

# 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:

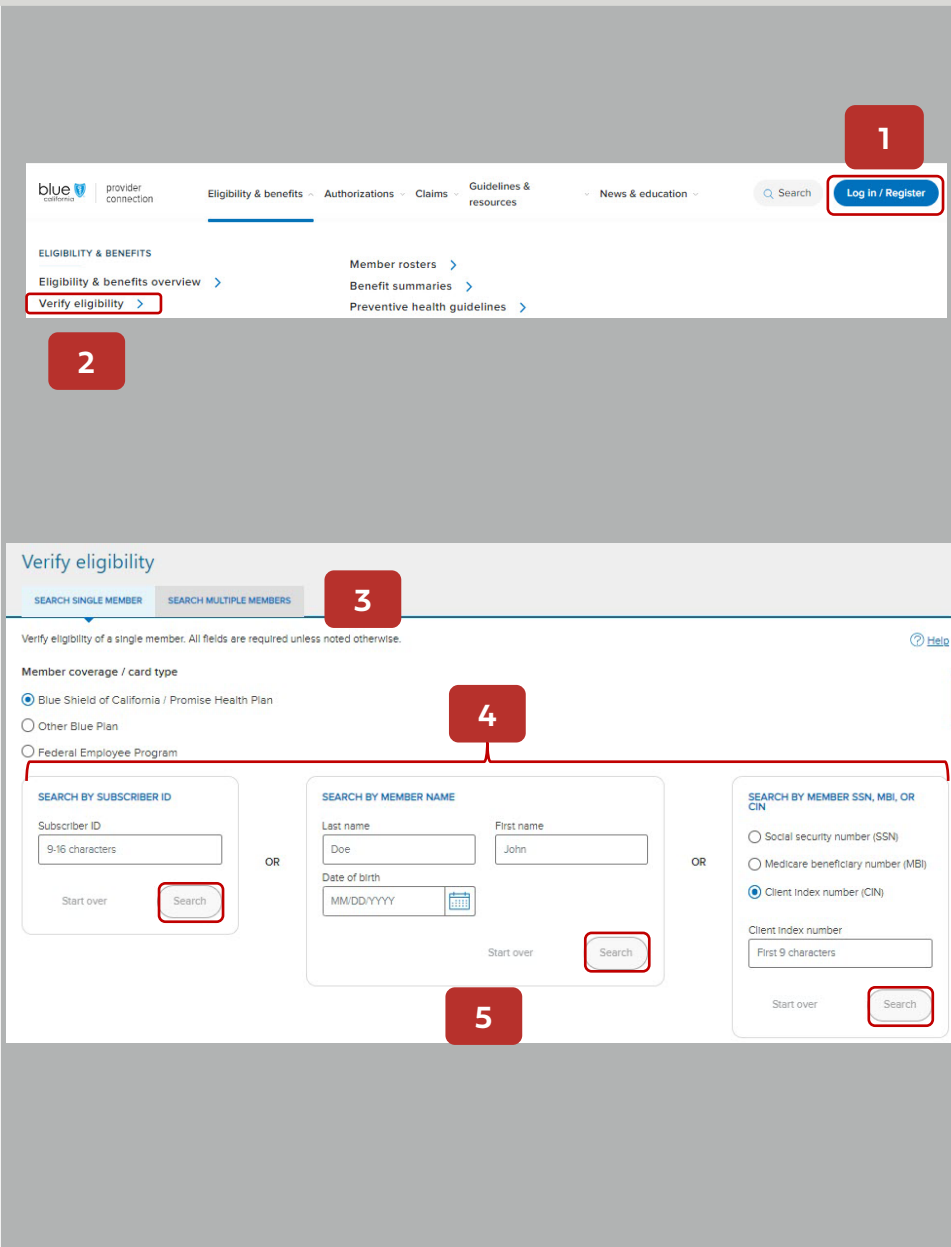
- Blue Shield of California subscriber eligibility and benefit information is available for up to twenty-four months before today's date and one year before a member's termination.
- Eligibility information is updated daily.

# Instructions

1. Log in to [www.blueshieldca.com/provider](http://www.blueshieldca.com/provider).
2. The *Verify eligibility* tool is available from the home page AND from the *Eligibility & benefits* section in the white navigation menu. Click that link, then click **Verify eligibility** from the drop-down menu.

### 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)



# 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.

The screenshot shows a member profile page. At the top, there are navigation links: Details, ID Card, Benefits, and Claims. The member name is 'MEMBER, X'. The status is 'Eligible', highlighted by a red callout box labeled '6'. Below this, there is a table of member information:

Subscriber ID 912345678	Date of birth 04/16/1963	Gender Female	Member address 123 MAIN STREET, ANYTOWN, CA 90000
Plan name Blue Shield of CA ASO PSP	Plan type Commercial PPO	Coverage effective / start date 01/01/2023	Coverage end / redetermination date Present
Relationship to subscriber Subscriber	Subscriber name MEMBER, X	PCP name DOCTOR, X	Office visit copay In-network-20%

At the bottom right of the table, there is a right-pointing arrow. A red callout box labeled '7' points to the navigation links at the top right.