

# BlueCare

## CONNECT

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### 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](https://BlueCareConnectRI.com)



On a Mobile Device? Download the app:

- Apple App Store
- Google Play Store

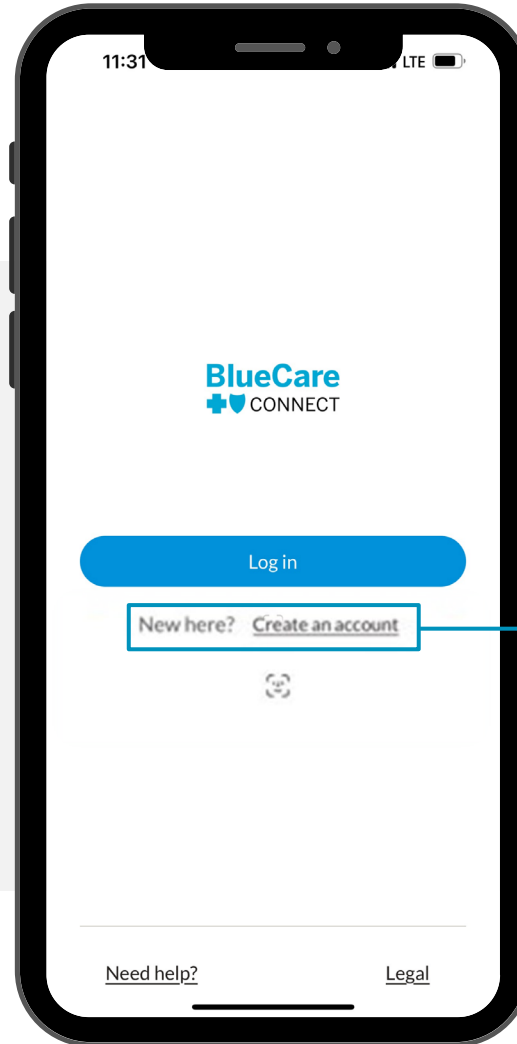
1. Search for “**BlueCare Connect RI**”
2. Install the BlueCare Connect RI app.
3. When installation is complete, open the app.



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.



2

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

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# How to register for BlueCare Connect

register.bcbsri.com

Blue Cross Blue Shield of Rhode Island

Account Registration

STEP 1 of 7

MEMBER'S INFORMATION

Let's set up your account so you'll have easy access to your plan.

Member ID \*

Member ID

Date of Birth \*

ZipCode \*

ZipCode

Continue

We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. We also provide language assistance. [Read our Nondiscrimination and Language Assistance notice.](#)

Disclaimer

Show More

Terms & Conditions: Blue Cross & Blue Shield of Rhode Island | BlueCare Connect

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

Done

register.bcbsri.com

Account Registration

STEP 2 of 7

LOGIN INFORMATION

Create your user name and password.

Email \*

Email

Re-enter Email \*

Re-enter Email

☐ Use your email as username

Username \*

Username

Password \*

Password

Re-enter Password \*

Re-enter Password

Password must contain

- 8-30 characters
- At least 1 uppercase letter [A-Z]
- At least 1 lowercase letter [a-z]

4

Choose your **email address, Username, and password**. Make sure you follow the password requirements.

Done

register.bcbsri.com

Account Registration

STEP 3 of 7

SET UP ADDED SECURITY

You can add additional security to your account by setting up two-factor authentication. For example, if you forget your password, we will text you a code you can use to reset it.

Note: By providing your mobile number here, you are not signing up for texts not related to two-factor authentication. In the next step you can sign up to receive additional information by text.

☒ Mobile Number ☐ Landline Number

Mobile Number \*

Mobile Number

☐ Text (SMS) ☐ Voice (Phone call)

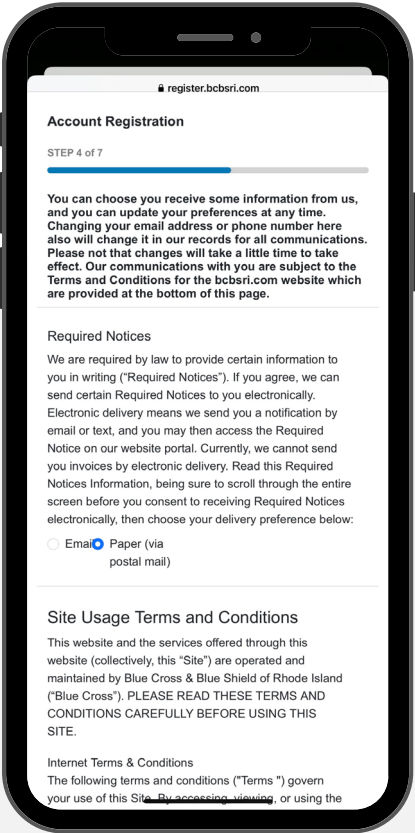
Get OTP

Back

5

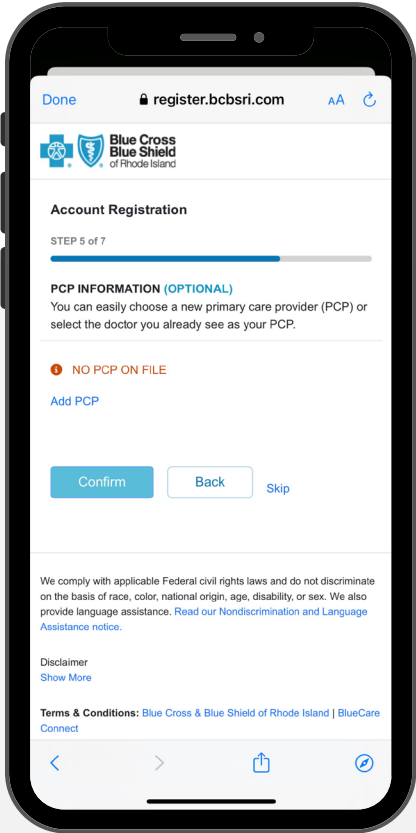
Enter a preferred **phone number**. Pick **text or call** to get a one-time password (OTP) for added security.

# How to register for BlueCare Connect



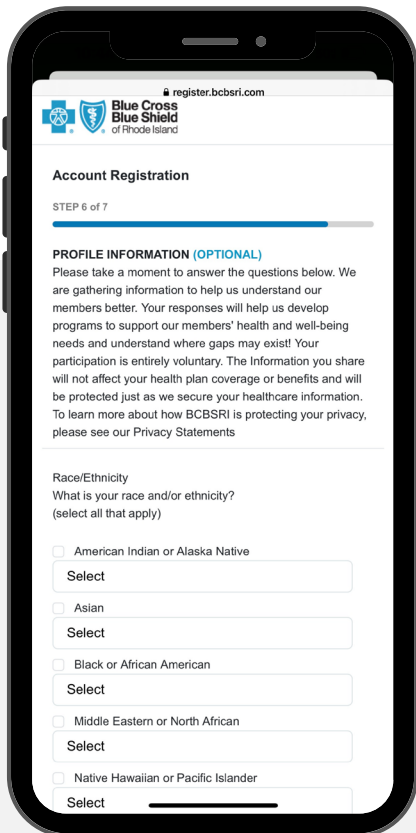
6

Set **document delivery preferences** and review **terms and conditions**. Scroll down and continue.



7

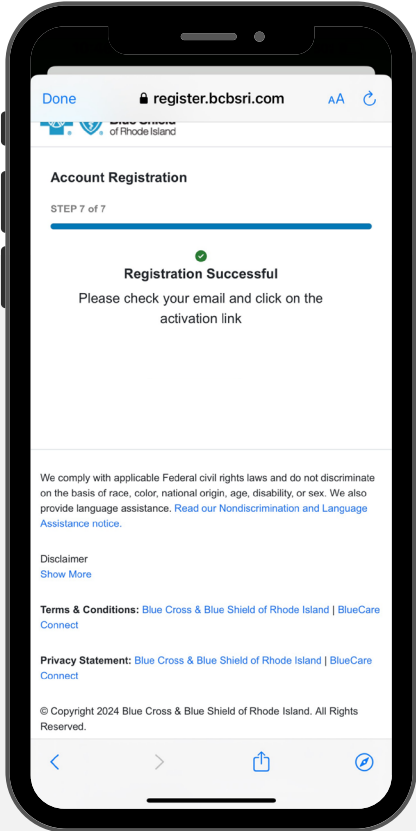
**Optional:** Add, update, or confirm your **primary care provider (PCP)**.



8

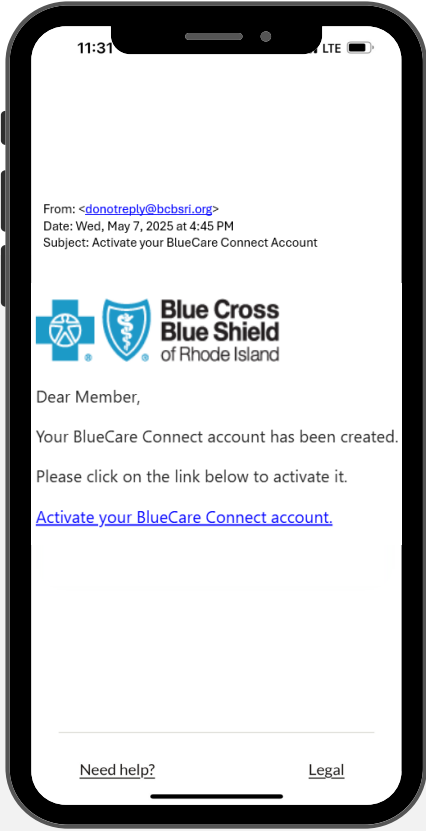
**Optional:** Enter **demographic profile information**.

# How to register for BlueCare Connect



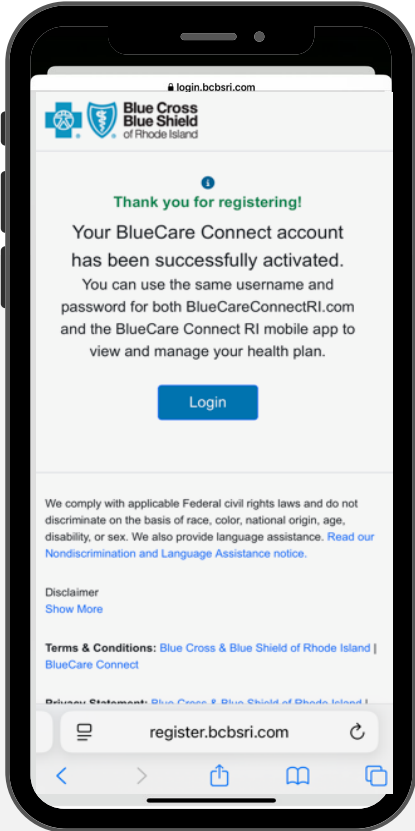
9

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



10

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

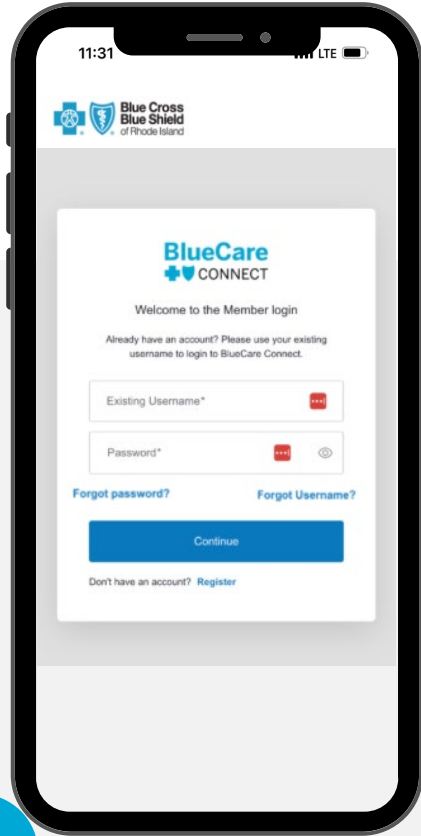


11

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

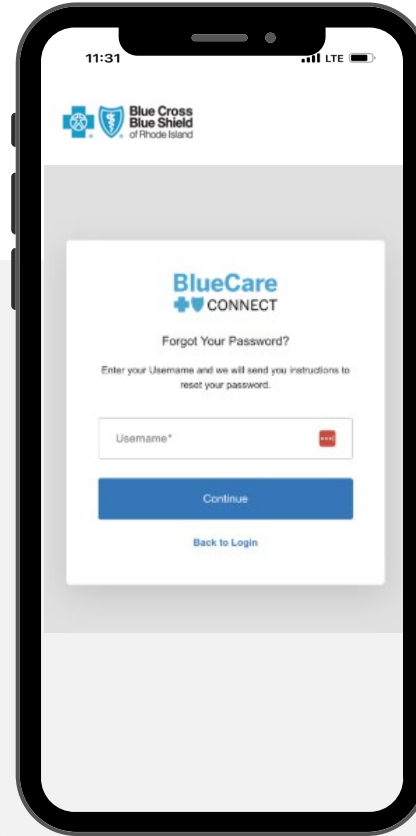
# **BlueCare Connect Forgot Password Process**

# Forgot Password?



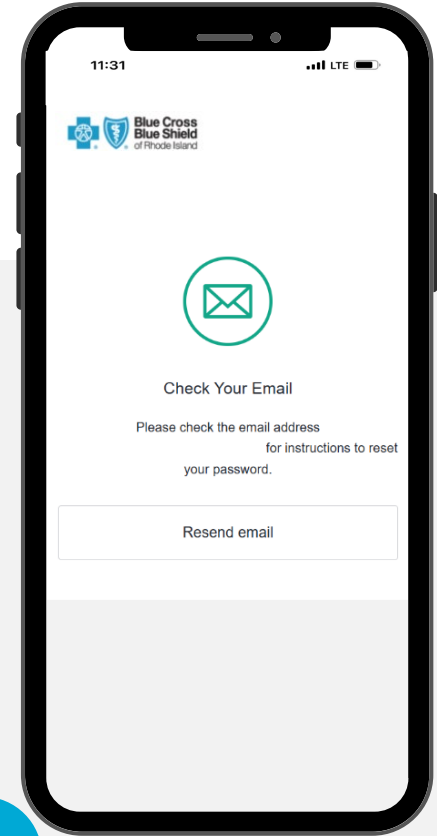
1

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.

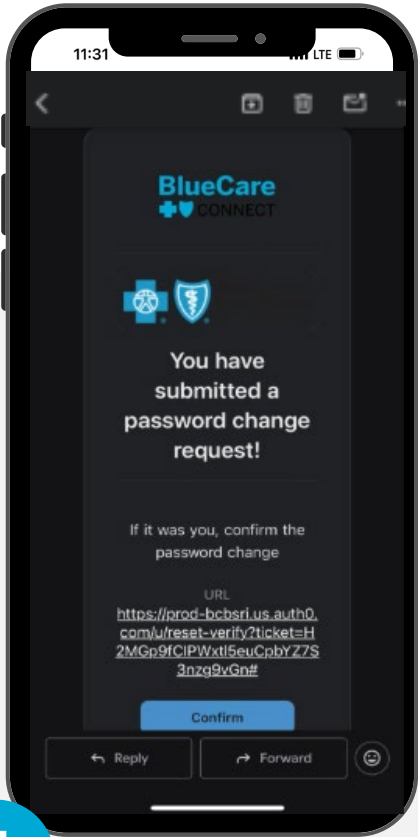


3

Follow prompts to **Check Your Email** for instructions to reset your password.

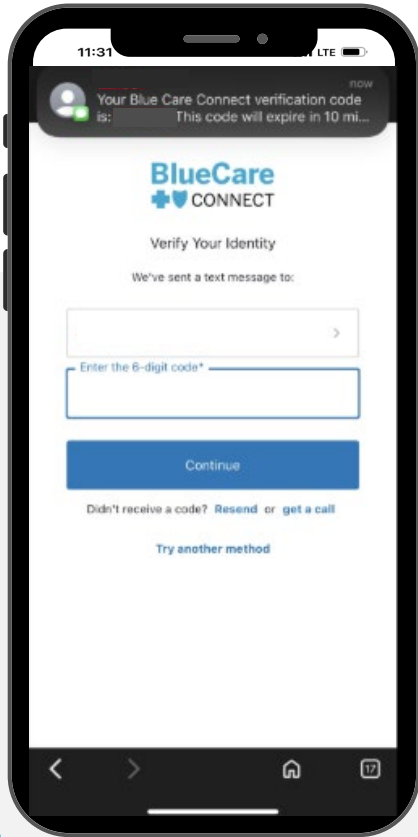


# Forgot Password?



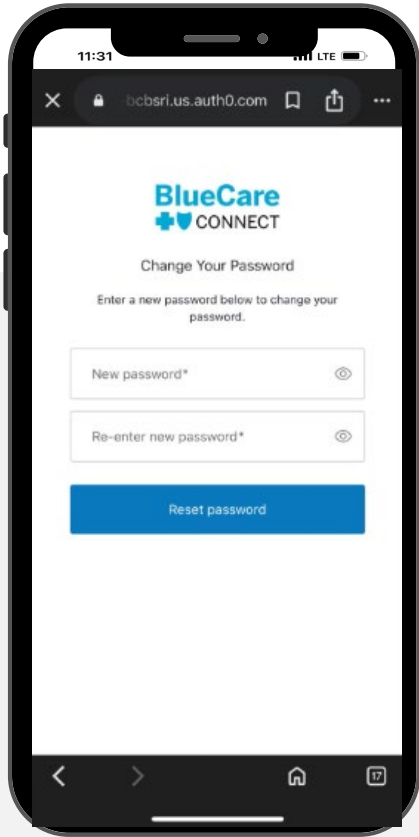
4

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.

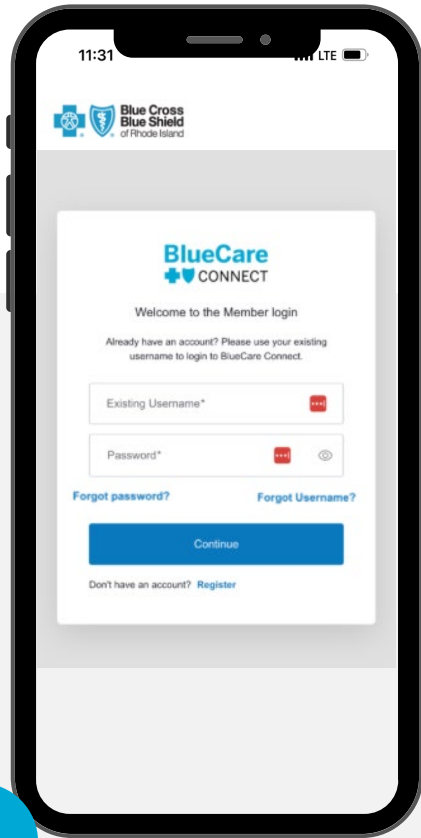


6

You are now ready to **Change Your Password**. After entering it two times, click **Reset Password**.

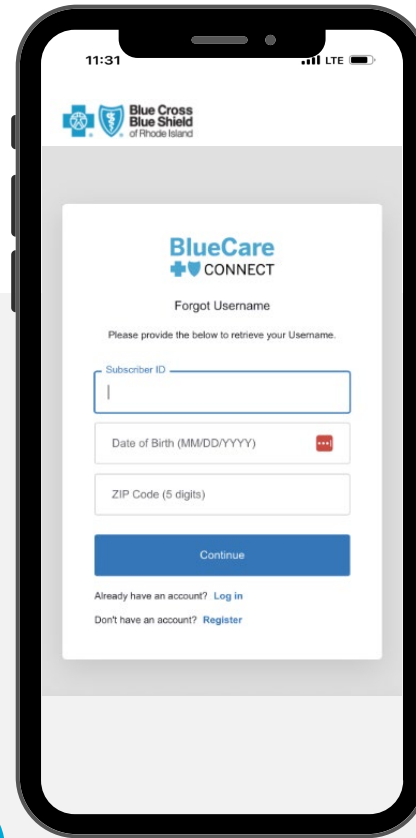
# BlueCare Connect Forgot Username Process

# Forgot Username?



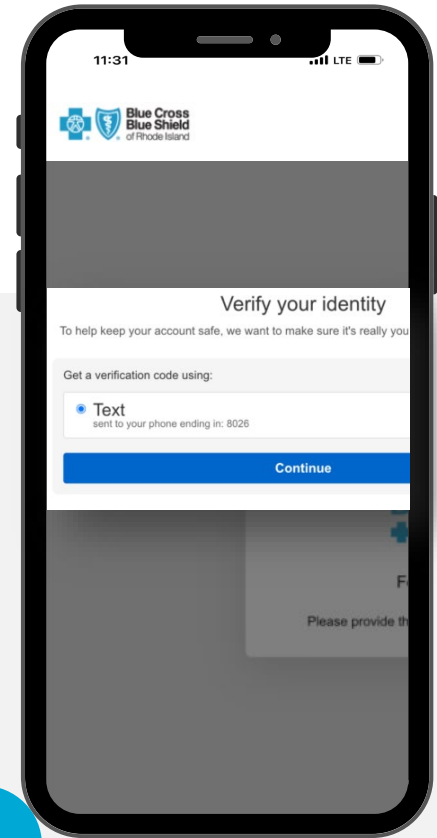
1

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



2

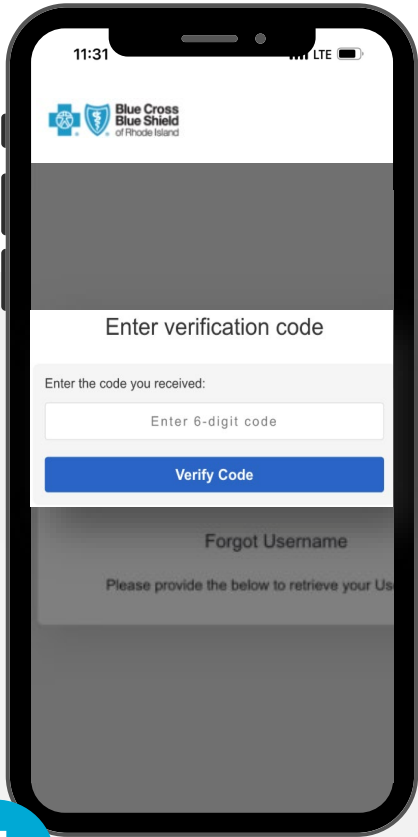
Enter **Subscriber ID**, **Date of Birth**, and **Zip Code**. Click **Continue**.



3

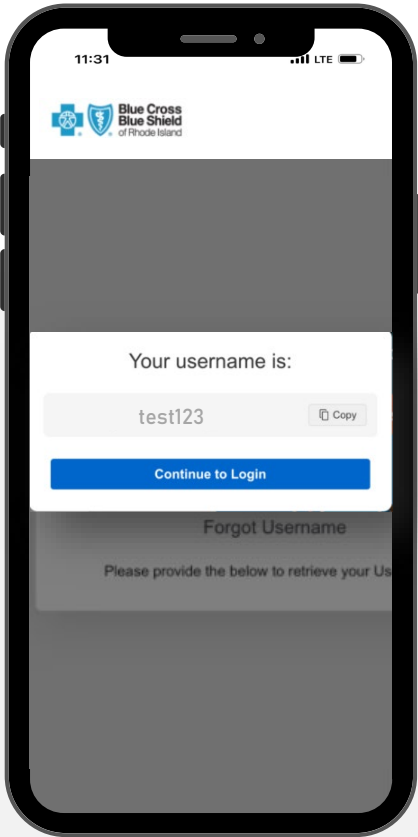
Follow steps to **Verify Your Identity**. Choose how to get a verification code to your phone and click **Continue**.

# Forgot Username?



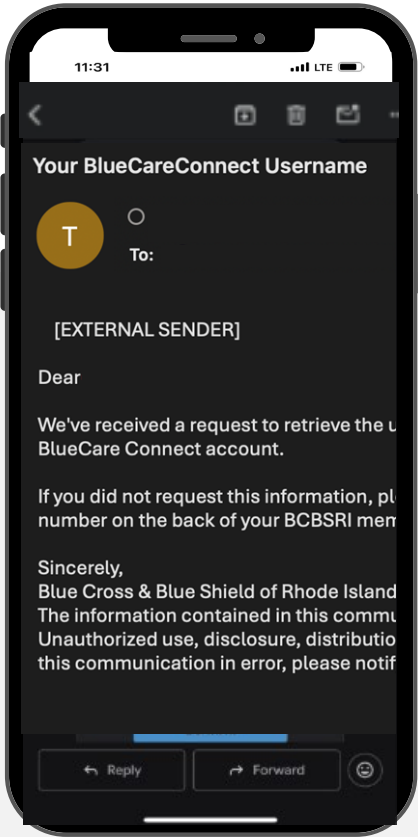
4

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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