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

### 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:
  - Subscriber ID
  - Last name, first name, and date of birth
  - Medicare beneficiary's ID and date of birth (Medicare members only)
  - Social Security Number (SSN)
  - Client Index Number (CIN)

### 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.

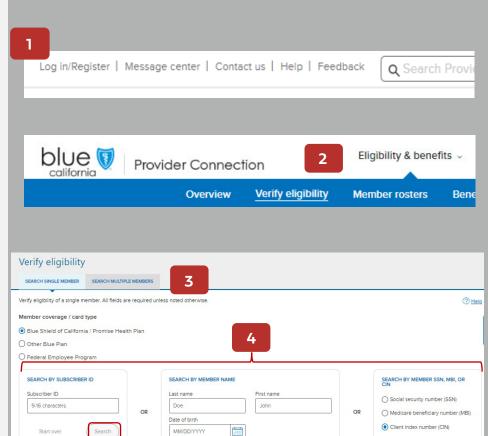
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# Instructions

- Log in to www.blueshieldca.com/provider. 1.
- 2. Click **Eligibility & benefits** in the top menu, then click Verify eligibility.

#### The Verify eligibility screen displays.

- 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) ٠
  - 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)



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MM/DD/YYYY

Start over

#### 5. Click Search.

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Search

Client Index number First 9 characters

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## Instructions

#### 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 (HMO 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.



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