

## 2-step verification starts September 28, 2023 to log in to Blue Shield of California Provider Connection website

Blue Shield of California is increasing online security to keep your account safe. Beginning in the late evening of September 28, 2023, when you log into your Provider Connection account at [blueshieldca.com/provider](https://blueshieldca.com/provider), you will be asked to verify your identity by entering a specific code sent directly to the email you have registered on Provider Connection. This 2-step verification is the same approach used by many banks or other business entities.

### 1. Why do I need to add a new step to my login process?

2-step verification gives you more control over your account information, while still giving you quick access to your account.

- If your password is stolen, access is denied until all factors match.
- 2-step verification makes it more difficult for others to breach your account.
- The added layer of protection makes it harder for phishing attempts (strangers trying to steal your data) to reach you.

### 2. When will the 2-step verification start at Provider Connection?

Once the 2-step verification process begins, when you log in to [blueshieldca.com/provider](https://blueshieldca.com/provider), you will see a prompt asking you for a one-time set up before you access your account. Blue Shield is using the same approach, starting on various dates during September, for Blue Shield websites that are used by members, brokers and employers.

### 3. What can I expect when I log in?

Setting up your 2-step verification takes just a few minutes. Prompts on the screen tell you exactly what to do. Be sure to confirm that your registered email is accurate.

**PLEASE NOTE:** 2-Step verification is unique to the individual who is logging in to Provider Connection. Each person within your organization who needs access must provide their own information necessary for the 2-step verification in order to log in.

### 4. How will the new process work?

2-step verification better identifies you as the account owner or user.

- At the Provider Connection [login](#) screen, enter your username and password.
- Check your email to receive a unique 6-digit code. If you don't receive the code quickly check your Spam folder. Some businesses use filters to screen for unauthorized emails.
- Once you have the code, type it on the screen, and you're in.
- Remember to update or confirm that your registered email is accurate on your account page. This ensures you will always receive your code as quickly as possible, each time you log in.

**5. Will I have to enter a code every time I log in?**

Yes. You must enter a new 6-digit code each time you log in. Once logged in, each working session is valid for a maximum of eight hours. Active sessions will time out after eight hours, and you will be logged off after four hours of inactivity.

**6. What steps can I take if I don't receive an email containing my 2-step verification code?**

You can request that the code be resent if there are any delays in receiving your verification email. The 2-step verification code is usually sent instantly. There may be delays, however, due to mail server traffic. If a delay occurs, you can click the 'resend the code' link. The code you receive is valid for 10 minutes. You may also check your spam folders to see if the email was flagged as spam.

**8. Can 2-step verification for logging in be bypassed?**

No, 2-step verification is required and cannot be bypassed.

**9. Can I choose to have the 2-step verification code sent to my cell phone?**

No, the code would be sent only to the email address you have registered for your account at Provider Connection.

**10. What happens if I enter an incorrect code?**

If you enter an incorrect code three times, your account will be automatically locked temporarily for 10 minutes.

**11. What should I do if my account gets locked?**

The account lock is only temporary and lasts for 10 minutes. You can attempt your login again 10 minutes later. Unfortunately, even if you call Blue Shield's Provider Customer Service, representatives are unable to unlock accounts that have been locked due to exceeding the maximum number of login attempts.

**12. What should I do if I have followed the right steps and tried several times, and I still cannot access my Provider Connection account?**

Several failed attempts to log in may be due to some other reason than the 2-step verification requirement. Please contact Blue Shield Provider Customer Service at (800) 541-6652 for assistance.