BlueCare CONNECT

Registration & Login User Guide

How to Register for BlueCare Connect

How to register for BlueCare Connect

1 **Open BlueCare Connect to get started!**

On the computer or a web browser?
Go to **BlueCareConnectRI.com**

On a Mobile Device? Download the app:
- Apple App Store
- Google Play Store
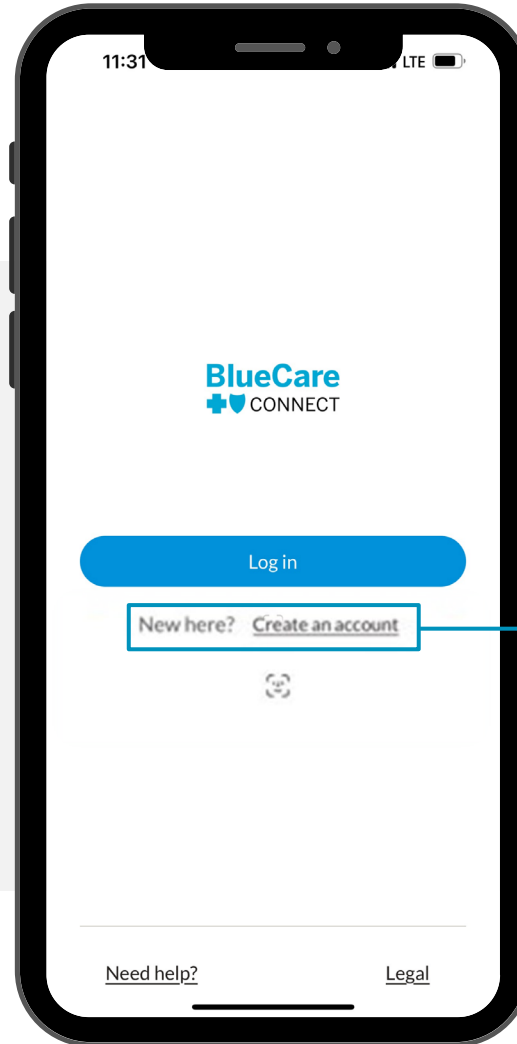
1. Search for **"BlueCare Connect RI"**

2. Install the BlueCare Connect RI app.

3. When installation is complete, open the app.

BlueCare
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Log in

New here? Create an account

Need help?   Legal

2

On the homepage, click **Create an account** to get started**!**

TIP

Web: Do not enter *www.* in the website name

Mobile: Double-check the app name displays as **BlueCare Connect RI** *before* you install it.

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How to register for BlueCare Connect

3 Enter your **Member ID, Date of Birth, and Zip Code**. The prefix in your member ID must be all capital letters.

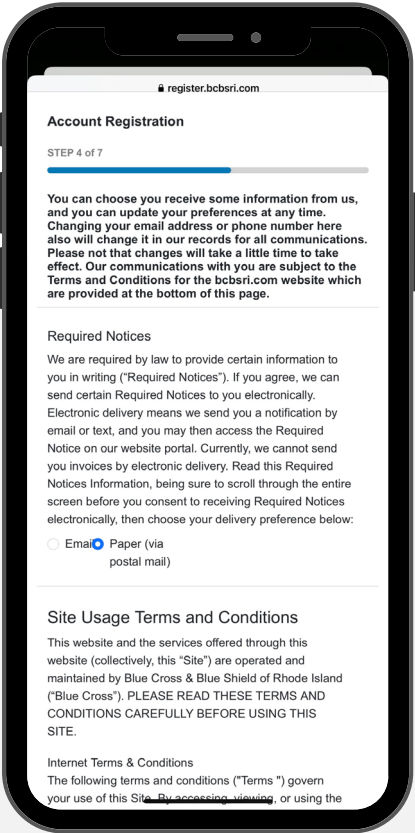**4** Choose your **email address, Username, and password**. Make sure you follow the password requirements.
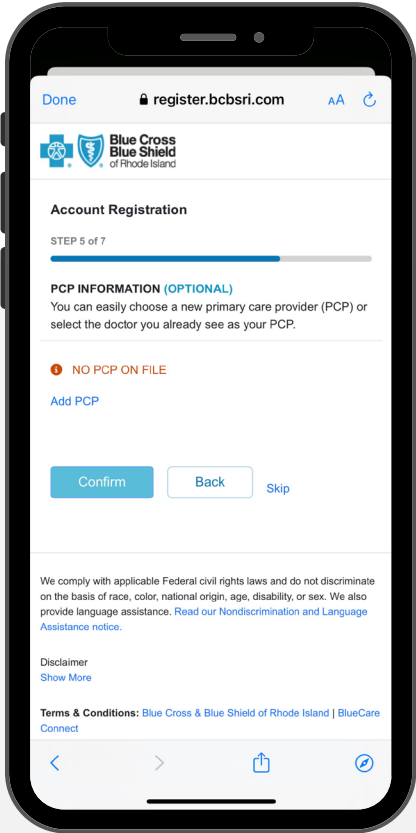
5 Enter a preferred **phone number**. Pick **text or call** to get a one-time password (OTP) for added security.
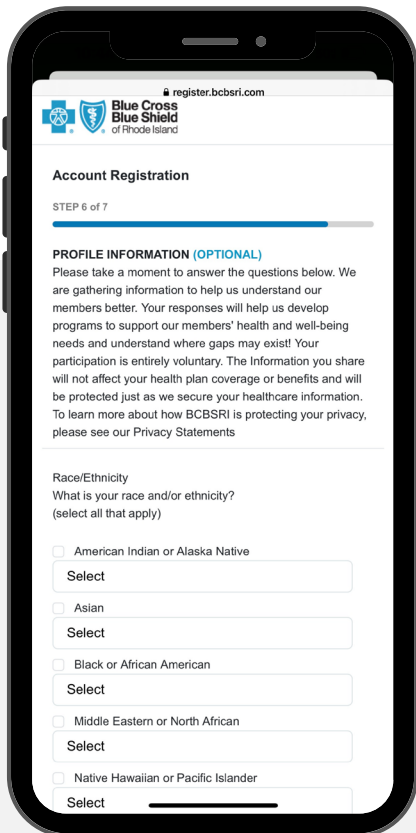
How to register for BlueCare Connect

6 Set **document delivery preferences** and review **terms and conditions.** Scroll down and continue.
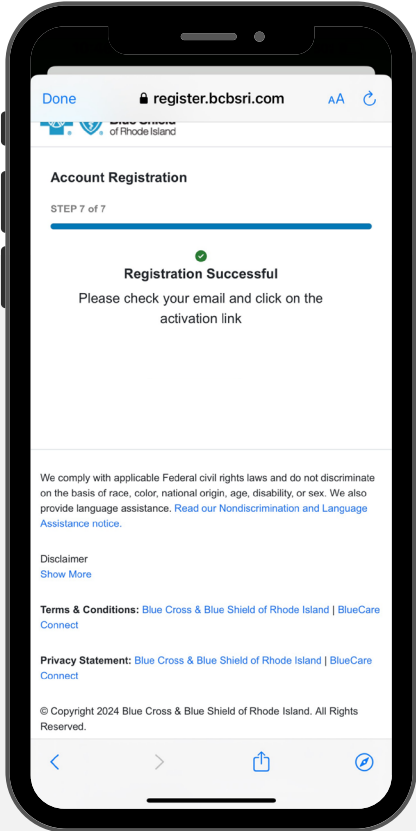
7 *Optional:* Add, update, or confirm your **primary care provider (PCP)**.
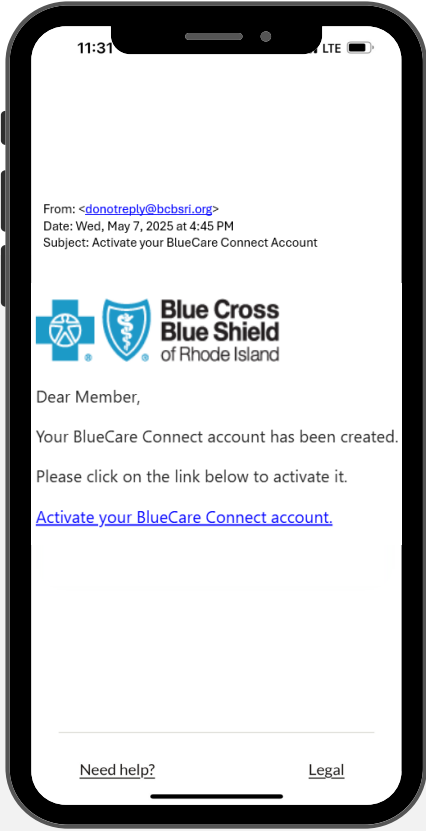
8 *Optional:* Enter **demographic profile information**.
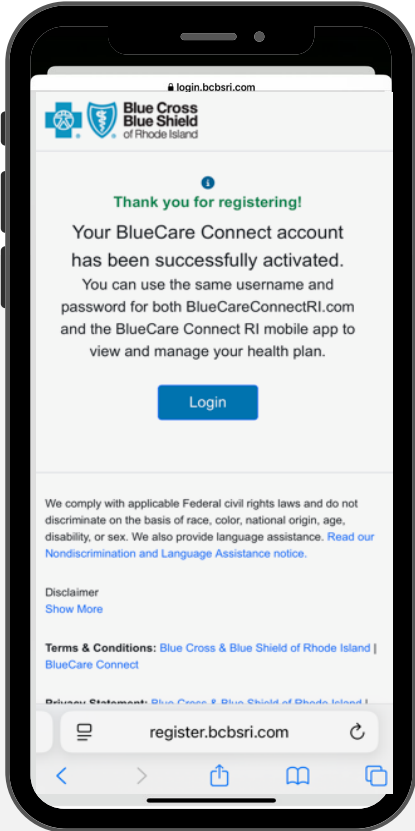
How to register for BlueCare Connect

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You're almost there – Check **your email** for instructions on how to **Activate your BlueCare Connect account**.

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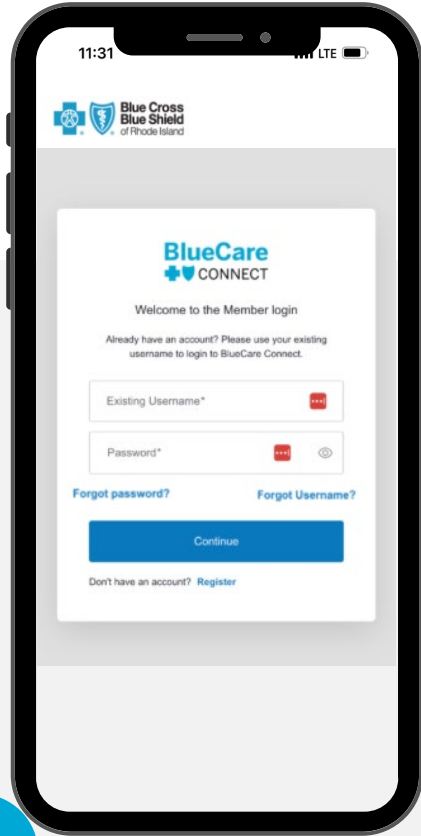Click the blue text to **Activate your BlueCare Connect account**.

11
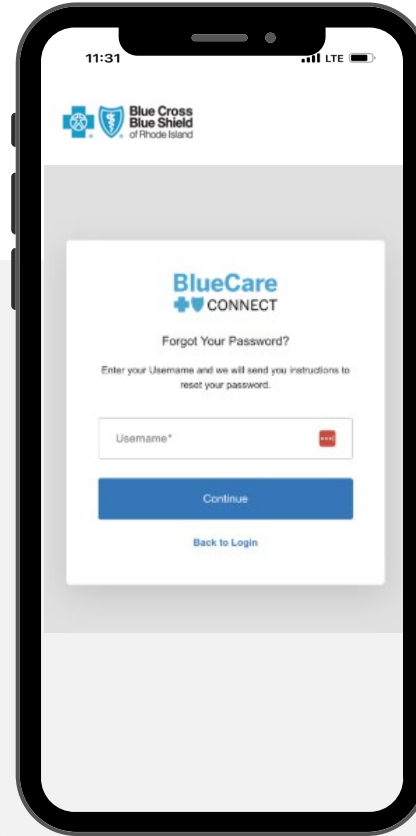Click Login. Enter **Username and password** set in Step 4.

BlueCare Connect Forgot Password Process
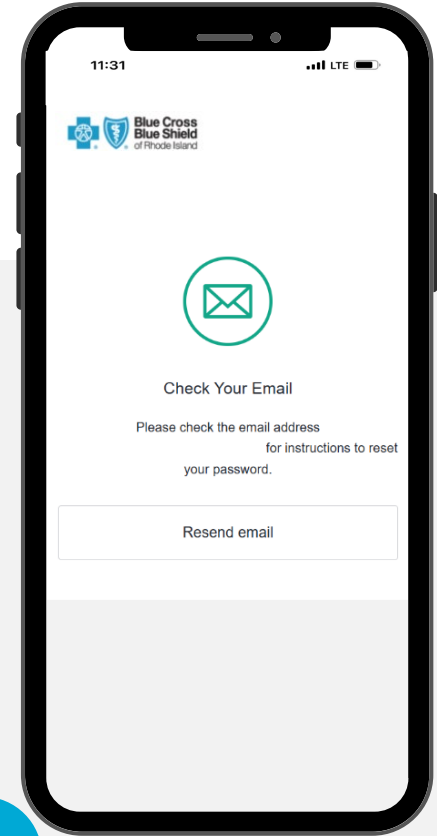
Forgot Password?

1 After passing through initial Log-in screen, click **Forgot password?** in blue text, above the Continue button.

2 Enter **Username** and click **Continue**. Note, Username may or may not be email address on file.
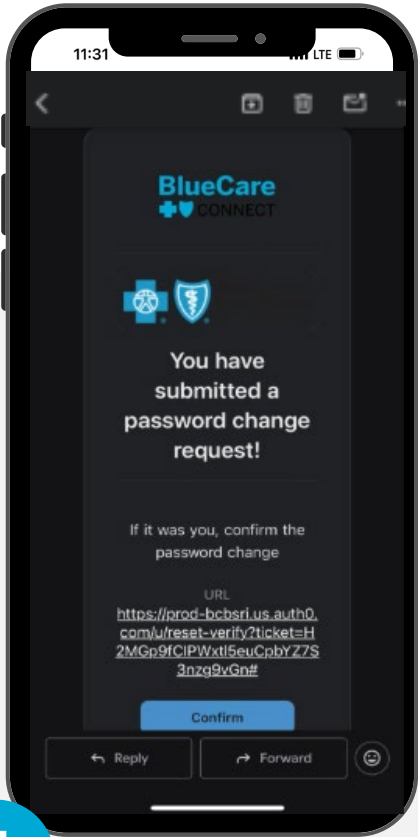
3 Follow prompts to **Check Your Email** for instructions to reset your password.
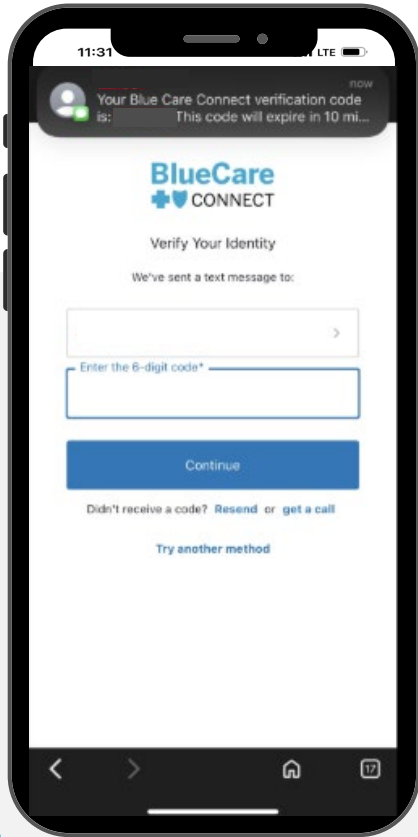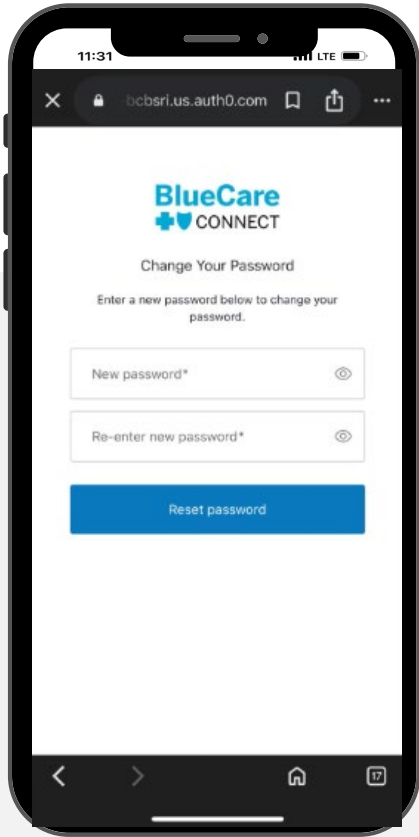
Forgot Password?

4 Within the password change request email, click the blue **Confirm** button in the body of the email.

5 Follow steps to **Verify Your Identity** which will involve entering a 6-digit code sent to your phone number on file.
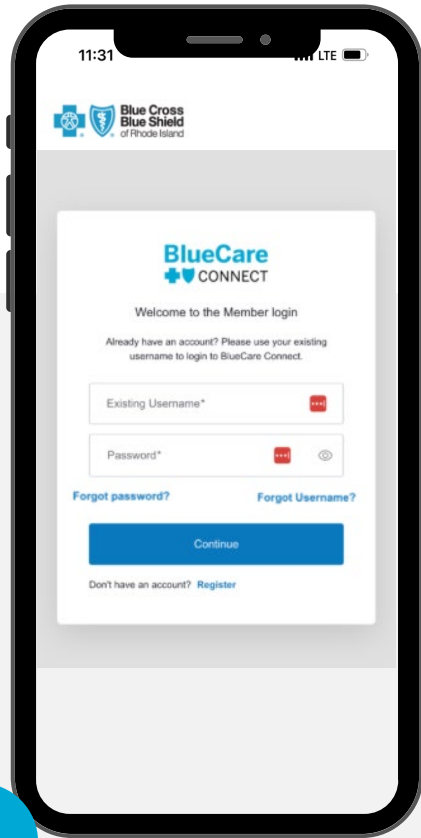

6 You are now ready to **Change Your Password.** After entering it two times, click **Reset Password.**
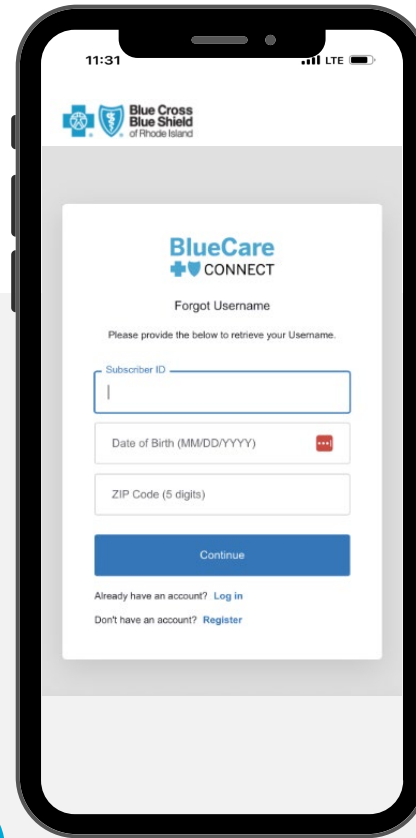
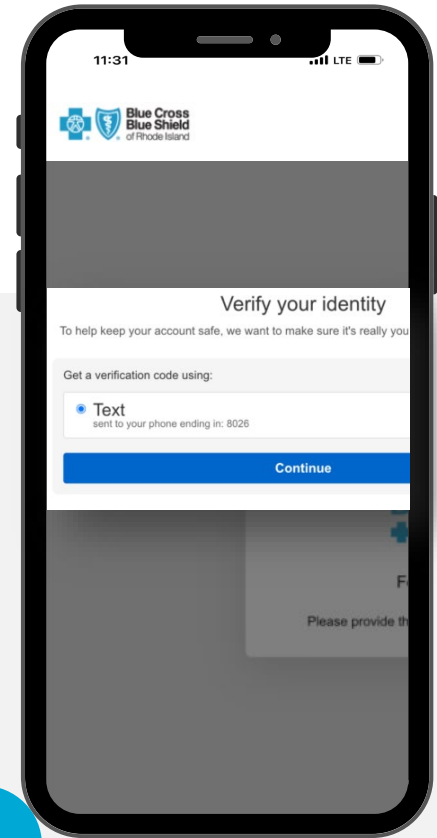# BlueCare Connect Forgot Username Process

Forgot Username?

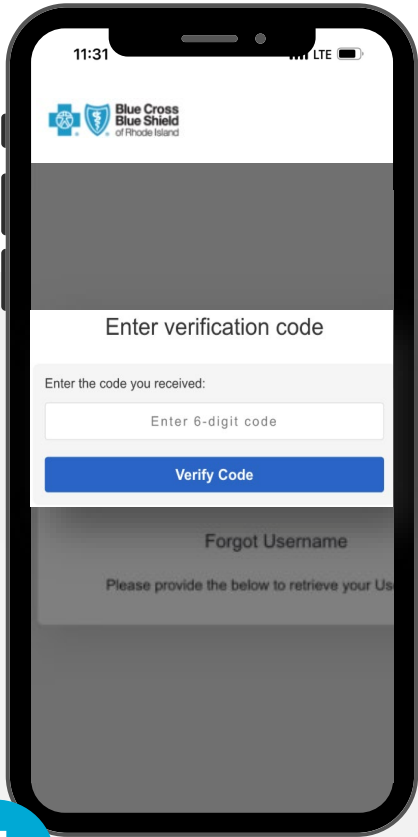**1** After passing through initial Log-in screen, click **Forgot Username?** in blue text, above the Continue button.

2 Enter **Subscriber ID, Date of Birth**, and **Zip Code**. Click **Continue.**
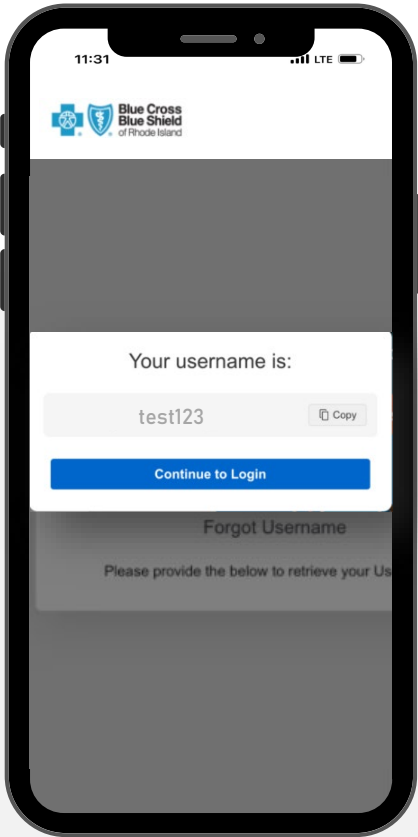
3 Follow steps to **Verify Your Identity.** Choose how to get a verification code to your phone and click **Continue.**
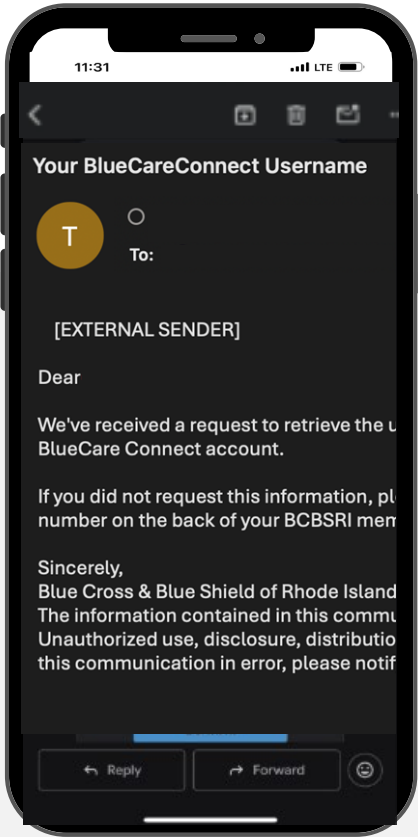
Forgot Username?

4 Copy the 6-digit code you received to your phone and click **Verify Code**.

5 Your username will display on screen. Click the **Copy** button on the right and click **Continue to Login.**

6 You will also receive an email notification that a username request was received. It *will not* contain your username.

Thank You

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