

# Verify eligibility and benefits for Blue Shield of California or Blue Shield Promise Health Plan members

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## What you'll need to get started:

- A username and password to log in to your Provider Connection account.
- One of the following for the member whose eligibility and benefits you are verifying:
  - Member's subscriber ID
  - Member's last name, first name, and date of birth
  - Medicare beneficiary's ID and date of birth (Medicare members only)

## What you should know:

- Blue Shield of California subscriber eligibility and benefit information is available for up to twenty-four months before today's date and one year before a member's termination.
- Eligibility information is updated daily.

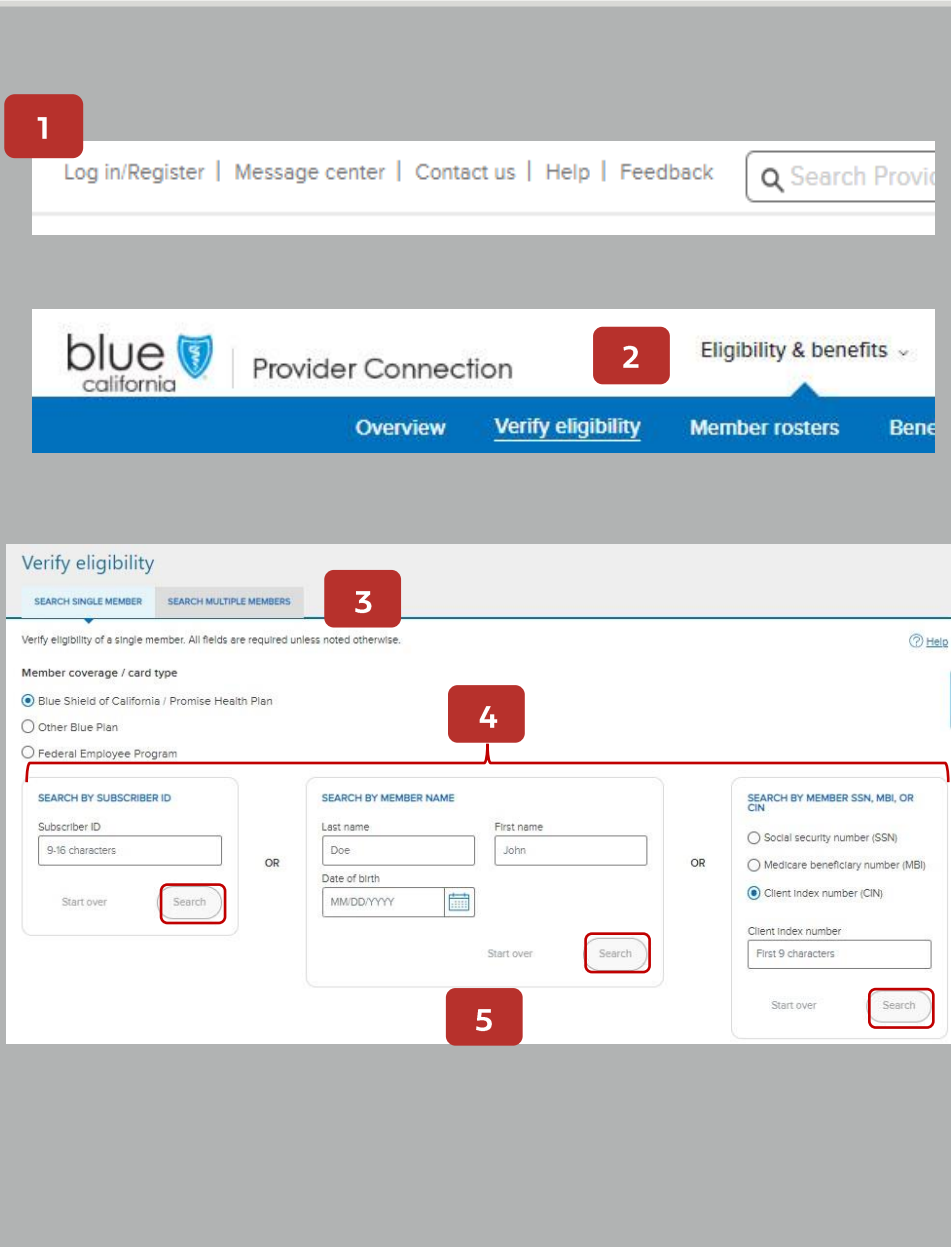
# Instructions

1. Log in to [www.blueshieldca.com/provider](http://www.blueshieldca.com/provider).
2. Click **Eligibility & benefits** in the top menu, then click **Verify eligibility**.

### The *Verify eligibility* screen displays.

3. Keep the defaults for SEARCH SINGLE MEMBER and Blue Shield of California / Promise Health Plan coverage type.
  - If you select SEARCH MULTIPLE MEMBERS, you may search for up to 10 subscriber IDs.
4. Enter member data using one of the following:
  - Subscriber ID (9-16 alpha numeric characters)
  - Member name and date of birth
  - Last four (4) digits of social security number (SSN) and date of birth
  - Medicare beneficiary ID (MBI) and date of birth
  - First nine (9) characters of client index number (CIN)

5. Click **Search**.



## The search results display\*

- 6. Check eligibility. Green "Eligible" status means the member is active.
  
- 7. Click links to do the following:
  - Details – View eligibility details including historical and current coverage information.
  - ID Card – Download or print the member's current ID card.
  - Benefits – View benefits information for the member's plan.
  - Claims – Access the *Check claims status* tool to view the status of the member's claims.

\*Note:

- Blue Shield TotalDual (HM/D-SNP) members with matching Medi-Cal through Blue Shield Promise will display two results panels – One for Medicare (primary) and one for Medi-Cal (secondary). The member ID card will be accessible on the Medicare results panel.
  
- **Blue Shield only:** When Blue Shield is not primary, Coordination of Benefits (COB) information will display for Commercial members if the data is in our system.

The screenshot shows a member profile page. At the top, there is a navigation bar with links for 'Details', 'ID Card', 'Benefits', and 'Claims'. Below this, the member's name is 'MEMBER, X'. A red callout box labeled '6' points to a green 'Eligible' badge. To the right, another red callout box labeled '7' points to the navigation menu. The main content area is a table with the following data:

|  |                              |   |   |
|--|------------------------------|---|---|
| Member name<br>MEMBER, X                 | Status<br>Eligible           |   |   |
| Subscriber ID<br>912345678               | Date of birth<br>04/16/1963  | Gender<br>Female                              | Member address<br>123 MAIN STREET,<br>ANYTOWN, CA 90000 |
| Plan name<br>Blue Shield of CA ASO PSP   | Plan type<br>Commercial PPO  | Coverage effective / start date<br>01/01/2023 | Coverage end / redetermination date<br>Present          |
| Relationship to subscriber<br>Subscriber | Subscriber name<br>MEMBER, X | PCP name<br>DOCTOR, X                         | Office visit copay<br>In-network-20%                    |