

# Change your Provider Connection password

## 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 every 90 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 90 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.

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## 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

\*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 90-day expiration.

1. Log in to [www.blueshieldca.com/provider](http://www.blueshieldca.com/provider).
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**.
7. 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.

1 Log in/Register | Message center | Contact us | Help | Feedback | Search

2 News & education

3 Password Edit

4 Update password  
Before you can update your information, we need to verify your identity. To do that, we'll email you a security code.  
Request code Cancel

5 blue shield of california | Provider Connection  
A change to your Provider Connection account with the username [redacted] has been requested.  
The profile information changed: Password  
To confirm this change, enter the following security code.  
286016  
It will expire in 15 minutes.  
To protect our members' data, if you did not request this change, please contact us.

6 Update password  
We sent a security code to [redacted]@blueshieldca.com  
Security code  
Enter security code  
If that address is incorrect, go back and update your email, then request this change again.  
Resend security code  
Continue Cancel

7 Update password  
Current password  
Enter current password Show  
New password  
Enter new password Show  
Your password must include:  
 8-20 characters  A number or symbol (#!@)  
 At least 1 lowercase letter  No spaces  
 At least 1 uppercase letter  
Confirm new password  
Enter new password Show  
Save Cancel

8 We updated your information  
SUCCESS  
Close

# 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?**.
3. 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**.
5. Click **Reset Password** on the *Unlock Your Account* window.
6. Enter your new password (twice) and click **Continue**.
7. 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.

1 Log in/Register | Message center | Contact us | Help | Feedback Search

Log in

This account is locked due to too many unsuccessful login attempts. To unlock the account, reset your password or [contact us](#).

Username  
Username

Password  
Show

Remember my username

Log in

Forgot your password? | Forgot your username?

2

Forgot your password?

Enter your username to get started.

Username  
abc123

3 Continue

Forgot your Username?

3

4

Enter your security code

We emailed you a temporary security code. Please enter it here.

Username  
abc123

Security Code  
1234

4 Continue

5

Unlock Your Account

Your account has been unlocked. Please use your existing password to sign on, or reset your password if needed.

Continue Reset Password

6

Create a new Password

Password  
Show

Your password must include:

- 8-20 Characters
- A number or symbol(!@#)
- At least 1 lowercase letter
- No spaces
- At least 1 uppercase letter

Confirm Password  
Show

6 Continue

7

Thank you

Your password has been successfully updated

7 Login to Provider Connection