

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.
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.

The collage consists of eight screenshots from the Provider Connection website, arranged in a grid-like fashion. Each screenshot is annotated with a red box containing a white number from 1 to 8, indicating the step in the process.
1. The top navigation bar with 'Log in/Register | Message center | Contact us | Help | Feedback' and a search bar.
2. The user's profile area with a round 'badge' containing initials 'FL'.
3. The 'Password' tile with an 'Edit' button.
4. The 'Update password' window with a 'Request code' button.
5. An email confirmation screen from Provider Connection showing a security code '286016' and a 'Continue' button.
6. The 'Update password' window with a 'Continue' button.
7. The 'Update password' form with fields for 'Current password', 'New password', and 'Confirm new password', along with password requirements and a 'Save' button.
8. A confirmation screen titled 'We updated your information' with a green checkmark and a 'Close' button.

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.

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? | Forgot your username?

3

Continue

Forgot your Username?

4

Continue

5

Reset Password

6

Continue

7

Login to Provider Connection