

Accessing Digital ID Cards for Providers

Please take a few minutes to review these simple and easy steps to view, print or download a member's ID card online.

Blue Shield of California makes downloading a member's digital ID card easy. To verify eligibility in real time and support Blue Shield members, follow these simple steps.

Access the member's digital ID card:

1. Log in to Provider Connection at www.blueshieldca.com/provider.
*If you do not currently have access to Provider Connection, please ask your organization's Account Manager to set up a user account for you. If no one in your organization is registered as an Account Manager on Provider Connection, please [register now](#).
2. Click *Eligibility & benefits*.
3. Click *Verify eligibility*.
4. Enter the *Subscriber ID* or *Last name, First name*, and *Date of birth*, then click *Search*.
5. 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.

What to do if a Blue Shield member arrives without an ID card

Follow the instructions above to access the member's digital ID card. Alternately, members with a mobile device can access their digital ID card via Blue Shield's mobile app or Apple Wallet.

Providers may:

- View the digital ID card on the member's smartphone.
- Ask the member to send you their digital ID card via email or text.

Digital ID card benefits for providers

- 24/7 access to digital ID cards online and before appointments.
- Digital ID cards reduce the administrative burden on your office.
 - No need to keep and search for paper copies of ID cards.
 - Verify eligibility and access the ID card simultaneously in real time.
- Digital interactions support social distancing if needed.
- Digital ID cards are a more secure source of benefits information than paper copies.

Digital ID card benefits for members

- Honors our member's paperless communication preference.
- Help protect the environment by reducing paper and plastic waste.
- Ability to view, email and text their card from Blue Shield's mobile app to your office.
- Ability to print their card from Blue Shield's mobile app.
- Convenient 24/7 access to their health information and ID cards online at blueshieldca.com and through Blue Shield's mobile app.
- Individual and Family Plan (IFP) members with iPhones may store digital ID cards in their Apple Wallet for easy access. Google Pay feature for Android users is coming in 2021.