

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).

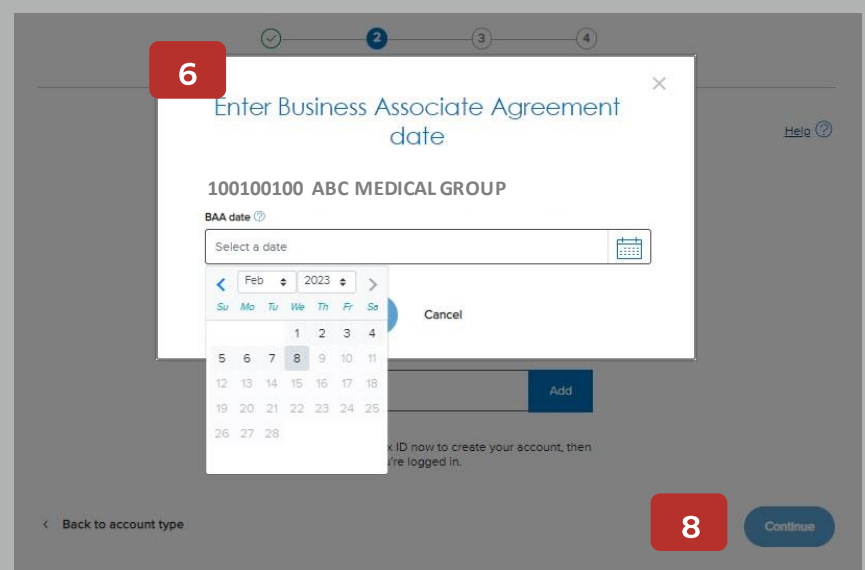
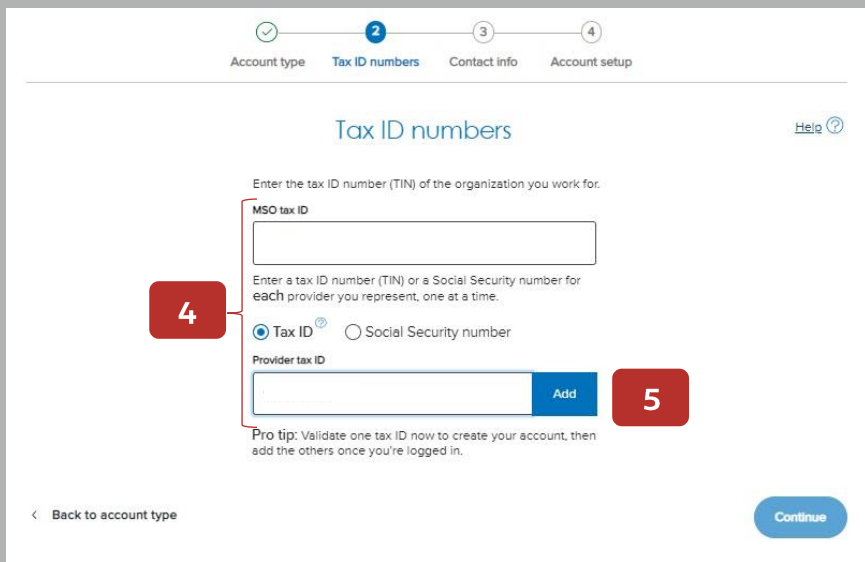
The *Welcome to Provider Connection* screen displays.

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

The screenshot shows the 'Welcome to Provider Connection' page. At the top, there is a navigation bar with links for 'Log in/Register', 'Message center', 'Contact us', 'Help', and 'Feedback', along with a search bar. A red box with the number '1' highlights the 'Log in/Register' link. Below the navigation bar, the page is divided into two columns. The left column is titled 'Log in' and contains fields for 'Username' and 'Password', a 'Remember my username' checkbox, and a 'Log in' button. Below these fields are links for 'Forgot your password?' and 'Forgot your username?'. The right column is titled 'Register as an account manager' and includes a sub-header 'Creating your Provider Connection account should take about 5 minutes.' A red box with the number '2' highlights the 'Create account' button. Below this button, there are two sections: 'To register you'll need:' with a list of requirements (organization's tax ID number, provider tax IDs), and 'You may also need:' with a list of requirements (claim from the last 3 months, Business Associate Agreement). At the bottom of the right column are links for 'Are you an account manager?' and 'Not an account manager?'. Below the 'Welcome to Provider Connection' page is a progress indicator with four steps: 'Account type', 'Tax ID numbers', 'Contact info', and 'Account setup'. Step 1, 'Account type', is highlighted with a red box and the number '1'. Below the progress indicator is the 'Select your account type' screen. It features three options: 'Provider', 'Billing', and 'MSO'. The 'MSO' option is selected, indicated by a blue checkmark and a blue border around its box. Below the 'MSO' box is a description: 'Management services organizations (MSOs) contract with providers to handle many administrative services. Some MSOs own and manage the medical practices they represent.' At the bottom left of the screen is a '< Back to login' link, and at the bottom right is a red box with the number '3' and a blue 'Continue' button.

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.

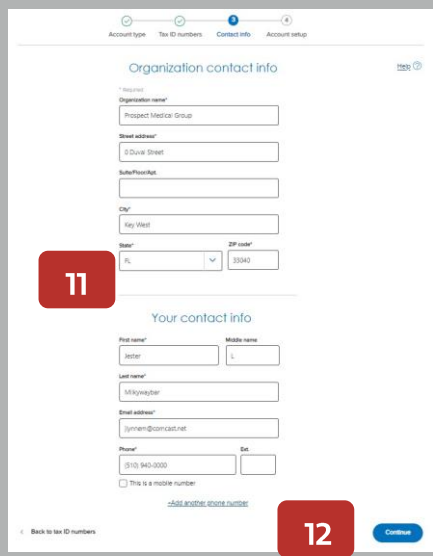
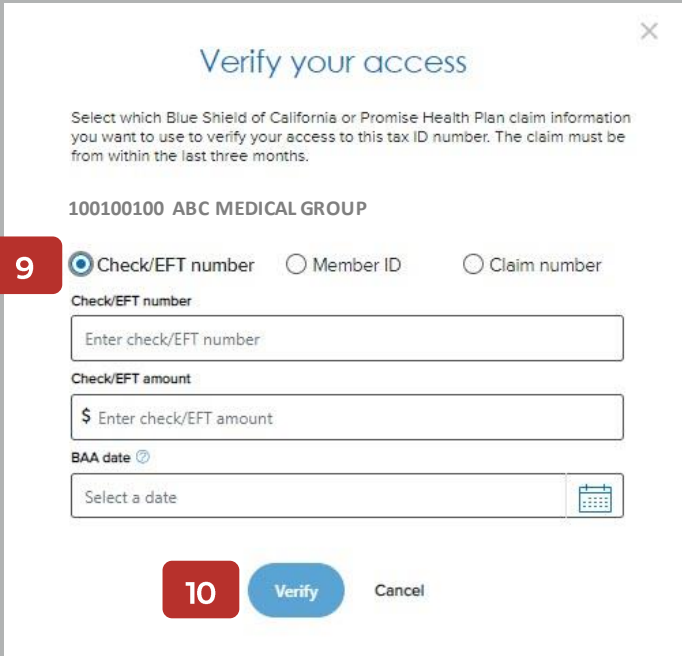
If the provider you are representing has claims within the last three months, the system will ask for claim information.

- 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**.



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.