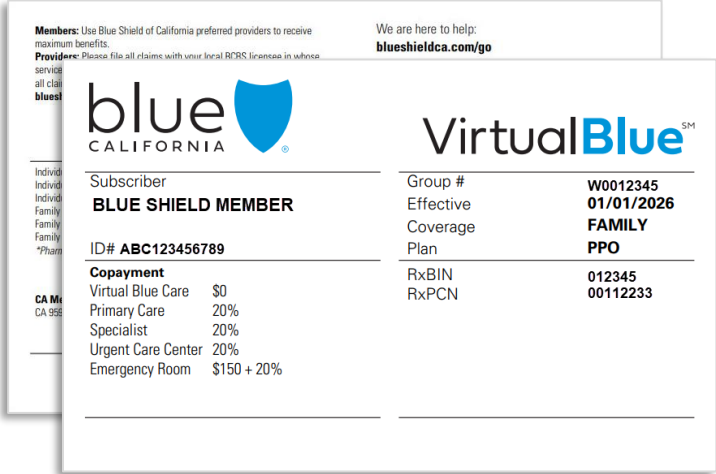


Accessing a member's digital ID card

Blue Shield of California makes accessing a member's digital ID card easy.



What you'll need to get started:

- A username and password to log in to your Provider Connection account.
- The member's Subscriber ID, SSN, or last name, first name, and date of birth.

Instructions

To view, print, or download a member's digital ID card:

1. Log in to www.blueshieldca.com/provider.
2. From the **Eligibility and benefits** drop-down menu, select **Verify eligibility**.
3. Enter the Subscriber ID or Last name, First name, and Date of birth, or SSN then click **Search**.
4. Click **ID Card** in the top right section of the results to open the PDF and view, print or download the member's digital ID card.

The screenshot displays the Blue Shield of California Provider Connection interface. At the top right, there is a user account icon labeled '1'. The main navigation menu includes 'Eligibility & benefits', 'Authorizations', 'Claims', 'Guidelines & resources', and 'News & education'. A search bar is located on the right side of the navigation bar.

The 'Eligibility & benefits overview' section contains a 'Verify eligibility' button, which is highlighted with a red callout '2'. Other options in this section include 'Benefit summaries', 'Preventive health guidelines', 'Member rosters', and 'Value-based programs'.

The 'Verify eligibility' page has a breadcrumb trail: 'Home > Eligibility and benefits > Verify eligibility'. Below the breadcrumb, there are two tabs: 'SEARCH SINGLE MEMBER' and 'SEARCH MULTIPLE MEMBERS'. A 'Help' icon is visible on the right side of the page.

The 'Member coverage / card type' section shows three radio button options: 'Blue Shield of California / Blue Shield of California Promise Health Plan' (selected), 'Other Blue Plan', and 'Federal Employee Program'. A red callout '3' is placed over the 'Other Blue Plan' option.

There are three search input sections: 'SEARCH BY SUBSCRIBER ID' (with a 'Subscriber ID' field and '9-16 characters' hint), 'SEARCH BY MEMBER NAME' (with 'Last name' and 'First name' fields, and a 'Date of birth' field with a calendar icon), and 'SEARCH BY MEMBER SSN, MBI, OR CIN' (with radio buttons for 'Social security number', 'Medicare beneficiary number', and 'Client index number', and a 'Social security number (last 4)' field). A red callout '3' is placed over the 'SEARCH BY MEMBER NAME' section.

The results section shows '1 result found for' with a 'Print' icon. The member information is: 'Member name: DeHorn, Paul | Date of birth: 06/26/1969'. The status is 'Eligible'. A red callout '4' is placed over the 'ID Card' link in the top right of the results area. Other links include 'Details', 'Benefits', and 'Claims'.

Member name	Status	Subscriber ID	Date of birth	Gender	Member address
DeHORN, PAUL	Eligible	98887788	06/26/1969	Male	2308 SANBARACKS DRIVE