REGISTER WITH BLUE CONNECT
Your guide to online tools and resources

Dear Member,

This visual guide will help you register for BlueConnectNC.com, your personalized member services website. It is the guide to the tools and information you need to manage your health plan and health care.

Blue Connect is personalized to you, to help you understand your own health care and treatment options. You can also find information about your coverage and claims. It’s designed to make health care easier, giving you on-the-go access when, where and how you want it. Register today to set up your User ID and Password!

Guide topics

✅ How to register for Blue Connect

✅ How to add additional Blue Cross and Blue Shield of North Carolina (Blue Cross NC) plans to your Blue Connect account

Note: This guide is for your reference only, and the examples provided in this document do not determine the benefits covered under your health plan.
HOW TO REGISTER FOR Blue Connect

Have your Blue Cross NC member ID card on hand and follow the instructions below.

1

Navigate to BlueConnectNC.com then click Member Login.
Click Register Now. The following screen will appear.

Note: You can still register even if you don’t have your member ID card. Just keep reading.

2a

Complete the two questions in the Get Started section.
When you select Medical, Dental, Vision or Medicare, the screen will expand to display an additional question: “Do you have a Subscriber/Member ID?”
If you click “Yes,” you will see the screen at right with additional fields for you to complete and a sample ID card for the type of coverage you selected will display.

Complete the fields and click the Continue button.

(Skip to step 4 in this document if you answered “Yes.”)

If you click “No,” you will see this screen. Click one of the options to receive a verification code by text message or voice call.
When you receive the code, enter it here, and then click **Continue**. The screen below displays.

**Note**: If the member is not on file or fully enrolled, this error message displays.

When you receive the code, enter it here, and then click **Continue**. The screen below displays.

**Note**: You have four attempts to correctly enter the code. The code expires after 10 minutes.
Next, create a User ID and Password. You will use these to log in to the system.

- The **User ID** must be at least 6 characters with no spaces, and it can be a combination of numbers and letters.
- The **Password** must be at least 6 characters with no spaces, and it must include a number or symbol.

Enter your Password a second time to confirm it.

Select a security question or choose to create your own and create your answer.

Enter your email address.

Select whether or not you want to receive promotional and marketing materials from Blue Cross NC.

Click the OK button. A message saying, “Thank you for registering for Blue Connect” displays.
You can easily link additional Blue Cross NC plans to your existing Blue Connect account. Simply follow the steps below.

1. Log in to BlueConnectNC.com and click Profile.

2. Click Manage Plan, then choose Link a Plan.
Provide the Subscriber Member ID for the plan you want to add to your Blue Connect account. There are two text boxes for you to enter the letters (e.g., YPP) and the numbers (e.g., 12345678) of the Subscriber ID. Enter your member number for this plan (e.g., 01, 02, etc.). This is the number that appears next to your name on your member ID card. Then, click Next.

Enter the ZIP Code for the mailing address tied to that policy.

Once you have filled in this information, click Submit.

You’ll now be able to access your Benefits, Claims and Account information for your linked plans on Blue Connect.

Contact us

If you need assistance to register for Blue Connect, please call Web Support at 1-888-705-7050 or visit BlueCrossNC.com/Contact-Us to email us.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) provides free aids to service people with disabilities as well as free language services for people whose primary language is not English. Please contact the Customer Service number on the back of your ID card for assistance.

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) proporciona asistencia gratuita a las personas con discapacidades, así como servicios lingüísticos gratuitos para las personas cuyo idioma principal no es el inglés. Comuníquese con el número que aparece en el reverso de su tarjeta del seguro para obtener ayuda.

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