

11. Complete the *Organization contact info* and *Your contact info* fields.
12. Click **Continue**.





Instructions

The *Account setup* screen displays.

13. Establish your Username and Password.

14. Click **Continue**.

The *Terms and conditions* screen displays.

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

16. Click **Sign and create account**.

The *Please validate your email address* screen displays.

17. 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.*

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.