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.
Instructions


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.
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.