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 once a year – every 365 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 365 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 365-day expiration.

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.

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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.
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.