

Register for a Provider Connection Provider account*

ProvEd_0726_01

What you'll need to get started:

- A designated Account Manager to register the account.
- Your Tax ID (TIN) or Social Security number (SSN). You can add additional TINs/SSNs after you create the account.
- Claims data. You have three options:
 1. Check EFT number **and** Check/EFT amount
 2. Member ID **and** Check/EFT amount
 3. Claim number **and** Check/EFT amount

If there are no claims within the last three months, you have the option of entering:

- A subscriber ID and birth date of any eligible Blue Shield/Blue Promise member
- Or your contract ID number (this is the 9-digit number you can find on your Blue Shield of California or Promise Health Care plan contract)

* Out-of-state providers not contracted with Blue Shield of California should set up a clearinghouse account with [OfficeAllly](#) to access Medicare Crossover claims and EOBs. [Learn about clearinghouses](#). If you need information on other types of claims, log into your home state Blue plan.



Instructions

1. Click Log In/Register in the upper right corner of the Provider Connection homepage. (www.blueshieldca/provider).

The *Welcome to Provider Connection* screen displays.

2. Click **Create account**.

3. Select *Provider* as the account type and click **Continue**.

The screenshot shows the 'Welcome to Provider Connection' page. At the top, there is a navigation bar with links for 'Employers', 'For Brokers', and a 'Log in/Register' button with a user icon. A red box with the number '1' highlights the 'Log in/Register' button. Below the navigation bar, the page is divided into two main sections: 'Log in' and 'Register as an account manager'. The 'Log in' section has fields for 'Username' and 'Password', a 'Remember my username' checkbox, and a 'Log in' button. Below these fields are links for 'Forgot your password?' and 'Forgot your username?'. The 'Register as an account manager' section has a 'Create account' button. A red box with the number '2' highlights the 'Create account' button. Below the 'Create account' button, there is a list of requirements for registration: 'Your organization's tax ID number' and 'The provider tax IDs you'd like to represent'. There is also a section for 'You may also need:' which includes 'A claim from the last 3 months for some tax IDs' and 'The Business Associate Agreement (BAA) date for each provider'. At the bottom of the registration section are links for 'Are you an account manager?' and 'Not an account manager?'. Below the registration section, there is a progress bar with four steps: '1 Account type', '2 Verify tax IDs', '3 Contact info', and '4 Account setup'. The '1 Account type' step is highlighted. Below the progress bar, there is a section titled 'Select your account type' with a 'Help' link. There are three options: 'Provider' (with a checkmark icon), 'Billing' (with a square icon), and 'MSO' (with a square icon). The 'Provider' option is selected. Below the options, there is a 'Back to login' link and a 'Continue' button. A red box with the number '3' highlights the 'Continue' button.

Employers For Brokers Log in/Register 1

Welcome to Provider Connection

Log in

Username

Username

Password

Password Show

☐ Remember my username

Log in

[Forgot your password?](#) | [Forgot your username?](#)

Register as an account manager

Creating your Provider Connection account should take about 5 minutes.

2 Create account

To register you'll need:

- Your organization's tax ID number
- The provider tax IDs you'd like to represent

You may also need:

- A claim from the last 3 months for some tax IDs
- The Business Associate Agreement (BAA) date for each provider

[Are you an account manager?](#) | [Not an account manager?](#)

1 Account type 2 Verify tax IDs 3 Contact info 4 Account setup

Select your account type Help

Provider

Providers deliver healthcare services to our plan members. They include doctors, hospitals, medical groups, and pharmacies.

Billing

Billing services are hired by providers to handle billing and claims.

MSO

Management services organizations (MSOs) contract with providers to handle many administrative services. Some MSOs own and manage the medical practices they represent.

< Back to login 3 Continue

Instructions

The *Verify Tax ID numbers* screen displays.

4. Enter your Employer ID Number (EIN) or Social Security Number (SSN).
 - Remember, you can add more EINs/SSNs after you create the account.
5. Click **Add**.
6. The Provider TIN/SSN and name will populate on the *Tax ID numbers* screen. Repeat to add additional provider TINs/SSNs if desired. (Steps not shown.)
7. Click **Continue**.

The screenshot shows the 'Verify tax IDs' screen in a registration process. At the top, a progress bar has four steps: 1. Account type (checked), 2. Verify tax IDs (active), 3. Contact info, and 4. Account setup. The main heading is 'Verify tax IDs' with a link 'Why we verify' on the right. Below the heading, there is instructional text: 'Enter an Employer ID Number (EIN) or a Social Security number (SSN) for each provider you represent, one at a time. For faster registration, validate one tax ID now and then add the others after you log in.' There are two radio buttons: 'EIN' (selected) and 'SSN'. Below the radio buttons is a text input field labeled 'EIN' with the placeholder 'Enter a 9-digit number'. To the left of the input field is a red box with the number '4' and a bracket pointing to the input field. To the right of the input field is a blue 'Add' button with a red box containing the number '5' next to it. At the bottom left is a link '< Back to account type'. At the bottom right is a red box with the number '7' next to a blue 'Continue' button.

Instructions

The **Verify your access** screen displays.

If you have claims within the last three months, the system will ask for claim information.

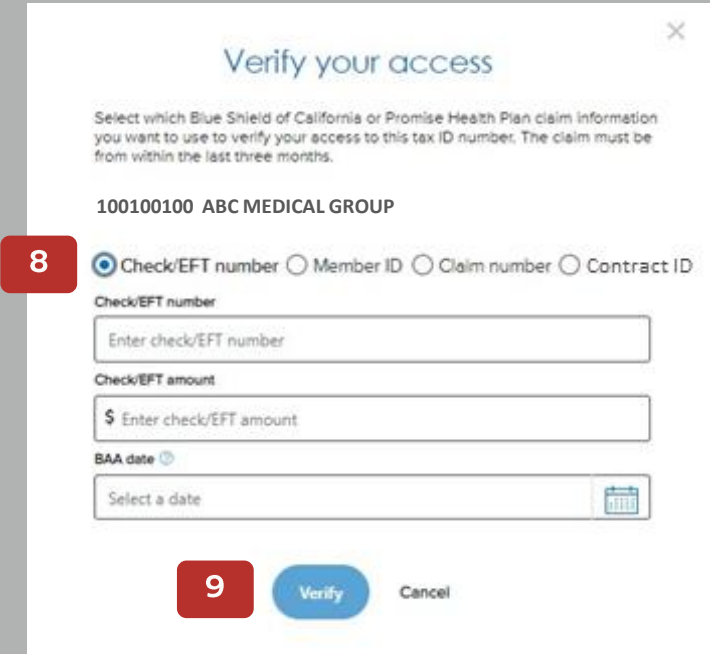
8. Select one of the four options to verify the account, then complete the fields below as required.
 - If there are no claims within the last three months, a different screen displays requesting a subscriber ID and birth date of any eligible Blue Shield/Blue Promise member or your 9-digit Blue Shield of California or Promise Health Care plan contract ID number.

9. Click **Verify**.

The **Organization contact info** screen displays.

10. Complete the *Organization contact info* and *Your contact info* fields.

11. Click **Continue**.



Verify your access

Select which Blue Shield of California or Promise Health Plan claim information you want to use to verify your access to this tax ID number. The claim must be from within the last three months.

100100100 ABC MEDICAL GROUP

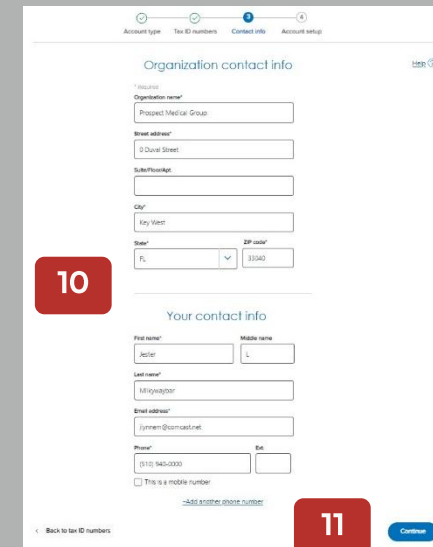
☒ Check/EFT number ☐ Member ID ☐ Claim number ☐ Contract ID

Check/EFT number
Enter check/EFT number

Check/EFT amount
\$ Enter check/EFT amount

BAA date
Select a date

9 Verify Cancel



Organization contact info

Organization name
Prospect Medical Group

Street address
10 Duval Street

Sub/Postage
1000000000

City
Key West

State
FL

ZIP code
33040

Your contact info

First name
Javier

Middle name
L

Last name
Munozgomez

Email address
jmunoz@connect.net

Phone
(313) 943-0000

Is this a mobile number
☐

Back to tax ID numbers 11 Continue

Instructions

The **Account setup** screen displays.

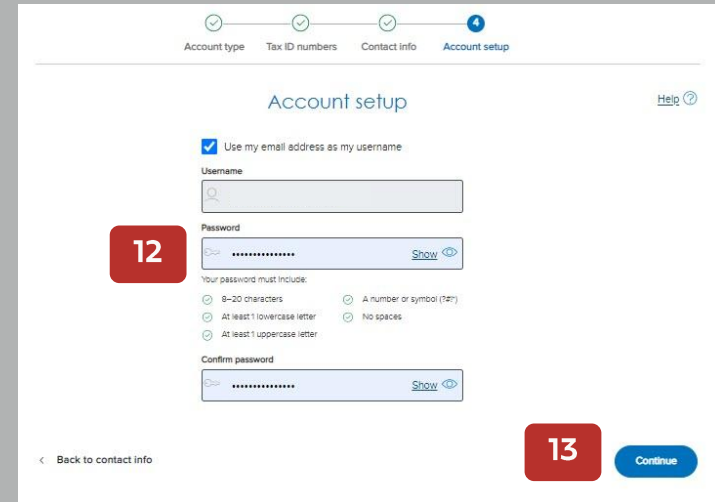
12. Establish your Username and Password.
13. Click **Continue**.

The **Terms and conditions** screen displays.

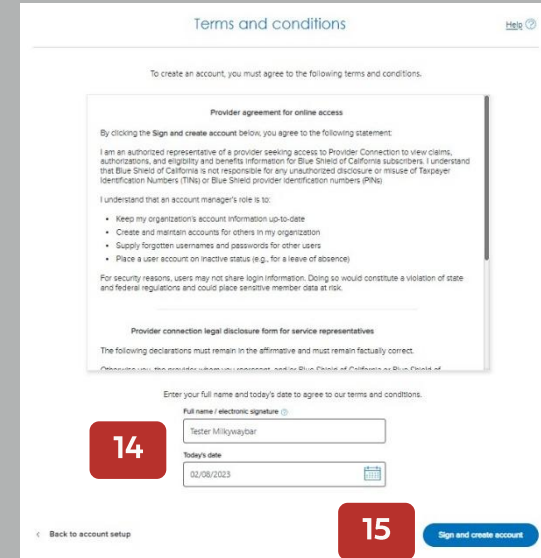
14. Review the terms and conditions, then enter your full name (e-sign) and today's date to indicate agreement.
15. Click **Sign and create account**.

The **Please validate your email address** screen displays.

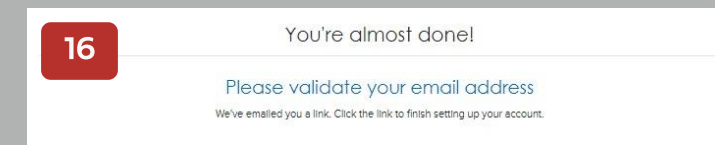
16. Click the link sent to your email address to validate and activate your account. You will now be able to log in to Provider Connection and add users to your account.
 - The link expires, so follow it promptly. (If the link expires, request another one.)
 - Check SPAM if you do not receive this email.
 - To add TINs/SSNs, go to: *Account Management > Manage your Provider Connection Tax IDs*.



The screenshot shows the 'Account setup' screen with a progress bar at the top indicating steps: Account type, Tax ID numbers, Contact info, and Account setup (current step). The screen has a 'Help' link in the top right. A checkbox 'Use my email address as my username' is checked. Below are input fields for 'Username' and 'Password'. The password field is highlighted with a red box labeled '12'. To the right of the password field is a 'Show' button with an eye icon. Below the password field, a list of requirements is shown: 8-20 characters, At least 1 lowercase letter, At least 1 uppercase letter, A number or symbol (not), and No spaces. Below these is a 'Confirm password' field, also highlighted with a red box labeled '13', with a 'Show' button. At the bottom left is a '< Back to contact info' link, and at the bottom right is a blue 'Continue' button.



The screenshot shows the 'Terms and conditions' screen. It starts with a 'Help' link. A section titled 'Provider agreement for online access' contains a statement of agreement and a list of roles: Keep my organization's account information up-to-date, Create and maintain accounts for others in my organization, Supply forgotten usernames and passwords for other users, and Place a user account on inactive status (e.g., for a leave of absence). Below this is a 'Provider connection legal disclosure form for service representatives' section. At the bottom, there is a 'Full name / electronic signature' field with a red box labeled '14' and a 'Today's date' field with a red box labeled '15'. A blue 'Sign and create account' button is at the bottom right, and a '< Back to account setup' link is at the bottom left.



The screenshot shows a screen titled 'You're almost done!'. It has a red box labeled '16' on the left. The text 'Please validate your email address' is centered, followed by 'We've emailed you a link. Click the link to finish setting up your account.'

