#### 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

<sup>\*</sup>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.

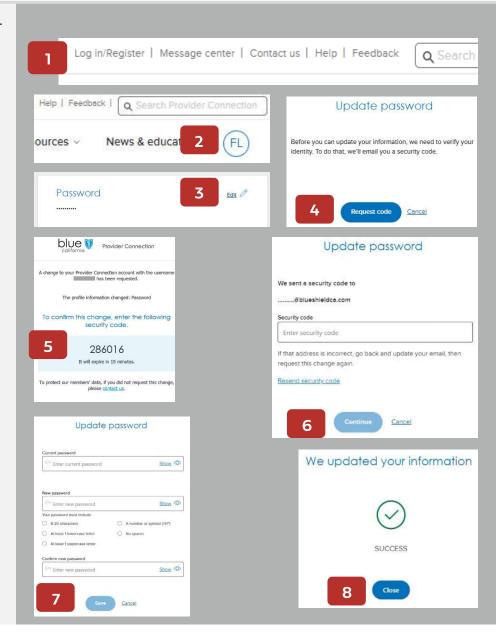
- 1. Log in to <u>www.blueshieldca.com/provider</u>.
- 2. Click the round "badge" with your initials.

#### 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**.
- 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.



# 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?
- 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.**
- Click Reset Password on the Unlock Your Account window.
- 6. Enter your new password (twice) and click Continue.
- 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.

