



BlueCare

 CONNECT

BCBSRI Member Portal User Guide

Q3 2026

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*Points, activity tracking, challenges, healthy habits, and rewards are only available with plans that include wellness benefits

Blue Cross & Blue Shield of Rhode Island is an independent licensee of the Blue Cross and Blue Shield Association.

Registration

How to register for BlueCare Connect

1 Open BlueCare Connect to get started!



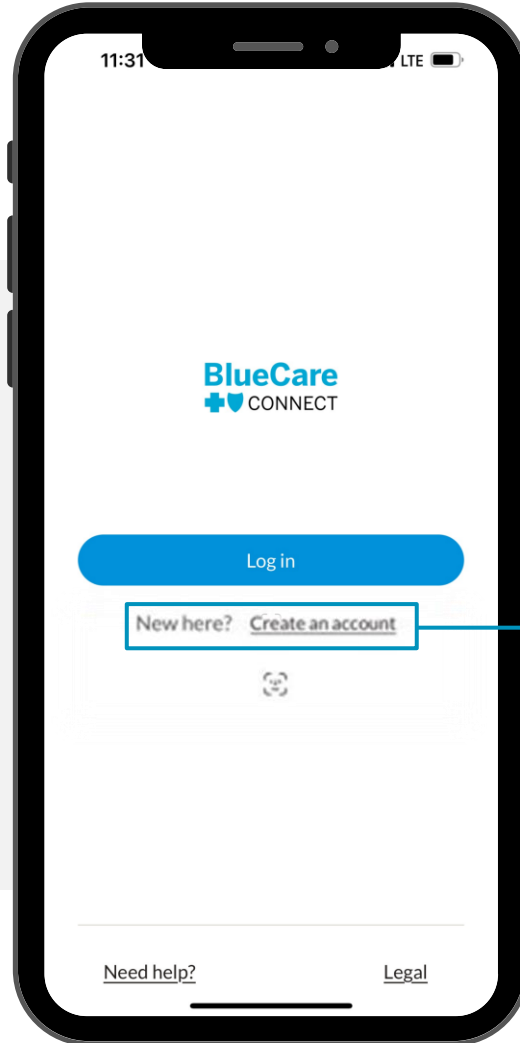
On the computer or a web browser?
Go to BlueCareConnectRI.com



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.



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.

*Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Google Play is a trademark of Google Inc. Standard mobile phone carrier and data usage charges apply.

How to register for BlueCare Connect

register.bcsri.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

3

Enter your **Member ID**, **Date of Birth**, and **Zip Code**.

Done register.bcsri.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.bcsri.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

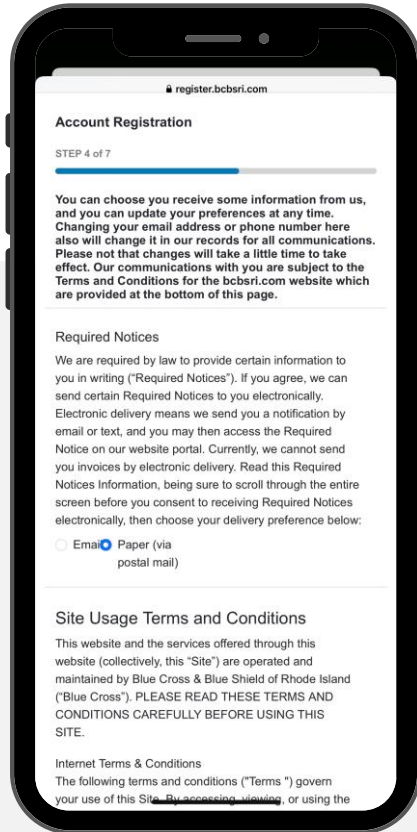
Text (SMS) Voice (Phone call)

Get OTP Back

5

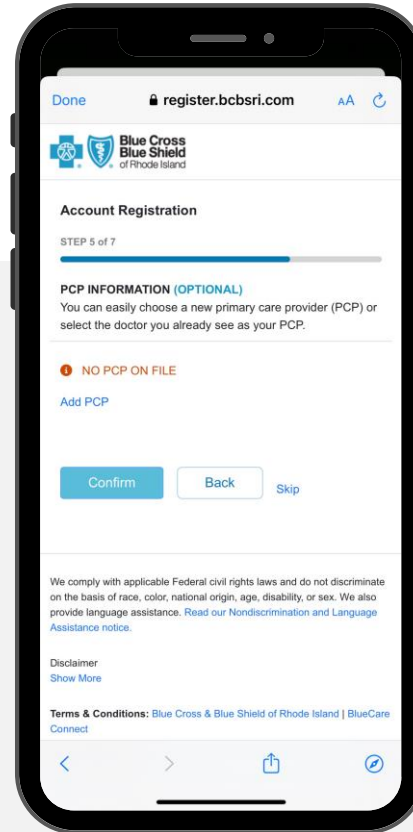
Enter a preferred **phone number**. Pick **text or call** to get a one-time password (OTP) for added security.

How to register for BlueCare Connect



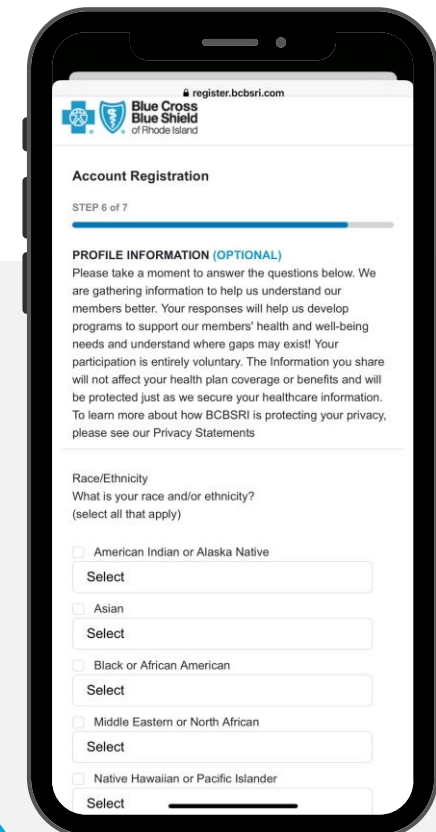
6

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



7

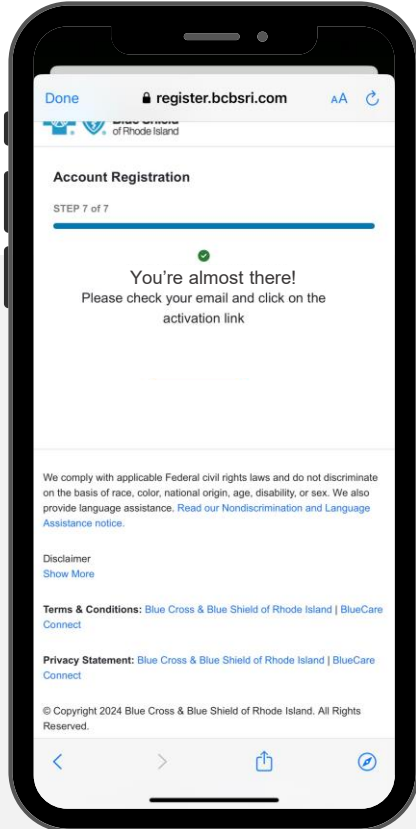
Optional: Add, update, or confirm your **primary care provider (PCP)**.



8

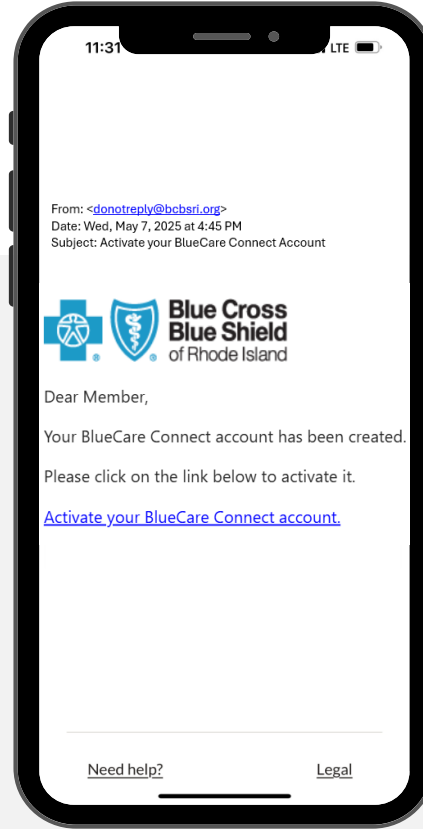
Optional: Enter **demographic profile information**.

How to register for BlueCare Connect



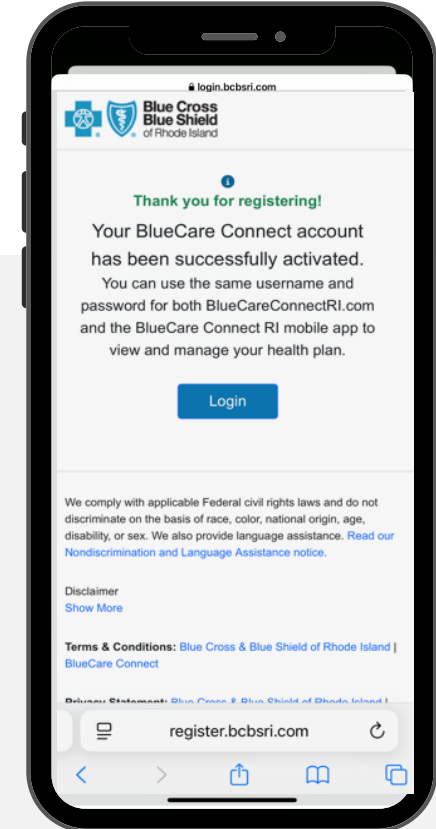
9

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.

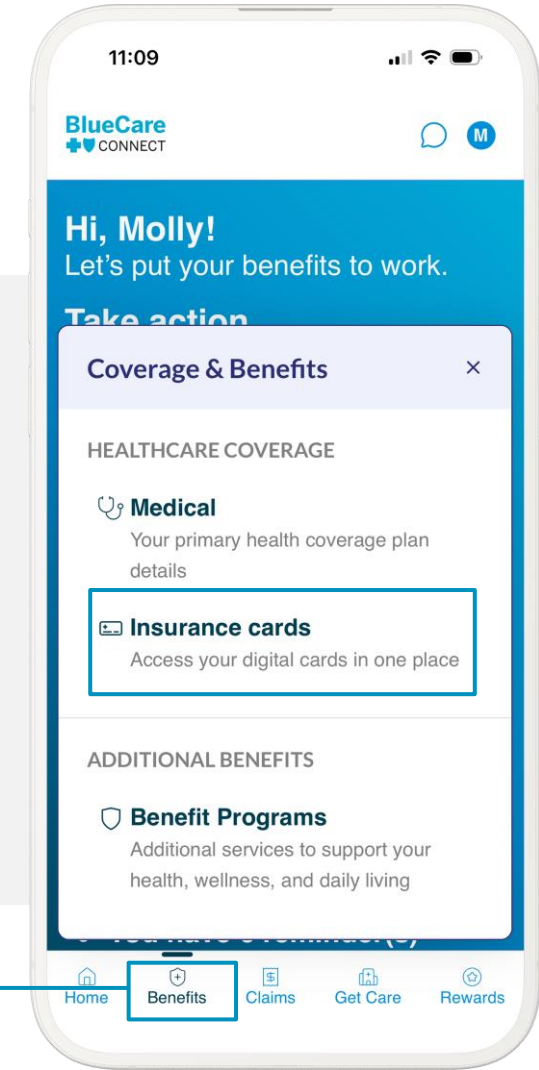
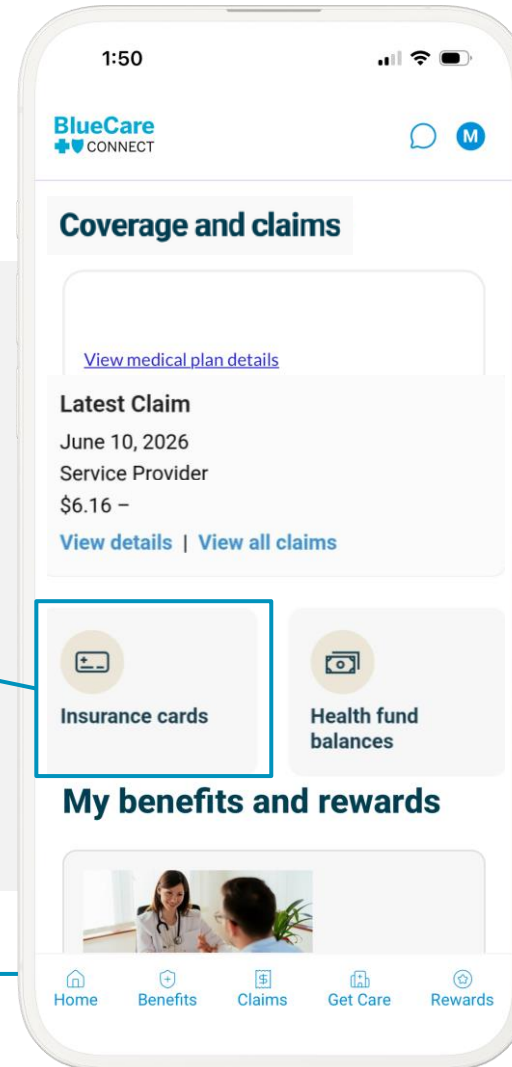
ID Cards

How to find your digital ID card

You can view, download and print digital **insurance cards** for yourself and your dependents, so you'll always have access to your coverage when you need it most.

Insurance		Health
Insurance Cards		
BlueSolutions	MEDICAL	
Blue Cross & Blue Shield of Rhode Island		
Molly Zztest		
Effective Date	Coverage	
01/01/1990	Individual	
	Deductible	Out of Pocket
		Max
In network	\$3,000	\$6,000
Out of network	\$6,000	\$12,000

Your ID card, along with your dependents', can be accessed through the Home screen under **Coverage and claims** or from the **Benefits** tab menu.

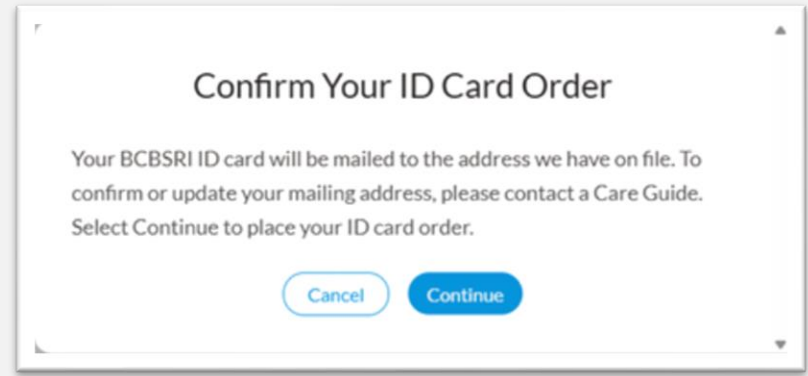
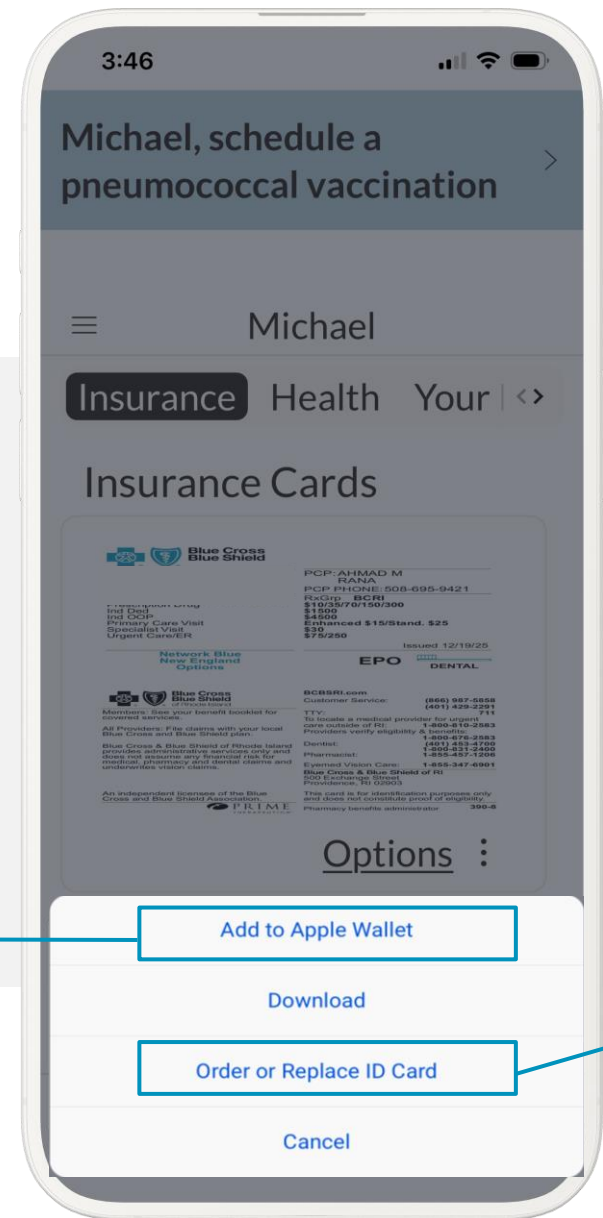


**ID card above is an example only. Your ID card may look different.*

ID card options

If you are using an iPhone, you can add your ID card to your Apple Wallet.

Click **Options** under your insurance card and select **Add to Apple Wallet**

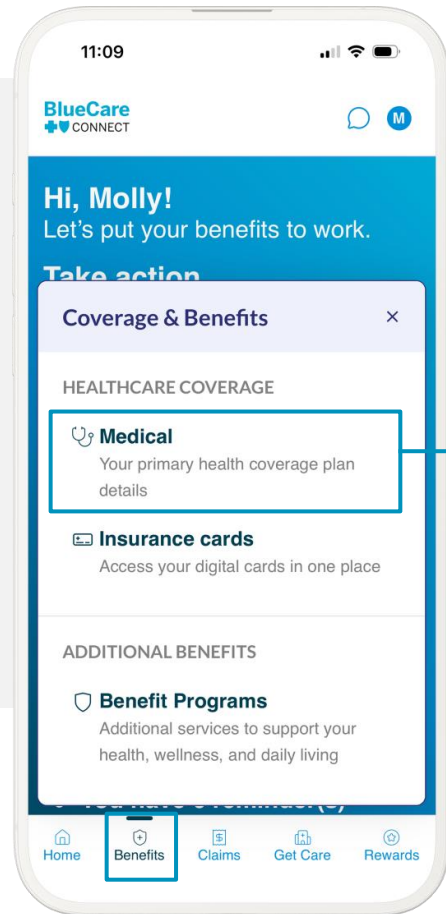


Click **Options** under your insurance card to select **Order or Replace ID Card** and confirm order.

Plan Details, Claims, & Benefits

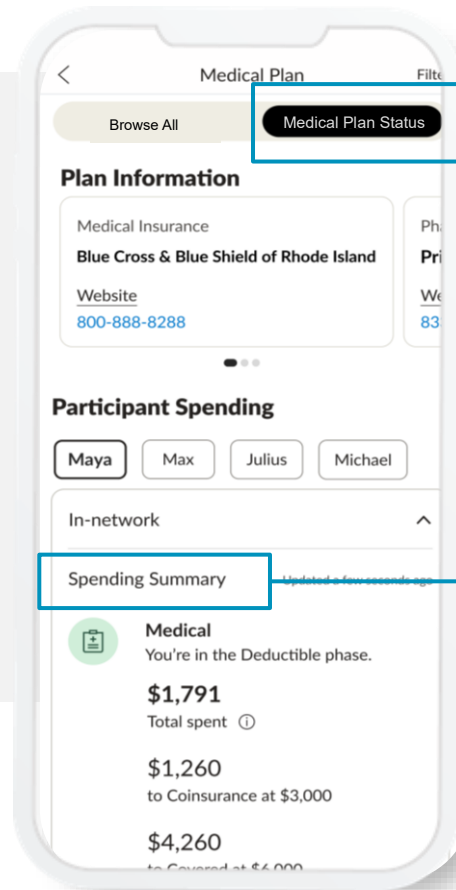
Plan and policy information

From the **Home** screen, select the **Benefits** tab from the menu.



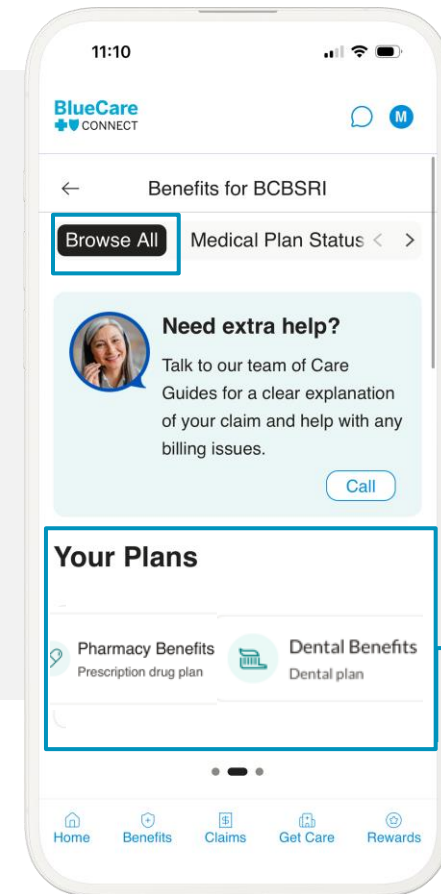
Select **Medical** from the pop-up menu to bring you to the **Medical Plan Status** page.

From the **Medical Plan Status** tab, see policy details, track spending, and view covered services.



You'll also be able to see your progress toward meeting your deductible or your out-of-pocket max.

Toggle to **Browse All** to find **Your Plans** for integrated **pharmacy**, **vision** and/or **dental** coverage details.*

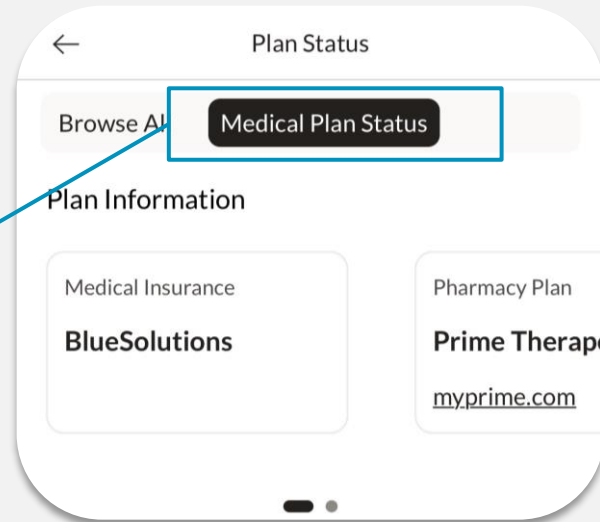


Access pharmacy, vision, and/or dental details, if applicable.

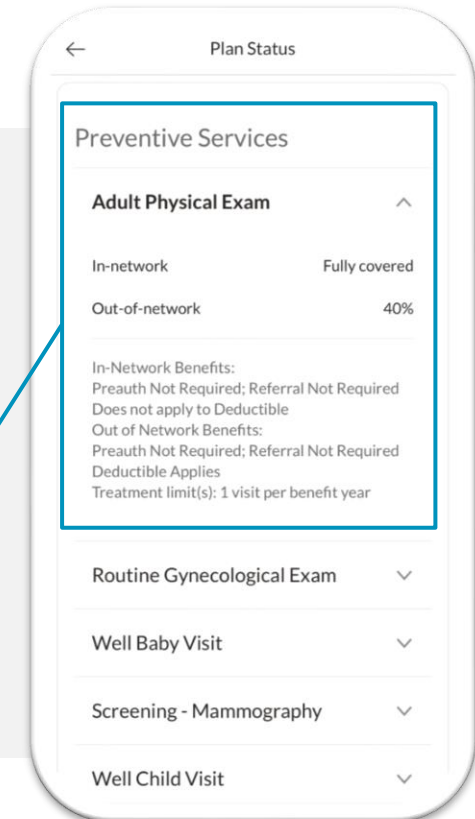
Additional medical plan benefit information

To review additional benefits provided by your Health Plan or Employer, return to the **Medical Plan Status** tab

Here's where you'll find your plan's coverage for common services like primary care and specialist visits, inpatient and outpatient hospital stays, chiropractor and physical therapy visits, and more!

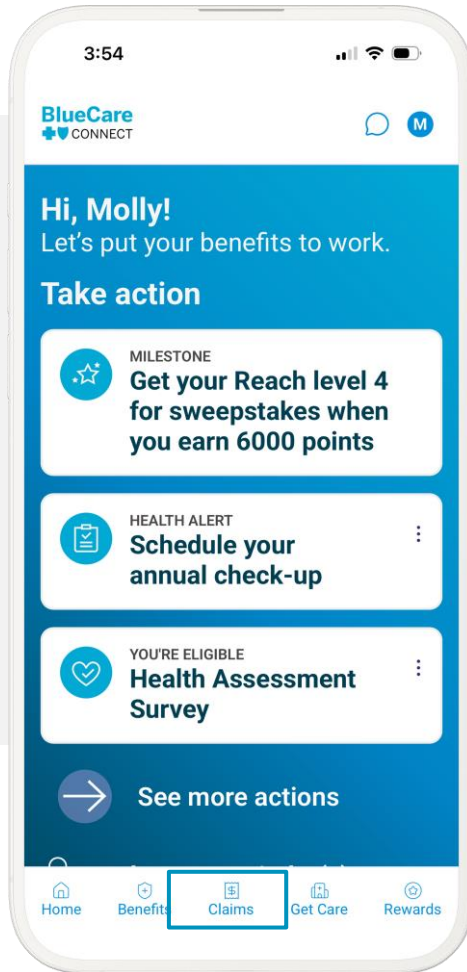


Scroll down to see plan benefit categories. Clicking on the category expands to show a list of services within that category. When you click on a specific service, you'll see your plan's in and out-of-network benefits and other helpful details.

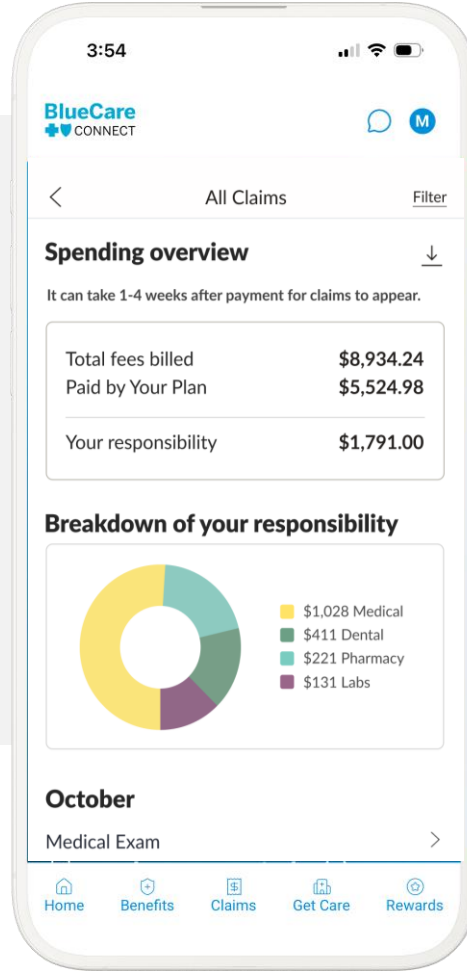


Medical claims history

From the **Home** screen, select the **Claims** tab from the menu.



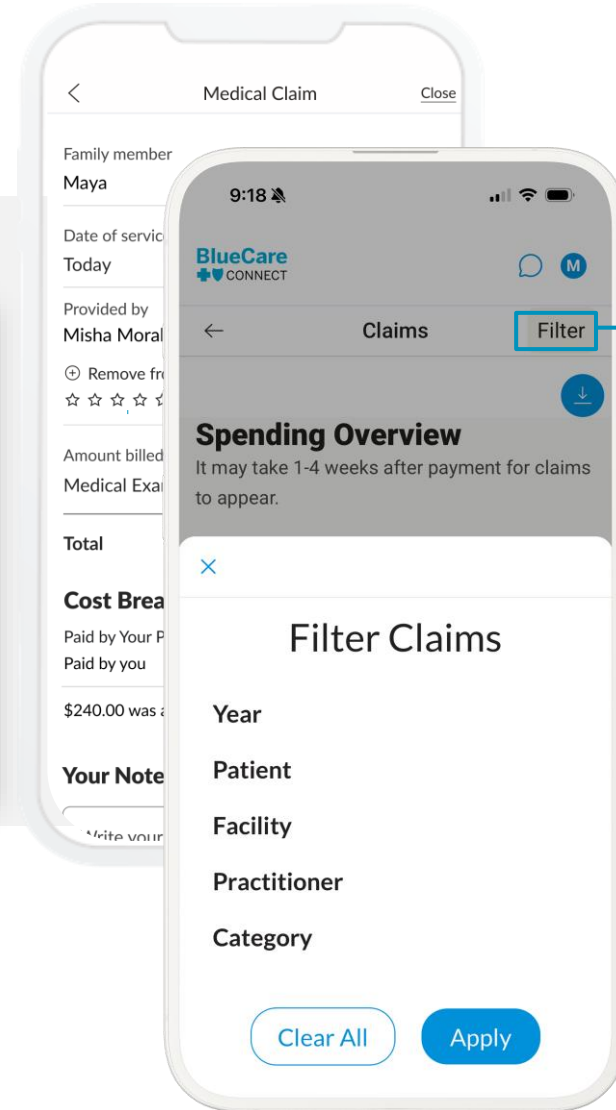
You'll have access to a quick view of your medical spending for the year.



Your **claims history** provides an up-to-date list of claims, so you always know what's going on.

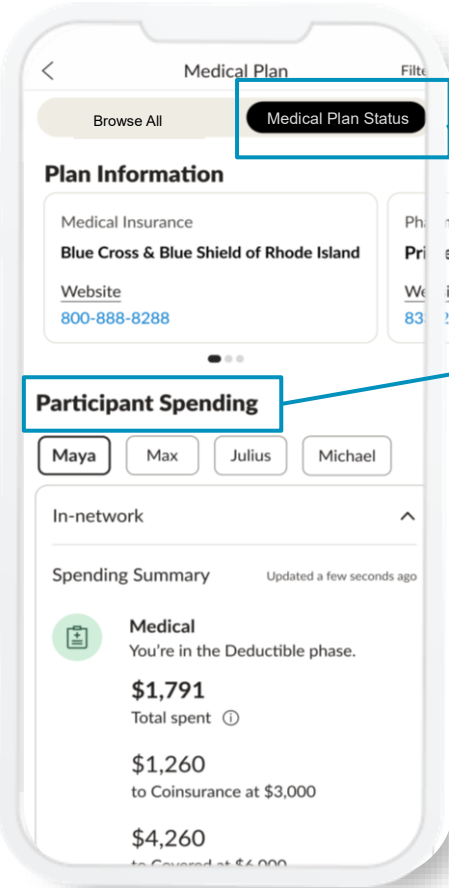
Here you can review your medical spending broken down by category.

Submit a Claim feature coming Fall '26!



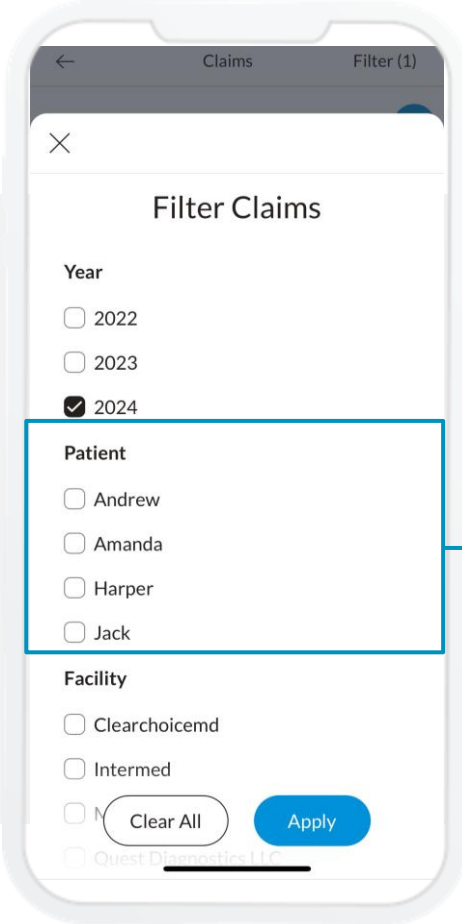
Search for specific claims using the **Filter** to review claims by year, facility, provider, category, or dependent.

Spouse and dependent information



To view all members* covered under your plan, from the **Benefits** tab, navigate to **Medical** to find the **Participant Spending** section.

Clicking on a name will filter spending on that plan participant.



You can search for claims for members covered under your plan by using the **Patient** filter.

*Access to claim information for other members of your plan is subject to limits based on their age, relationship and authorization to you.

Claim view settings

Member Type	Can See
Subscriber	<ul style="list-style-type: none"> • Full detail view of their own claims • Full detail view of claims for dependents under 12 • Limited view detail of claims for dependents 12-17 • Limited view of claims for spouse and 18+ dependents if they have NOT given permission. If they have given permission, then you can see full details claims.
Spouse	<ul style="list-style-type: none"> • Full detail view of their own claims • Full detail view of claims for dependents under 12 • Limited view detail of claims for dependents 12-17 • Spouses cannot see subscriber's claims if the subscriber has NOT given permission. If the subscriber has given permission, spouses can see full detail view of the subscriber's claims
Dependents 18+	Only their own claims - full view.
Dependents under 18	At this time, dependents under the age of 18 are not eligible for a BlueCare Connect account.

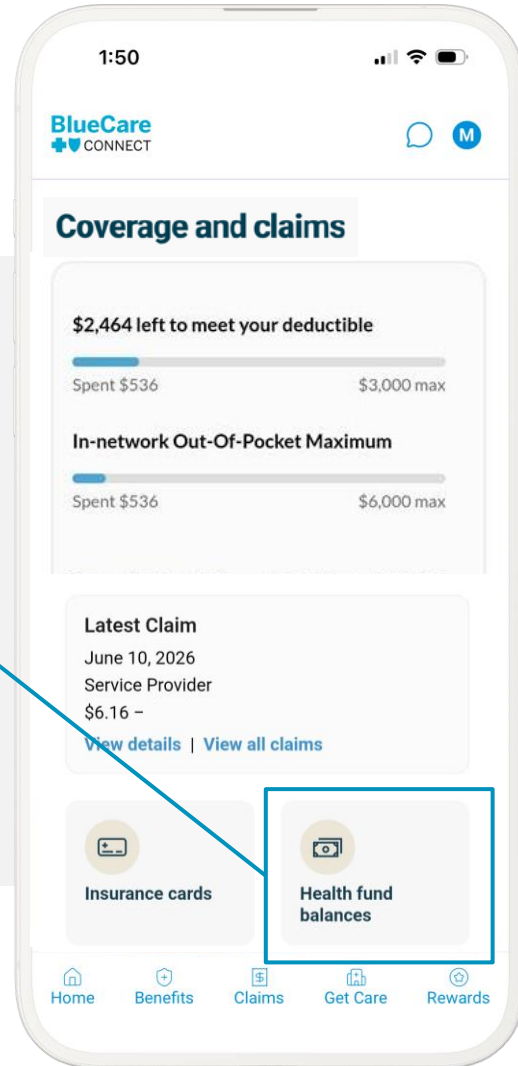
HSA and HRA information

Health Savings Accounts and Health Reimbursement Arrangements

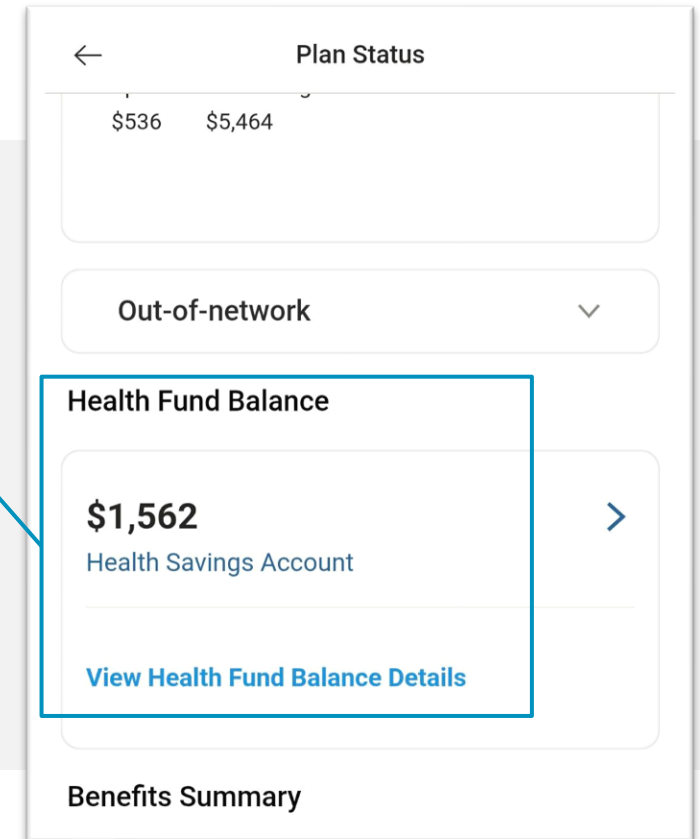
Your HSA and HRA balance can be accessed from the **Home** screen.

Under the **Coverage and claims** section, click **Health fund balances**.

You can also be connected to the HSA/HRA Wealthcare portal via single sign-on, where you can view and manage your account and transaction history in greater detail.



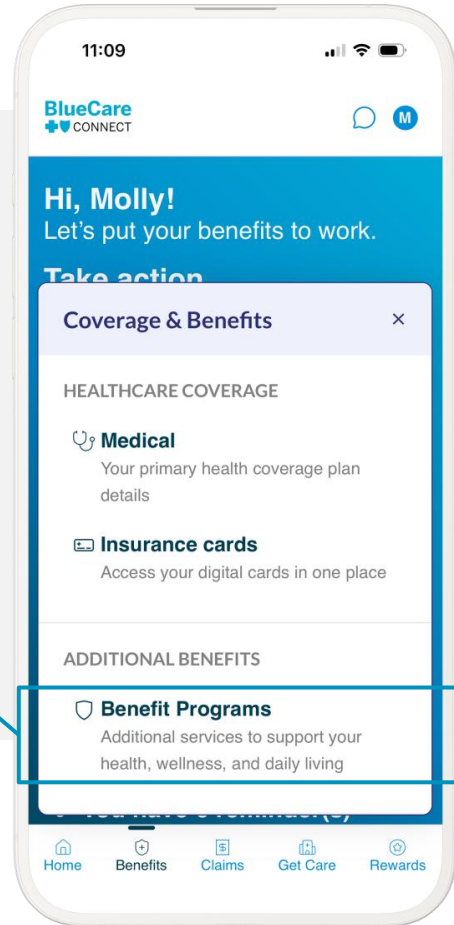
On the **Medical Plan Status** page, click **View Health Fund Balance Details**.



BlueCare Connect does not provide direct access to FSA information unless you also have an HSA or HRA. Members with an FSA-only plan can access balance details through the Wealthcare Portal/BlueSolutions Spending app. See your FSA brochure for more details.

Additional benefits and services

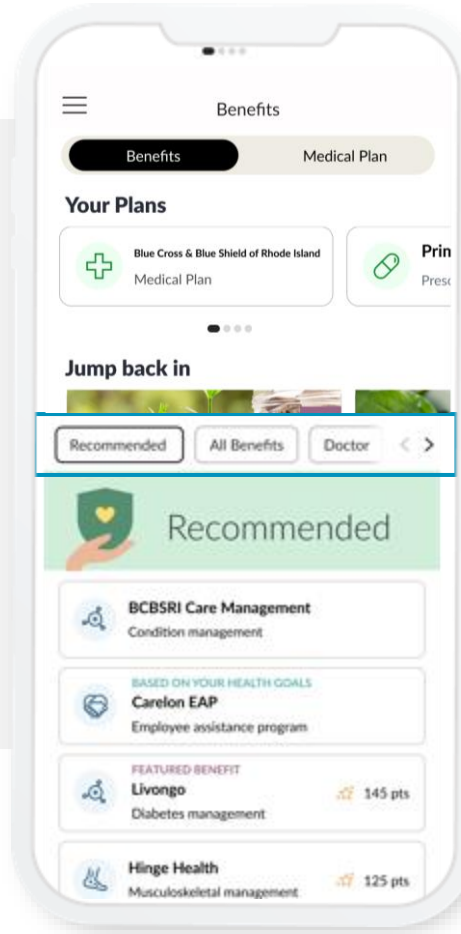
Choose **Benefit Programs**



To review additional benefits provided by your Health Plan or Employer, tab the **Benefits** tab and select **Benefit Programs**.

Scroll down to see **All Benefits** or filter by topics and see programs specifically recommended based on your needs.

Browse **All Benefits** Tab

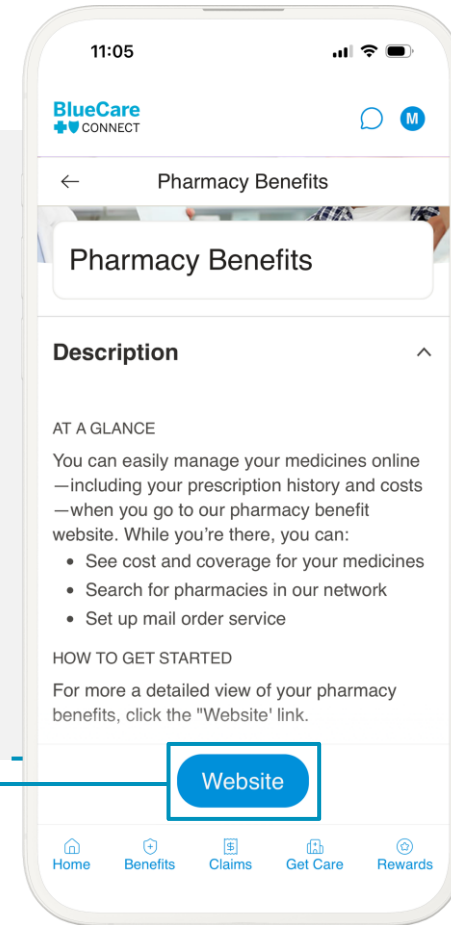


Recommended programs suggest resources based on where you are in your healthcare journey or goals you may have set, such as a health screening reminder or a program about healthy eating.

You'll also see your benefits categorized into topics such as Doctor, Mindset, Lifestyle & Fitness, and Screenings, and others. Simply click on the name of the program or benefit for more info.

Selecting a particular **benefit** allows you to learn more about the benefit program, how to get started with the program, and where to reach out for more information via phone, email, or website.

Select a **benefit or program**



Get Care

Provider Finder, Telehealth, & Customer Support

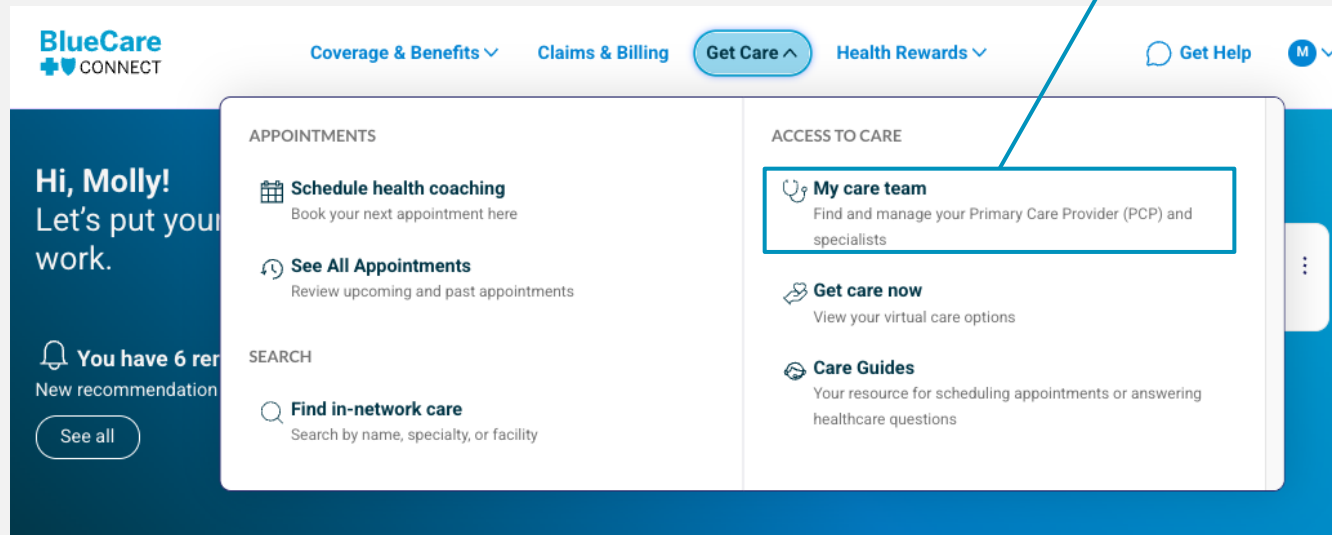
Adding a provider to your care team

Adding a **Primary Care Provider** or **Specialist** to your **Care Team** helps you keep all your go-to providers and their contact information in one place.

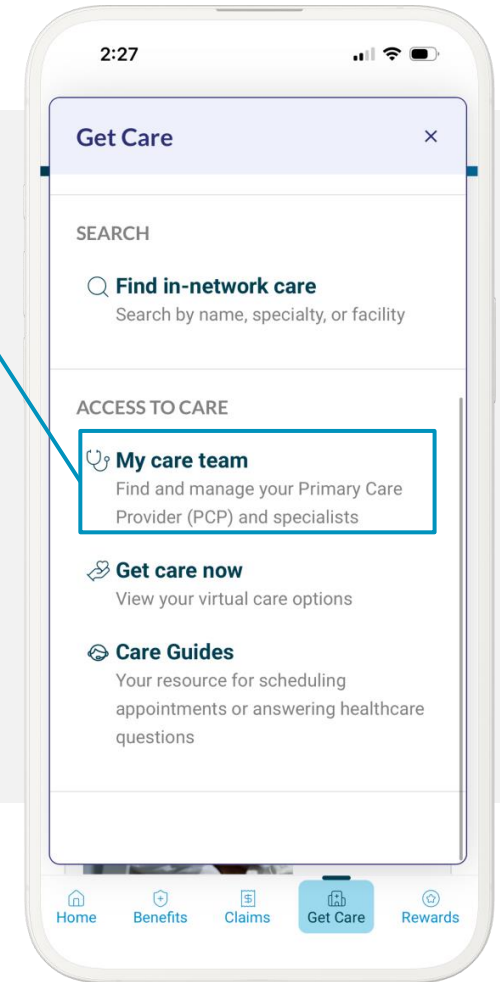
If your plan requires a primary care doctor referral for specialist visits, please contact a Care Guide by phone or chat to assign your primary care provider to your plan.

Adding a provider to your Care Team within BlueCare Connect will not officially assign them as your primary care doctor.

Desktop or Browser Experience



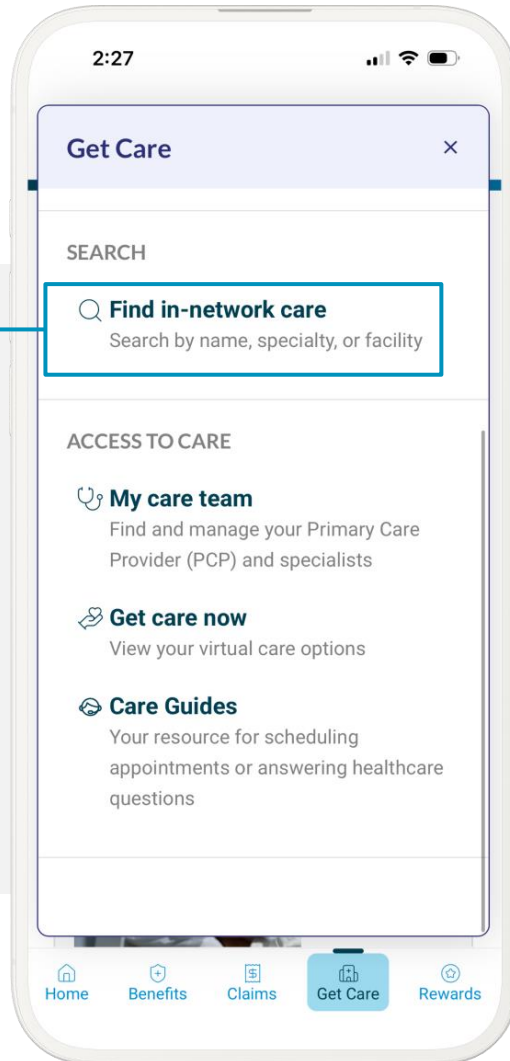
Mobile App Experience



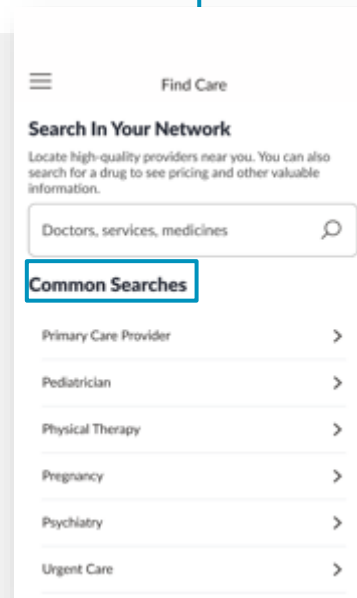
How to search for care

Use the built-in provider finder

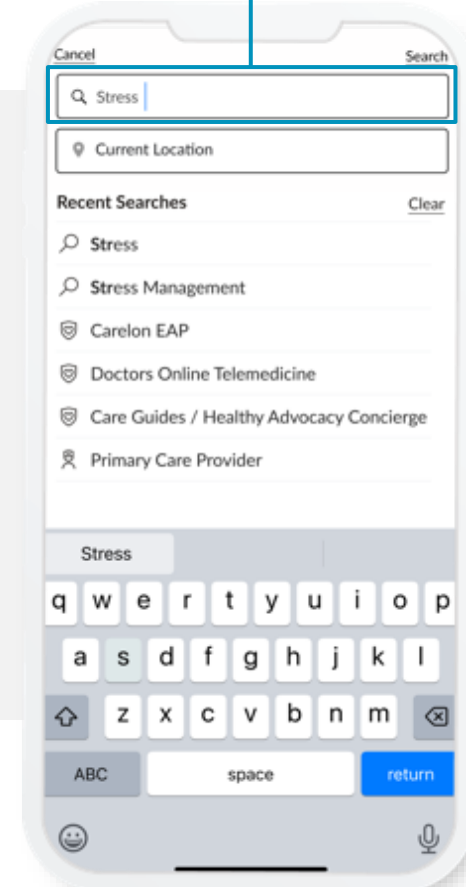
Start by clicking the **Get Care** tab from the menu and then choose **Find in-network care**.



Search by **Common Searches**.

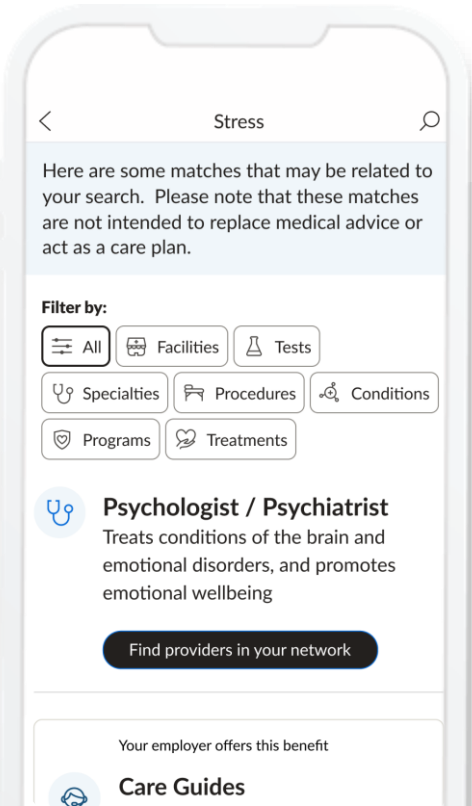


Or use the **search bar** to look for a **specific provider, facility, type of care, or condition**.

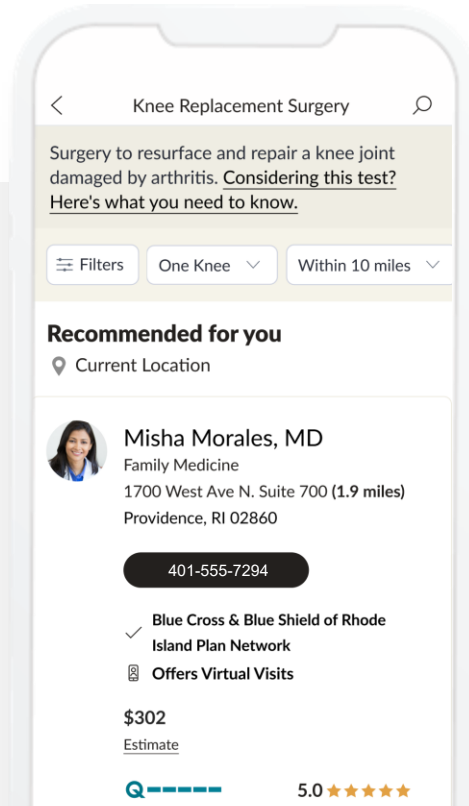


How to search for care (cont.)

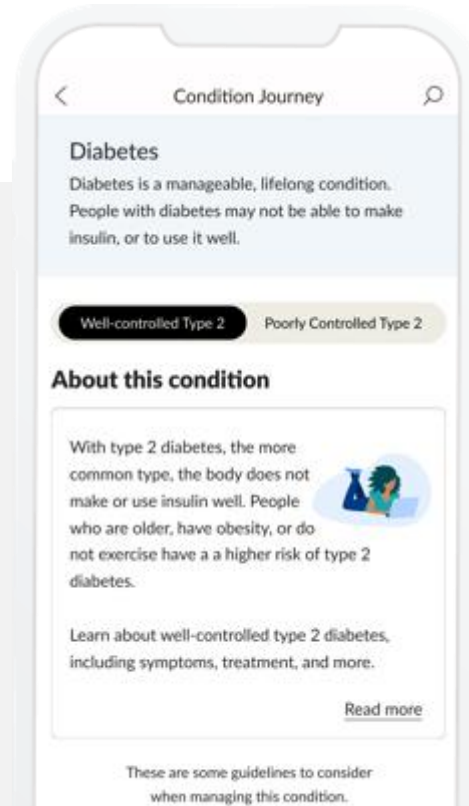
Use **Filters** and provider types to get more specific with your search terms.



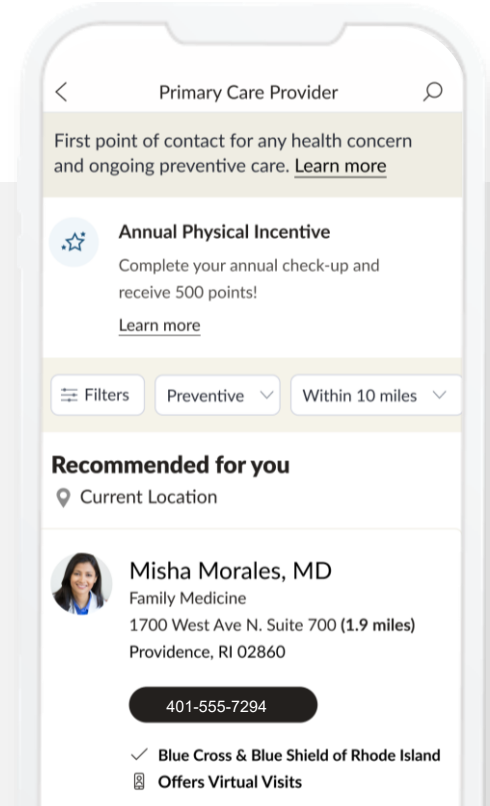
Search by **keyword** to learn about options for care



Search by **procedure** to find providers that offer that service



Search by **condition** to learn about comprehensive care needs and resources

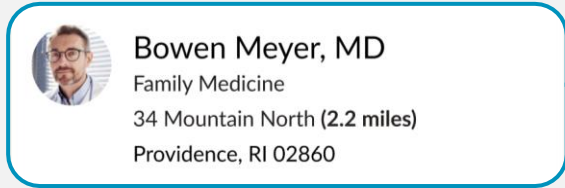



Search by **provider type** to find in-network providers

How to search for care (cont.)

Search results show detailed information about each provider

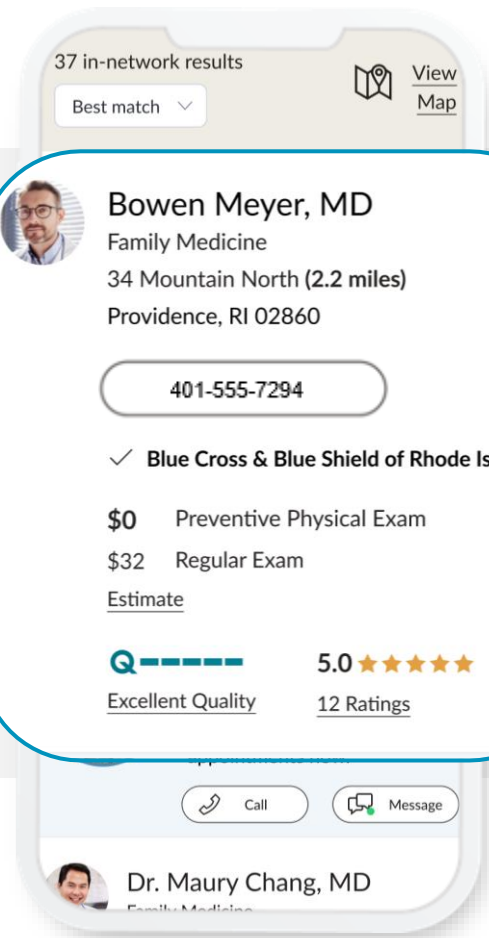
Comprehensive Provider Information



 **Bowen Meyer, MD**
Family Medicine
34 Mountain North (2.2 miles)
Providence, RI 02860


Estimated Costs (Out-of-Pocket)

\$0	Preventive Physical Exam
\$32	Regular Exam
<u>Estimate</u>	



37 in-network results View Map

Best match ▾




Bowen Meyer, MD
Family Medicine
34 Mountain North (2.2 miles)
Providence, RI 02860


401-555-7294

✓ Blue Cross & Blue Shield of Rhode Island

\$0 Preventive Physical Exam
\$32 Regular Exam
Estimate

 **5.0** ★★★★★
Excellent Quality 12 Ratings

Call Message

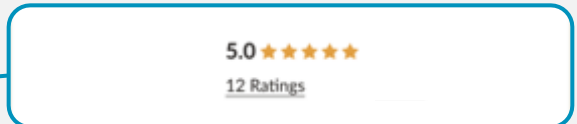
 **Dr. Maury Chang, MD**
Family Medicine

Easy Appointment Scheduling



401-555-7294

Patient Ratings



5.0 ★★★★★
12 Ratings

Care Guides are here to help

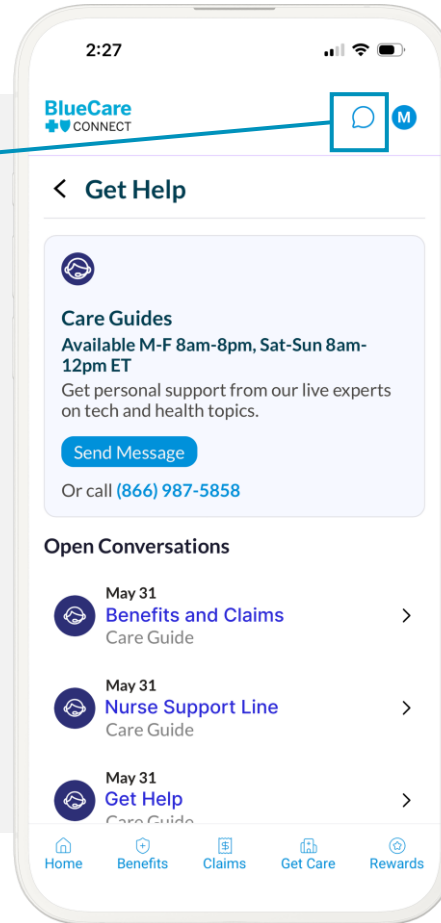
Care Guides provide customer service support and can answer benefits and claims questions, provide coverage and cost-sharing information, locate quality providers and low-cost care options, schedule appointments for you, and explain health programs that align with your health goals and needs and help you enroll.

Tap the **Get Help** icon in the top right corner to connect with a Care Guide

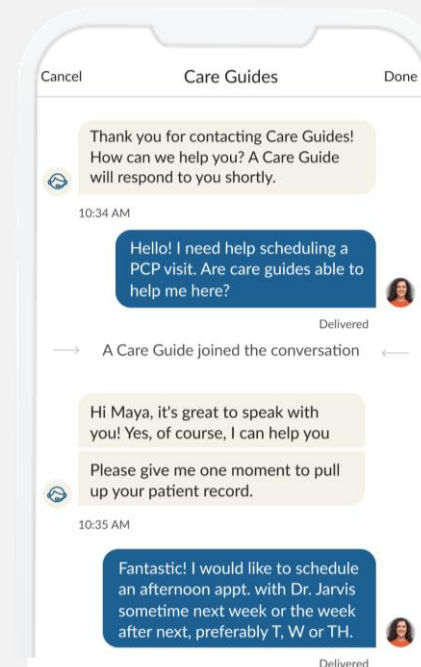
You can choose to speak with a Care Guide over the phone, or chat with them on BlueCare Connect.

Whether you access Care Guides through the app or the website, all of your interactions are connected to you.

Even if you need to step away, the messages will still be there for you when you return to pick up where you left off.

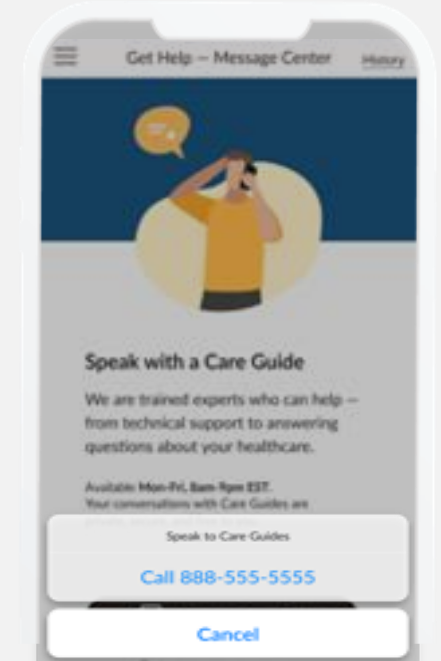


Chat Experience



Follow the prompts to chat through secure in-app messages or call

Call Experience

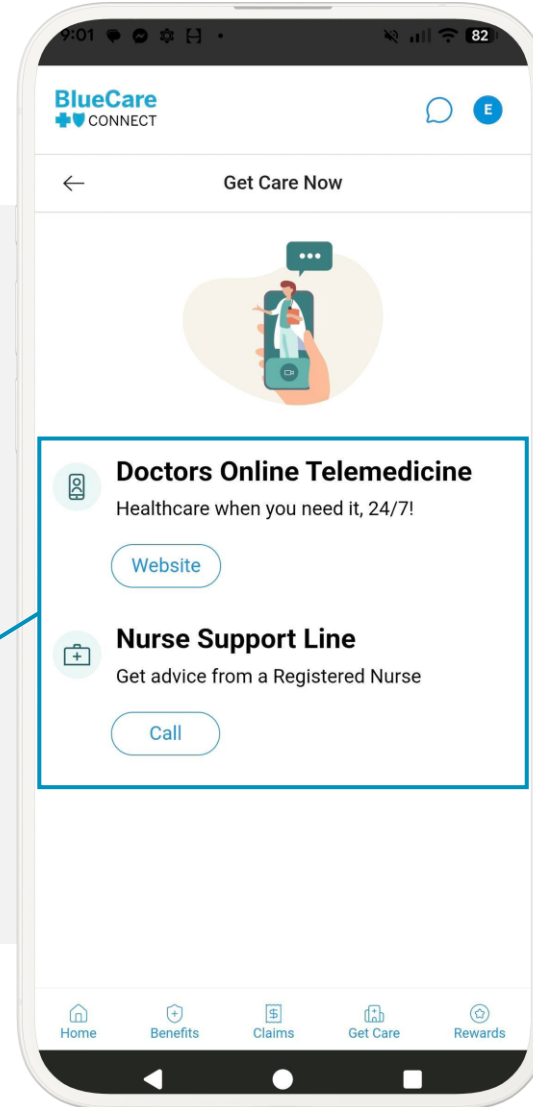
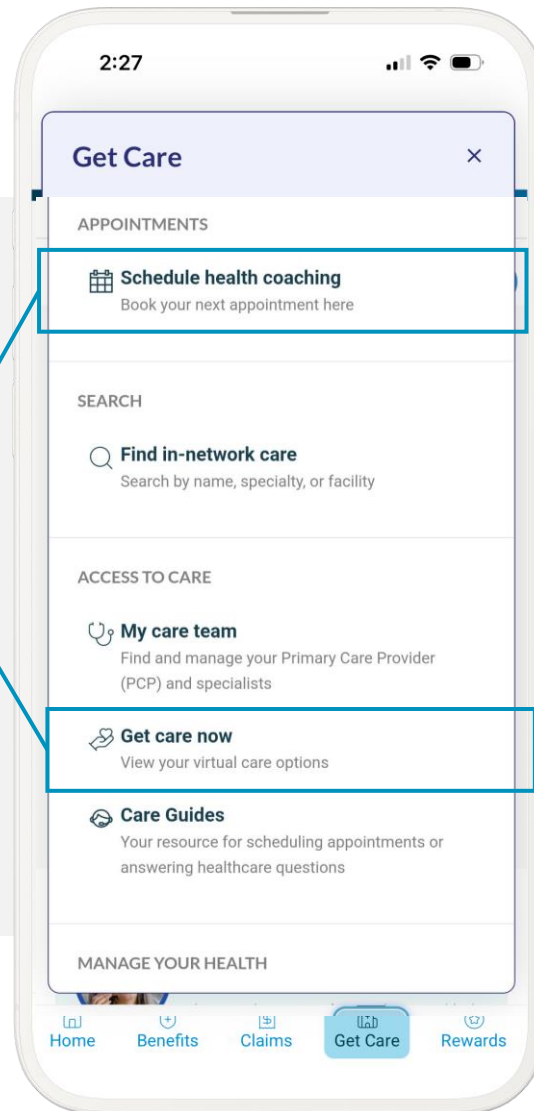


Virtual care and support options

Connect to the Nurse Support Line, schedule Health Coaching, and access Doctors Online.*

To book a Health Coaching call, tap **Get Care** and choose **Schedule health coaching**.

To log-in to Doctors Online or connect with a Nurse, click **Get care now**.



*Products and services represented in this guide vary based on membership type. Please login to your BlueCare Connect account to see products and services available to you.

BlueCare Connect Wellness*

*Points, activity tracking, challenges, healthy habits, and rewards are only available with plans that include wellness benefits

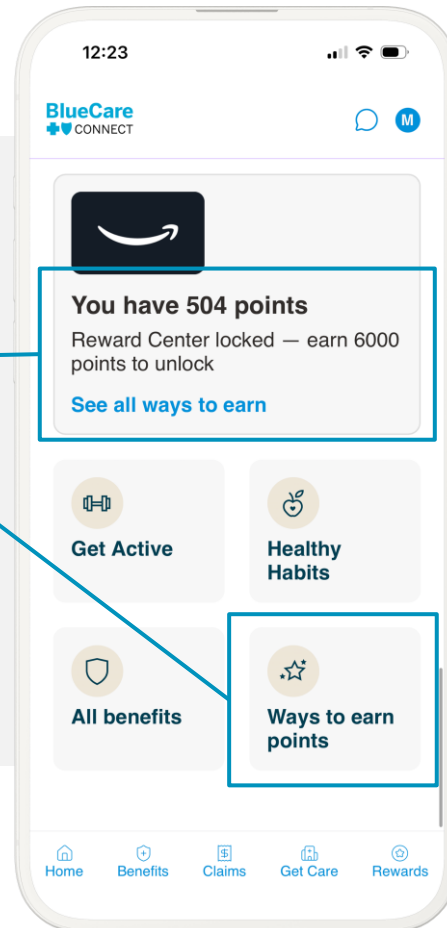
Blue Cross & Blue Shield of Rhode Island is an independent licensee of the Blue Cross and Blue Shield Association.

Earning points

BlueCare Connect offers a variety of ways to earn points for doing health and wellbeing activities.

From the Home screen, scroll down to **My benefits and rewards** to view your **points balance**.

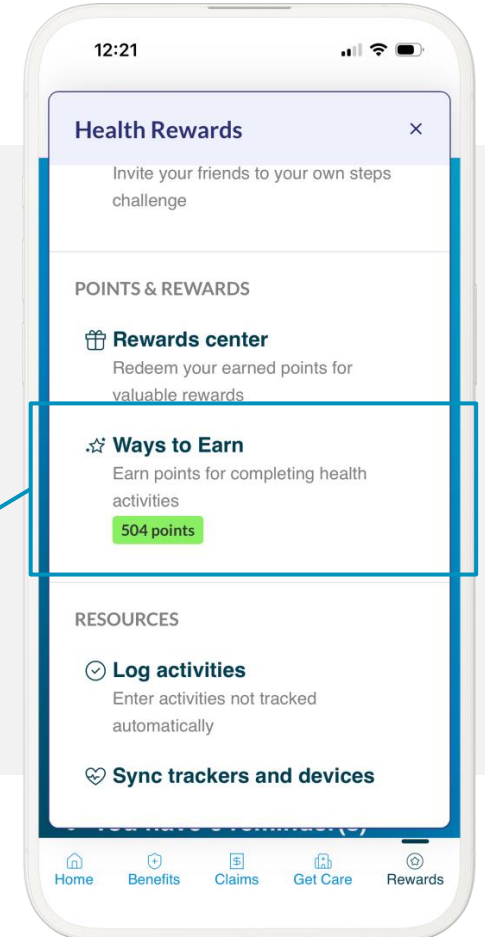
Click **See all ways to earn** or **Ways to earn points**.



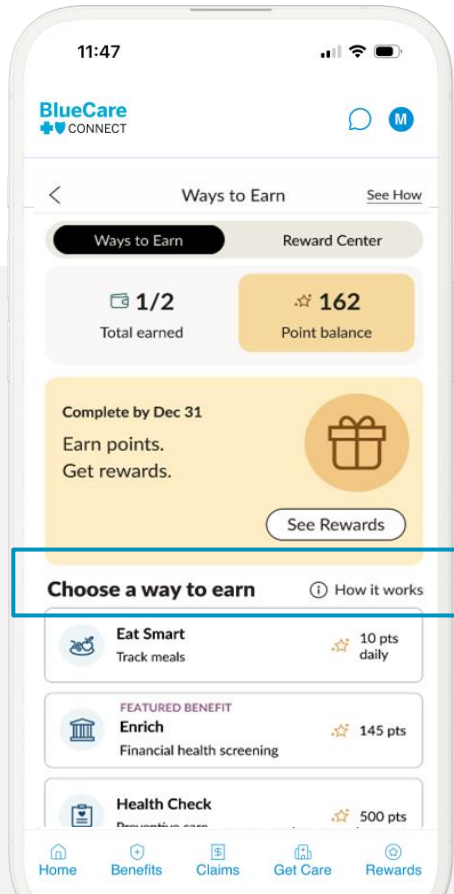
Earn points by syncing a device and tracking your daily activities like steps, food and sleep, and completing actions within the app.

The more you use BlueCare Connect, the more points you get!

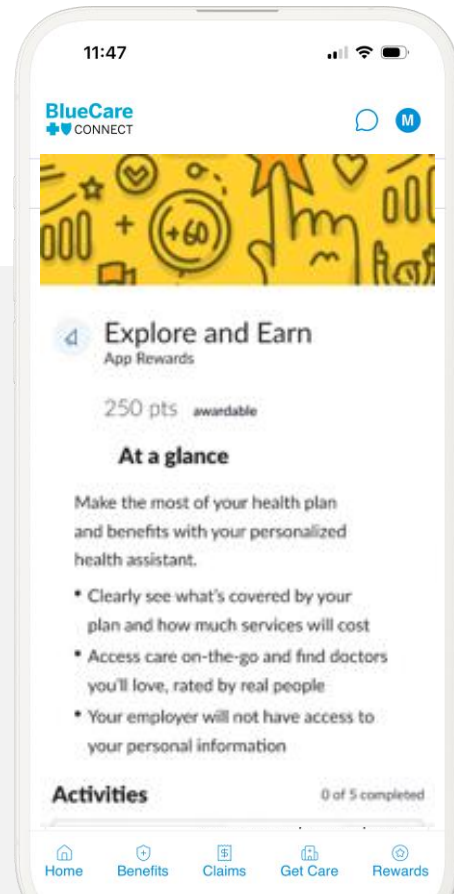
You can also navigate to **Ways To Earn** from the **Rewards** menu on the Home screen.



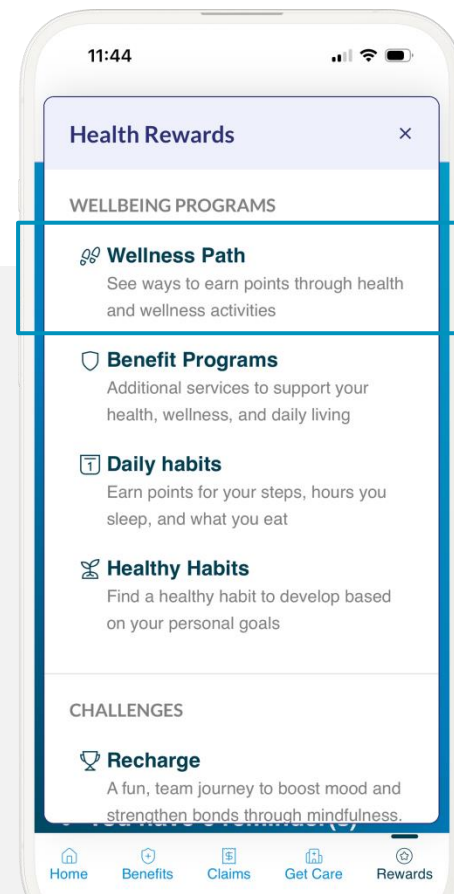
Earning points (cont.)



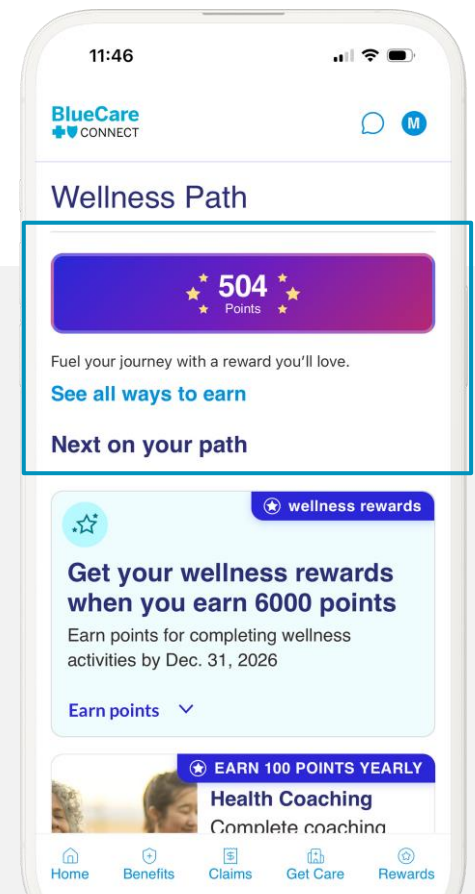
Scroll down to **Choose a way to earn** from the **Ways to Earn** page



Open items to review point earning activities or to view dates of completion



NEW Discover your **Wellness Path** in the **Rewards** tab for custom recommendations



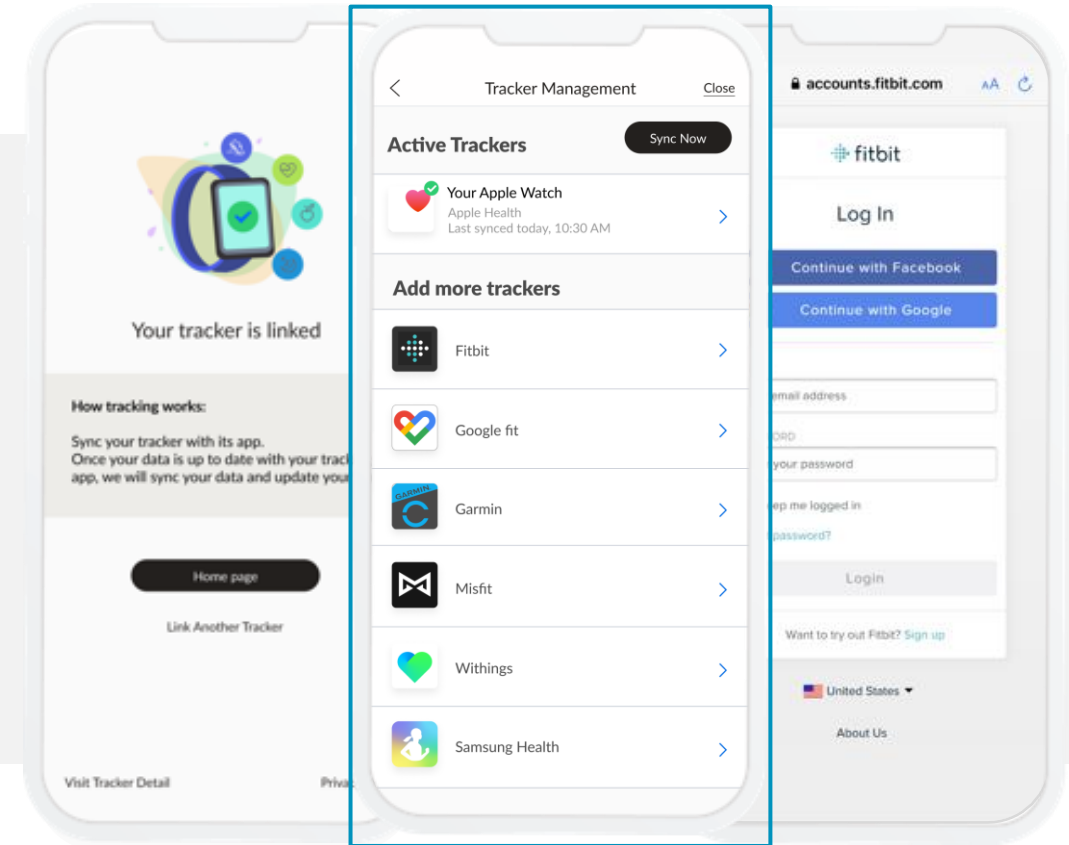
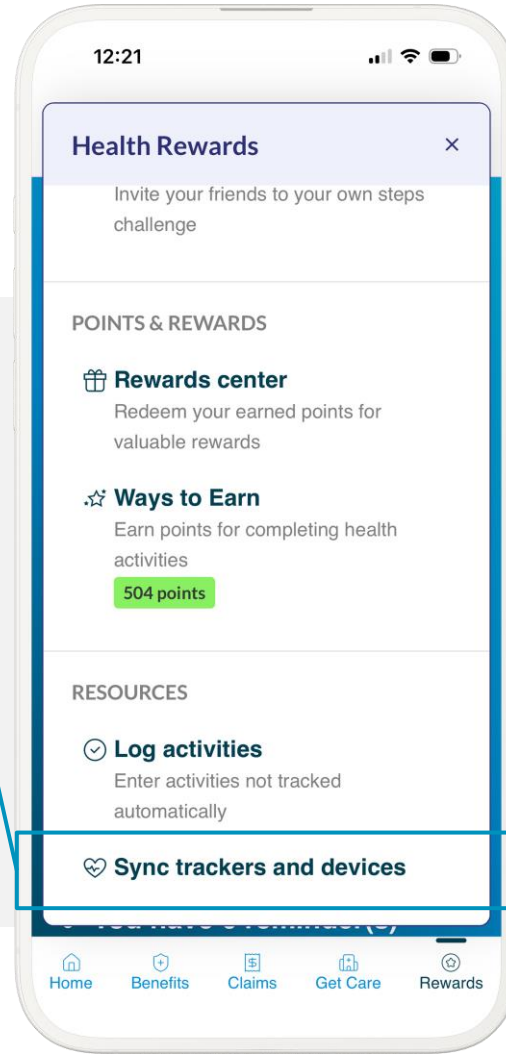
See points history, explore **ways to earn**, and get personalized next steps

Sync trackers and devices

From the **Rewards** tab menu, scroll down to find **Sync trackers and devices**.

Eligible health trackers* include:

- Withings
- Apple Health
- Garmin
- Google Fit/Google Health
- Fitbit
- Samsung Health
- WHOOP
- MyFitnessPal



*All trademarks, logos and brand names of health trackers identified above are the property of their respective owners. Health tracker names are referenced for identification purposes only, and their inclusion does not imply endorsement or recommendation.

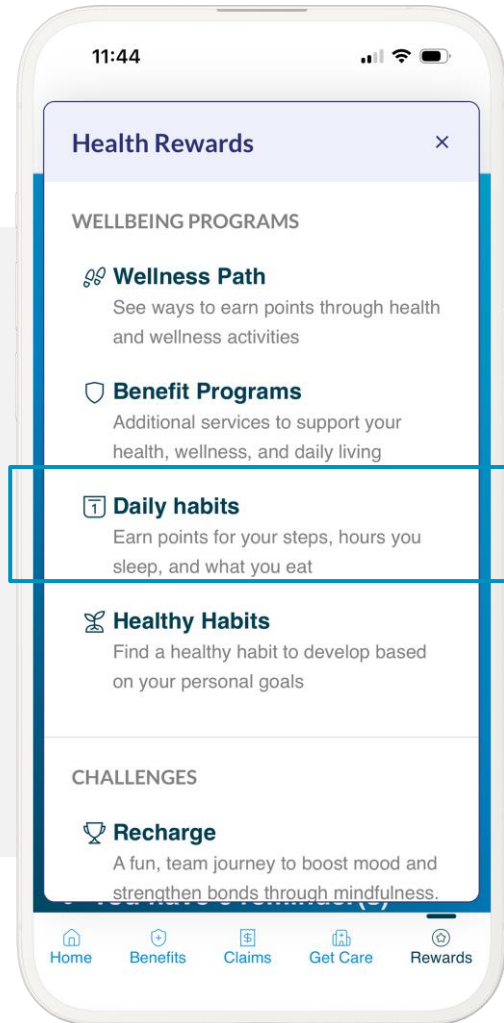
Blue Cross & Blue Shield of Rhode Island is an independent licensee of the Blue Cross and Blue Shield Association.

Track your steps, sleep, and more

Use the **Daily habits** feature to earn points for your steps, hours of sleep, and what you eat.

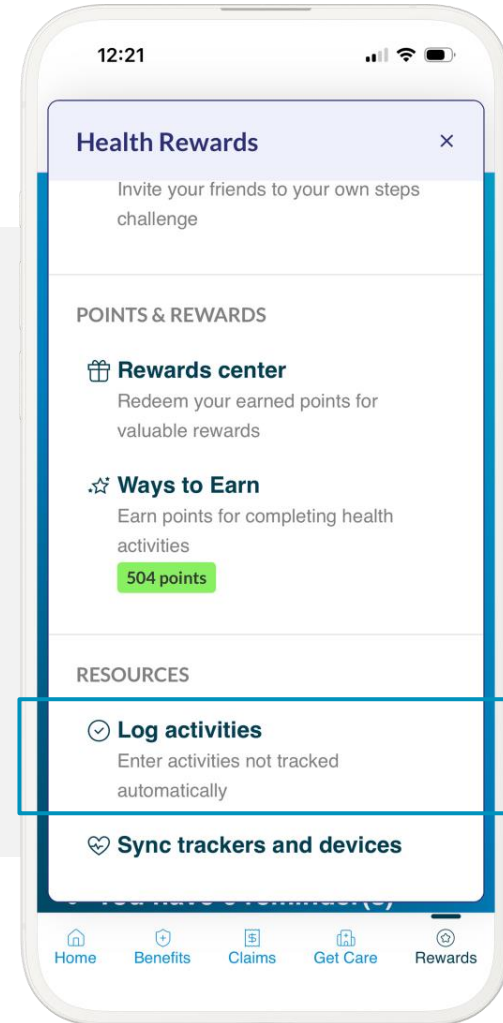
Daily Habits

From the **Rewards** tab menu, choose **Daily habits** to track and view your steps, sleep, and calories

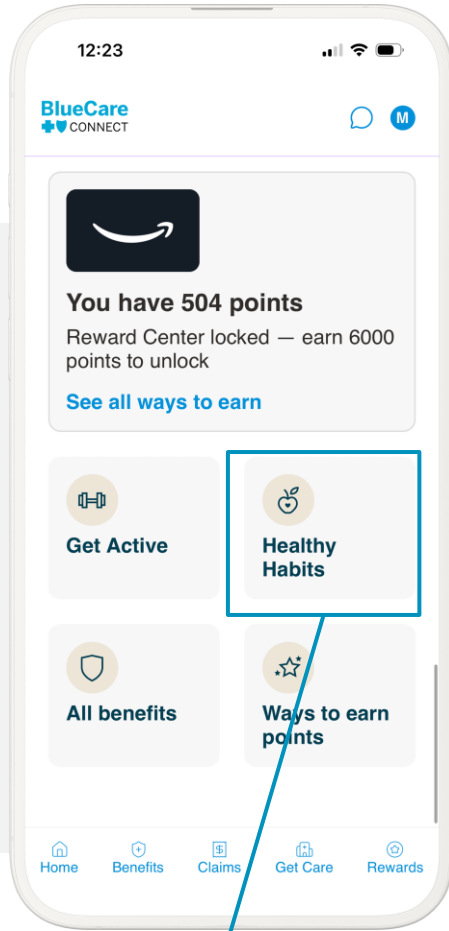


Log Activities Manually

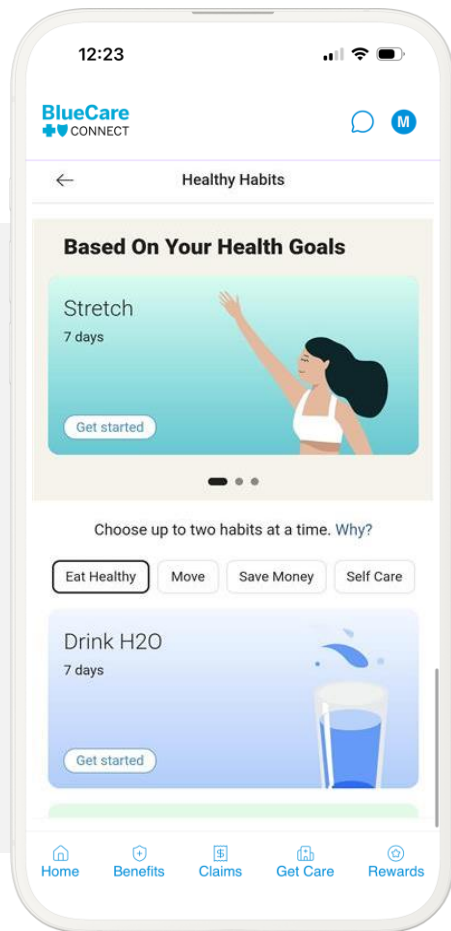
Not using a synced device or app? From the **Rewards** tab menu, choose **Log activities** to manually enter physical activity, sleep, and calories



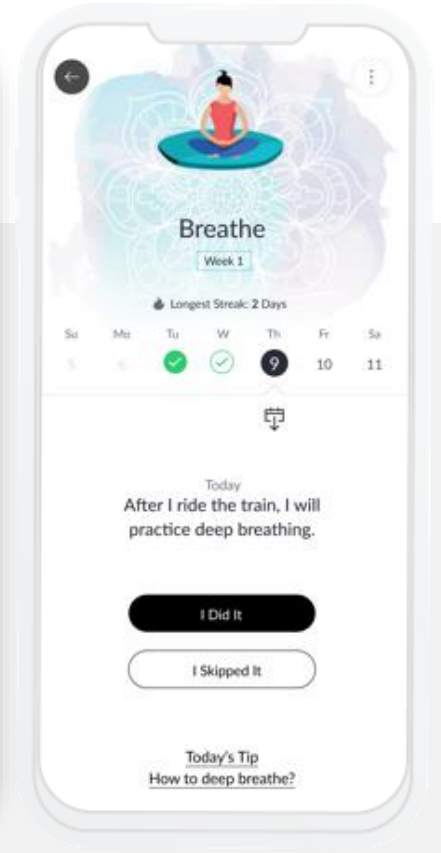
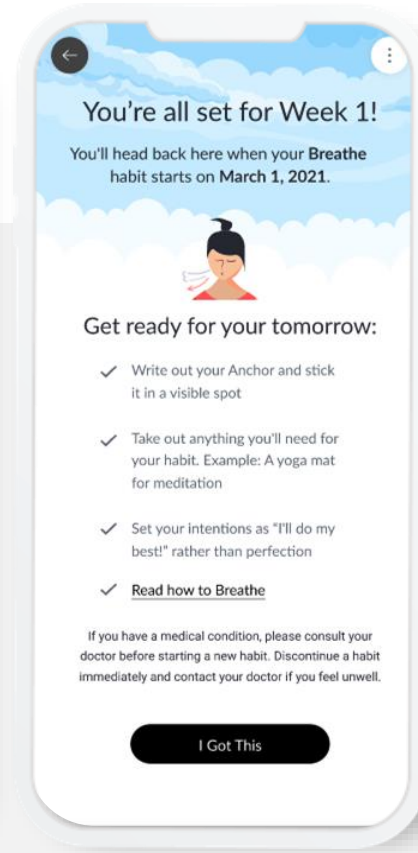
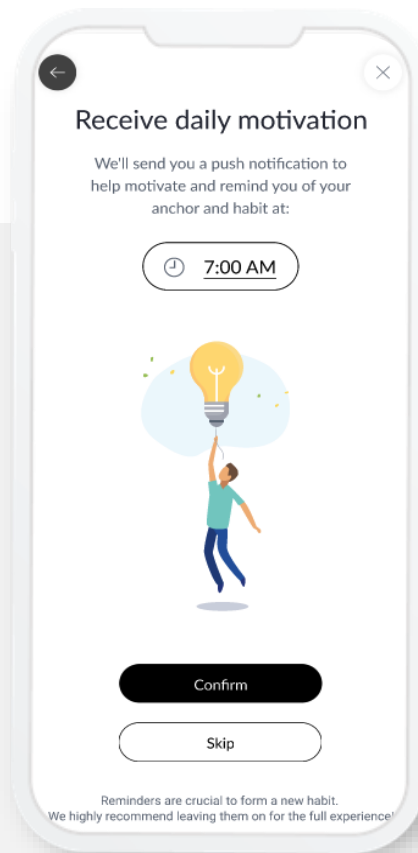
Build healthy habits



From the Home screen, scroll down to find **Healthy Habits**



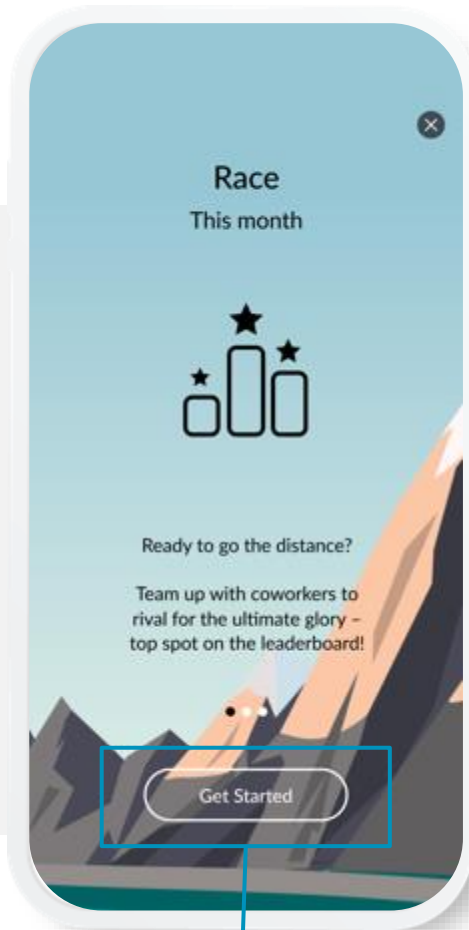
Select up to two habits at a time each week



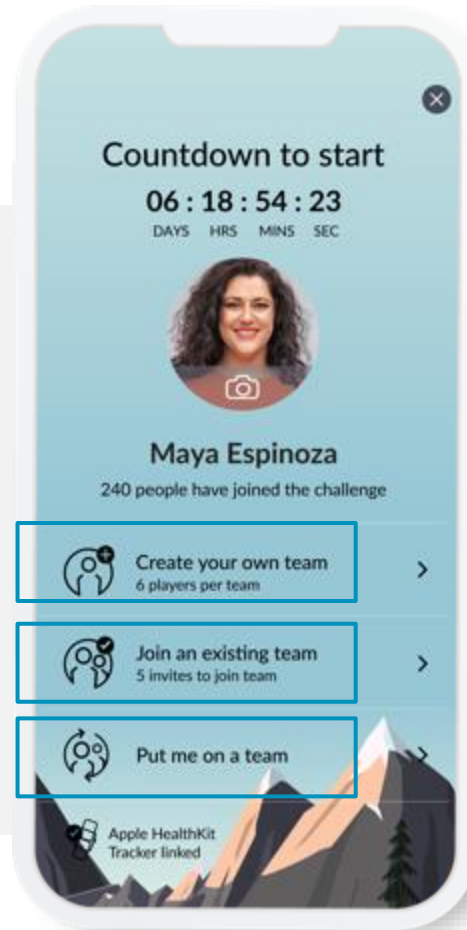
Schedule and track your new habits and earn daily points!

Challenges on BlueCare Connect

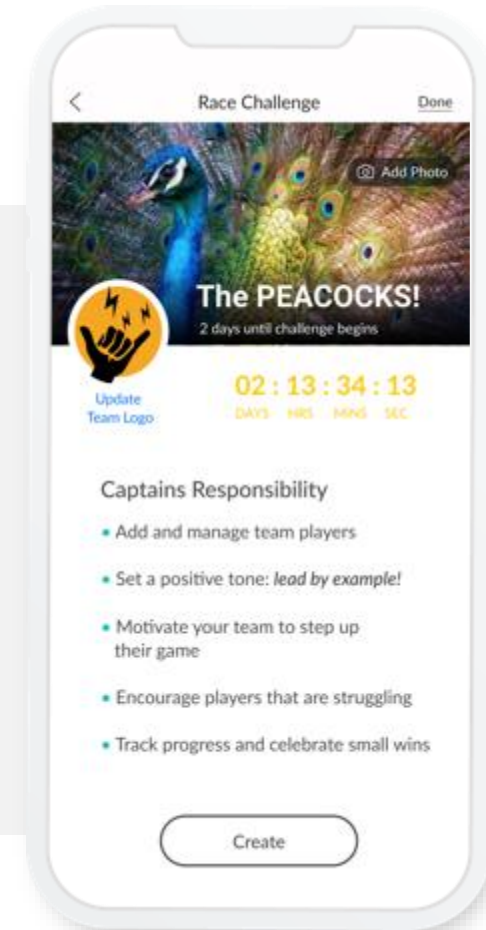
Step challenges are held periodically throughout the year. You can join a challenge at any point during the challenge period from the **Rewards** menu. During a step challenge, daily step points are **DOUBLED!**



Select **Get Started**



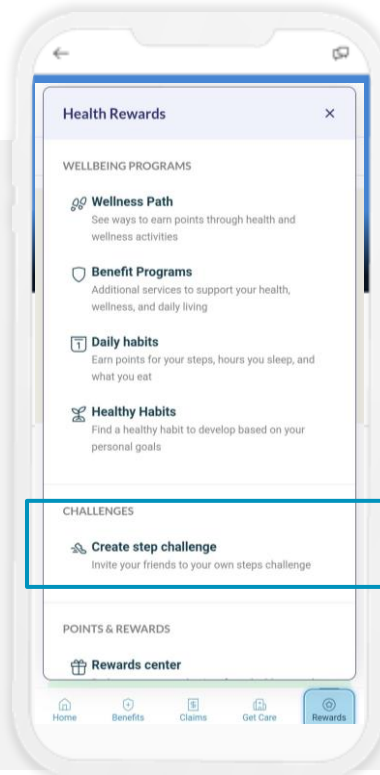
Become a captain, accept an invite, or join a team!



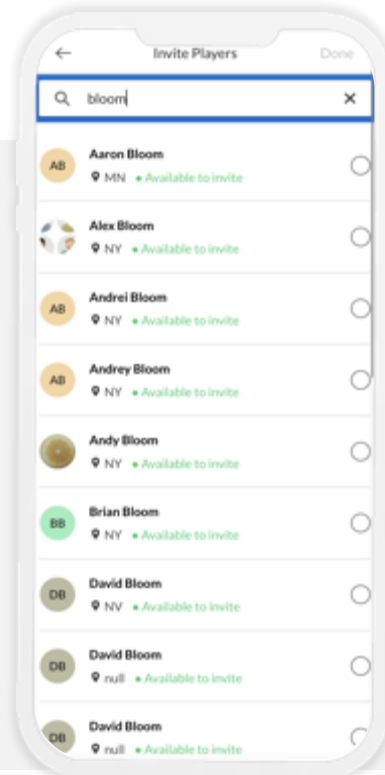
As a captain, you can customize your team's page

Peer-to-Peer Step Challenges

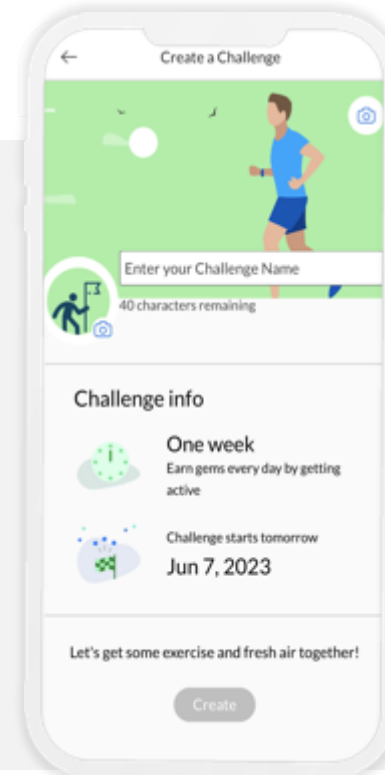
Create your own 7-day Challenge and compete with your peers!



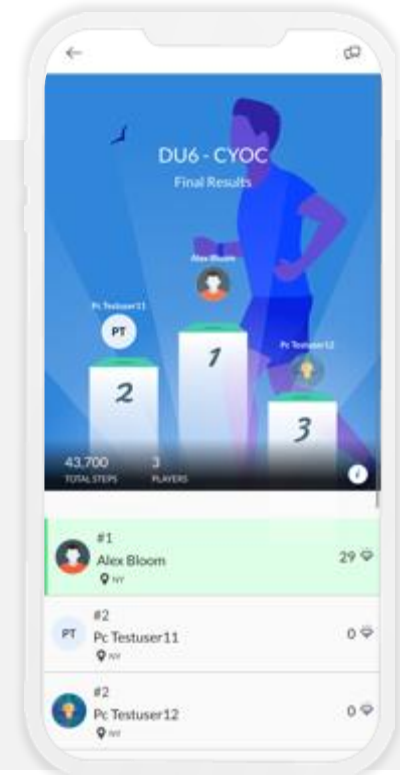
Open the **Rewards** tab menu to start a challenge and **invite colleagues**



Send up to 50 invitations to join



Choose your Challenge Name and logo to start



After one week, the teammates with the most gems win!

Challenge Gems – How do they work?

Gems are a motivational incentive to help you to stay proactive in a BlueCare Connect challenge and are used to rank and unlock levels for the next stage of a challenge.

Actions that earn Gems (all Challenge types):

- Meeting their daily step goal
(Each goal can be completed daily)

Actions that earn Gems (*Walk With Friends*):

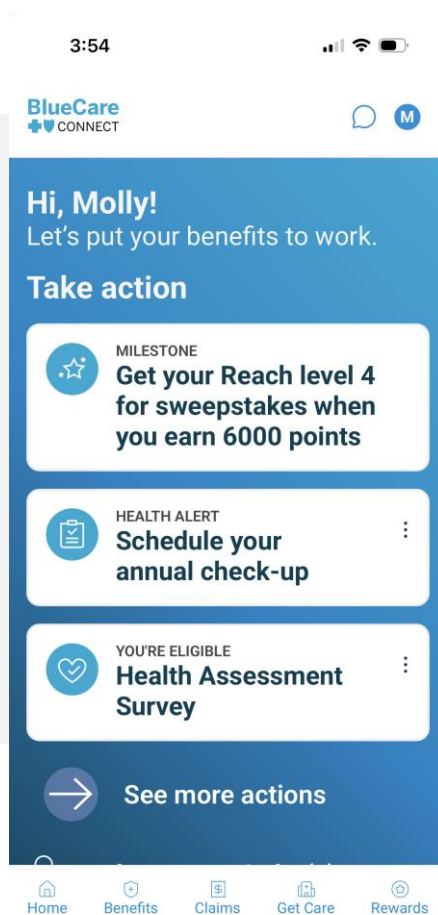
- Tagging their spouse, pet, friend, or coworker on a walk
- Gifting others a Boost

Daily Step Goal	Gem Reward	Cumulative Contribution
5K	10	34%
10K	10	69%
15K	4	83%
20K	3	93%
25K	2	100%

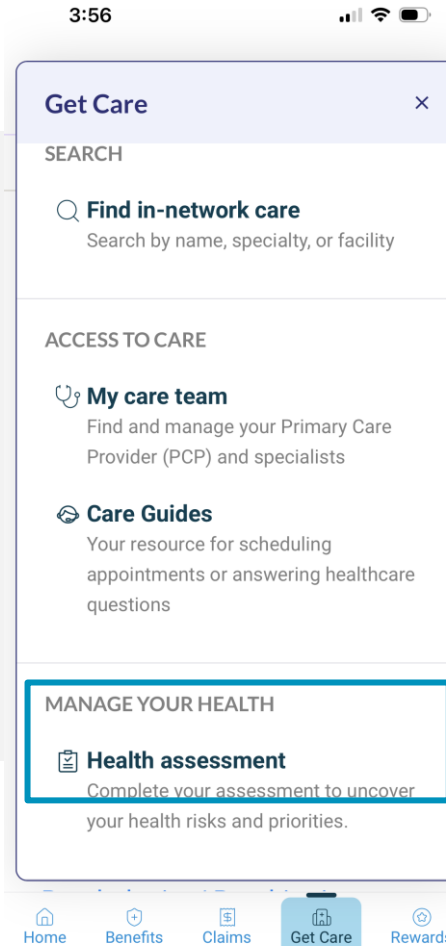
Health assessment survey

This NCQA certified assessment is individualized for you. Health Goals that you selected are incorporated into the survey.

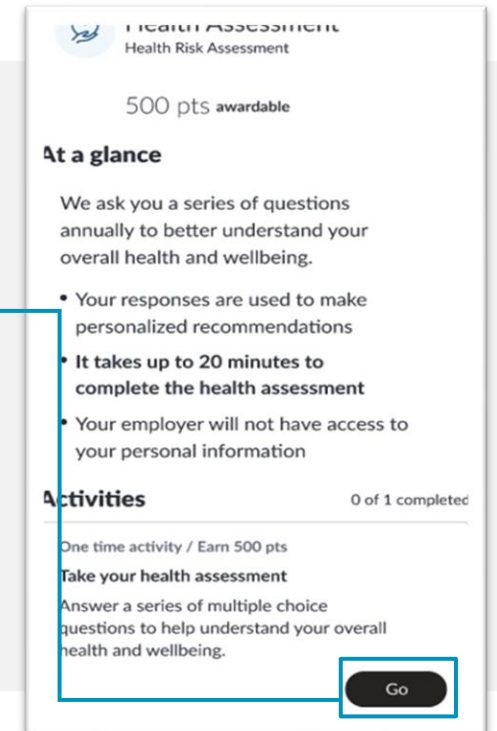
Take Action on your Home screen



Get Care Tab



Click into the **Health Assessment**, select **Go**, and answer the questions. The assessment adjusts based on your responses and will only ask relevant questions applicable to you.



You can access the **Health Assessment** from multiple places

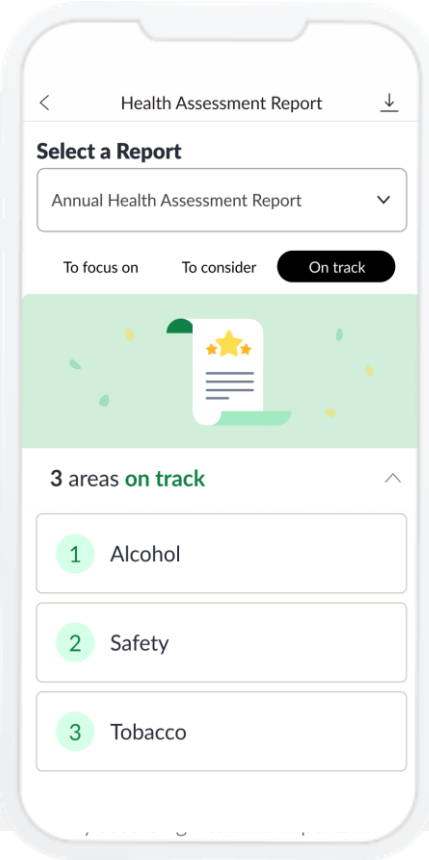
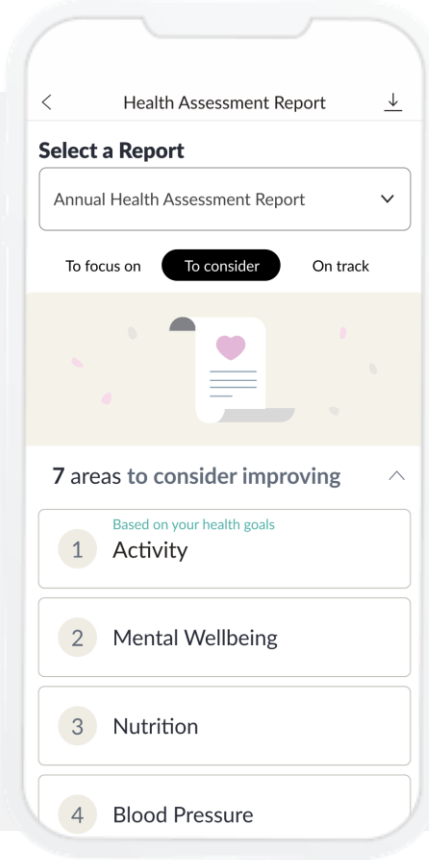
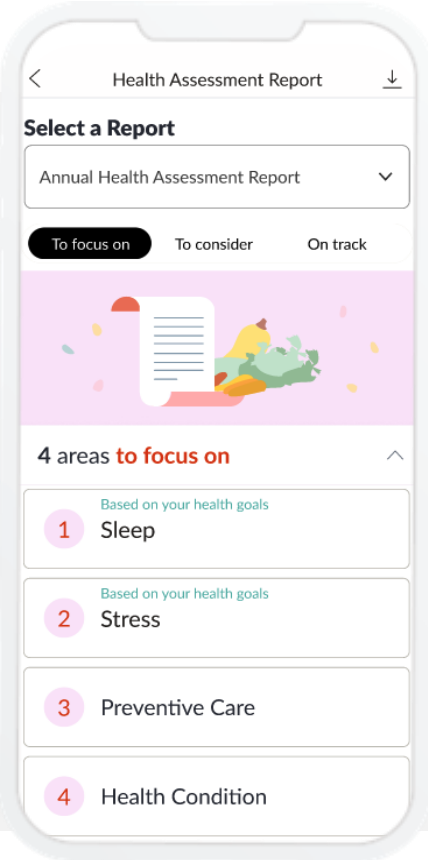
Health assessment survey results

Areas to improve, focus and track

Once you complete the Health Assessment, you will see a report with personalized recommendations with actionable next steps, including areas to focus on, areas to consider improving, and areas that are on track.

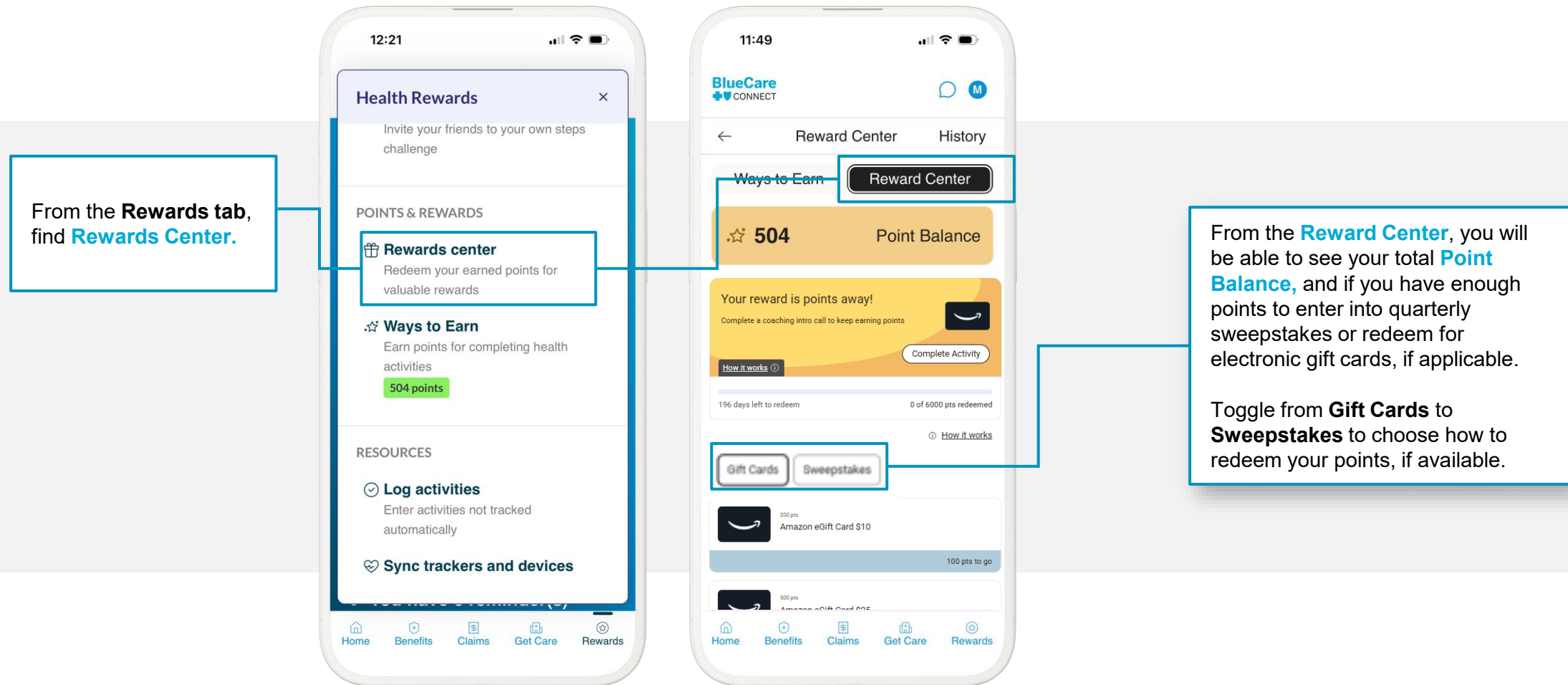
Why assessing health is important?

This Health Assessment will help us better understand your specific health needs and provide you with the most relevant health information, suggestions, and benefits.



Rewards or Sweepstakes

The **Reward Center** is where you can view your point balance, see available electronic gift cards, and redeem points for sweepstakes entries.

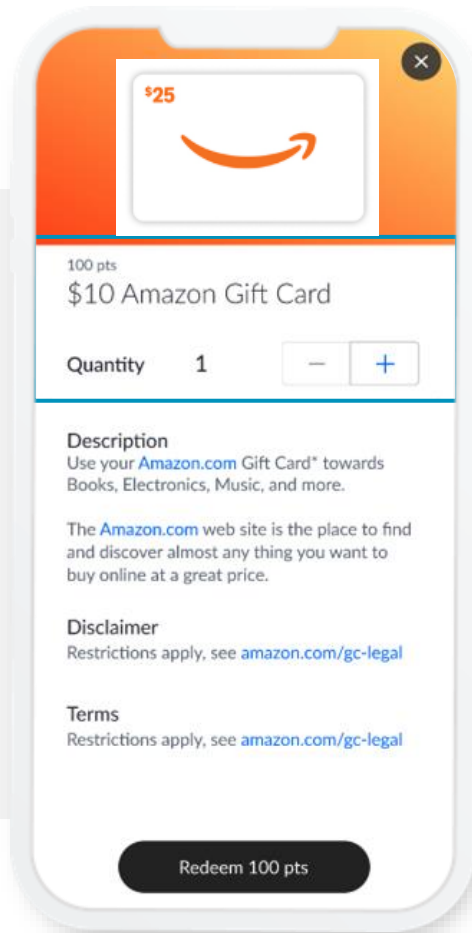


Redeeming rewards

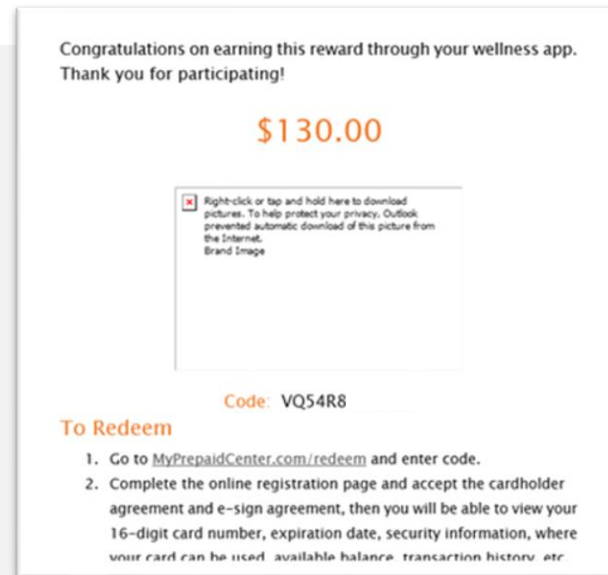
Redeem your points for rewards in the app!

Once you redeem your reward, or if you are a sweepstakes winner, you'll receive an email.

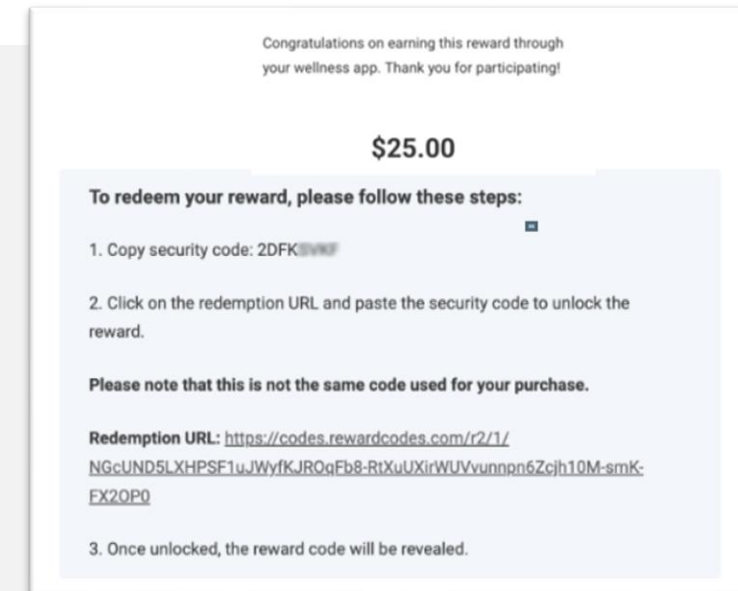
If you've selected a digital prize, for instance from Amazon* or Visa, expect a second email from noreply@tango.com with the redemption code.



Sample Visa E-Gift Card email



Sample Amazon Gift Card email



*Amazon and all related marks are trademarks of Amazon.com, Inc. or its affiliates. Amazon is an independent company that engages in e-commerce, and is not affiliated with BCBSRI.

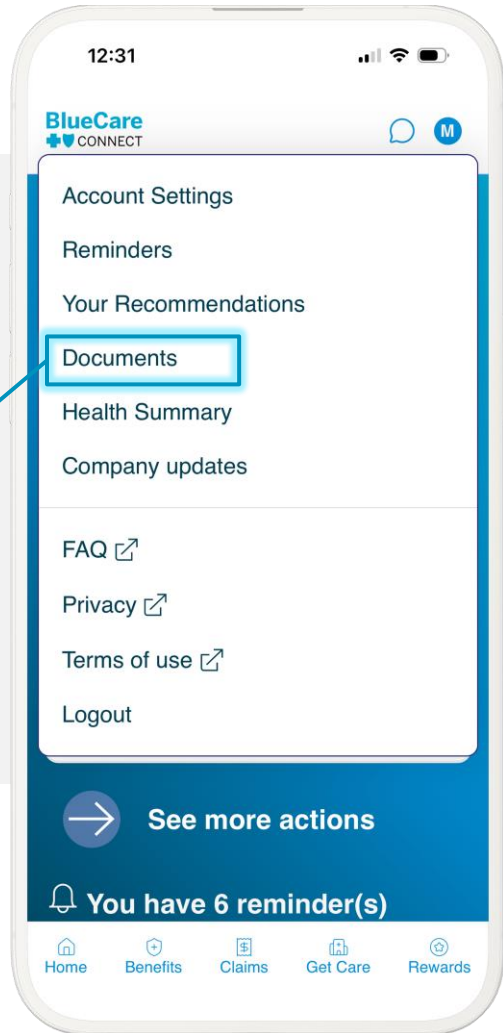
Visa is a payment network that facilitates electronic payments, and is not affiliated with BCBSRI. For additional information about Visa E-Gift Cards, please see MyPrepaidCenter.com/home. Tango is an independent company that contracts with MyPrePaidCenter along with Apree Castlight, an independent company that contracts with BCBSRI to administer its wellness program.

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Account Settings

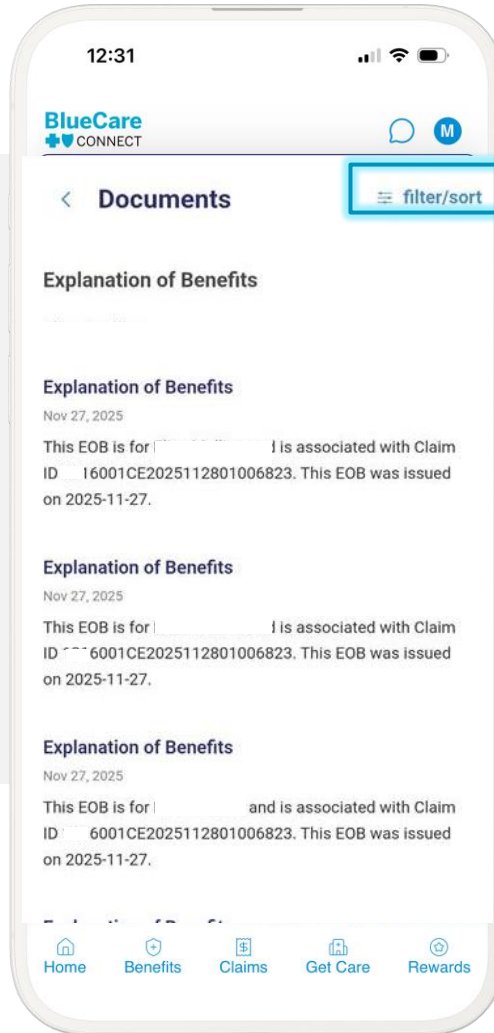
Document Center

Securely view and manage important health plan documents like EOBs and invoices—all in one convenient location.



Open the *Profile* menu in the top right-hand corner to expand the navigation pane.

Select **Documents**.



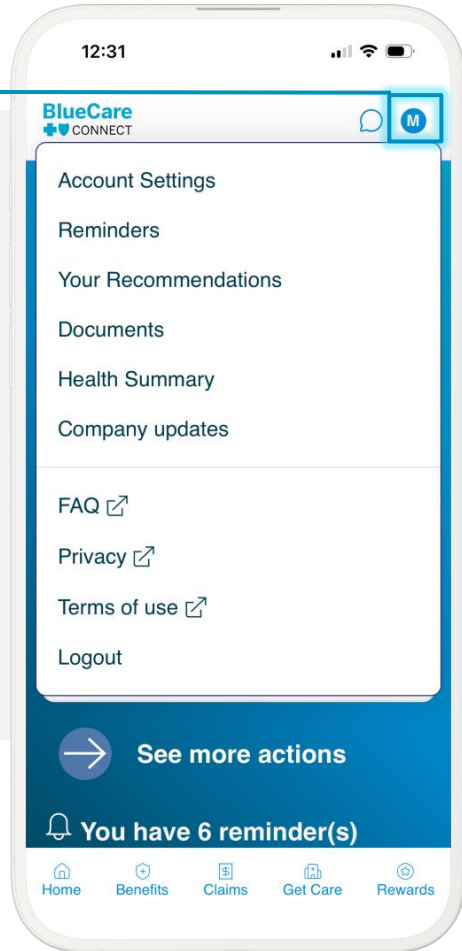
Filter or sort to find what you need, then scroll through and tap a document to view full details.

Adjusting account permissions

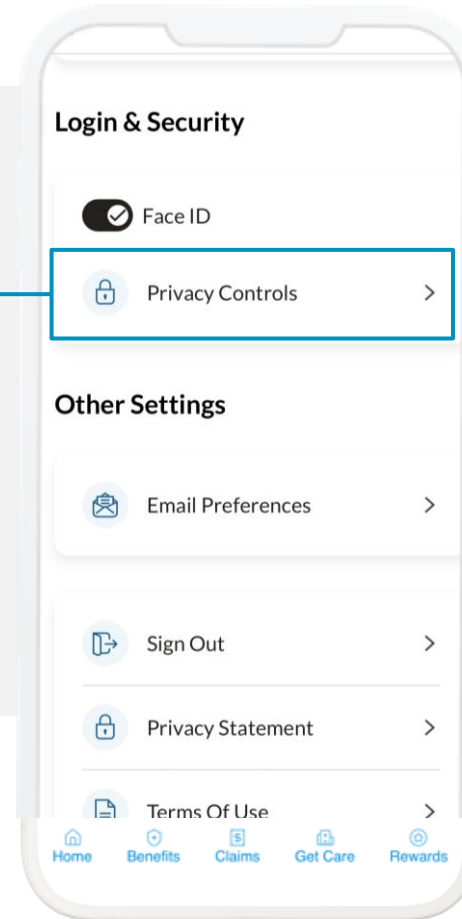
In their account settings, a member can provide permission for other members to see their detailed claims information. The member that receives this permission will be able to see specific details about the claim including service type, provider, and any associated Explanation of Benefits (EOBs).

Open the *Profile* menu in the top right-hand corner to expand the navigation pane.

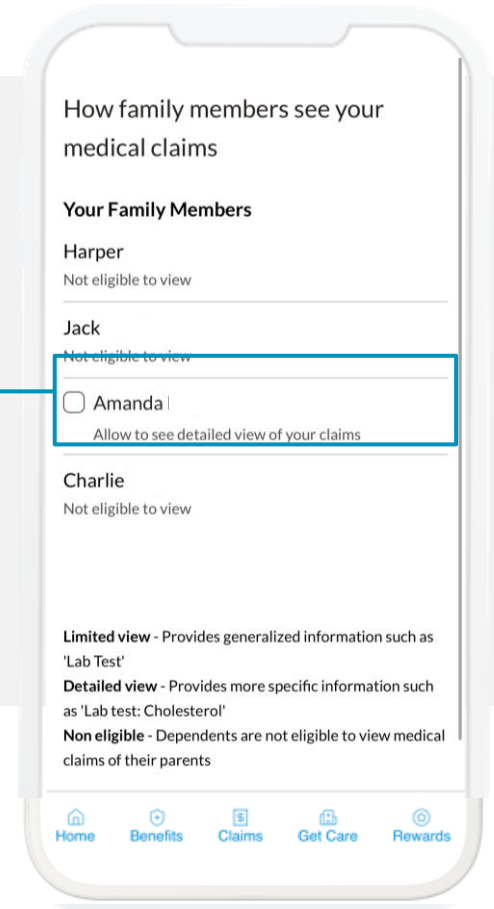
Select **Account Settings**.



Select **Privacy Controls**



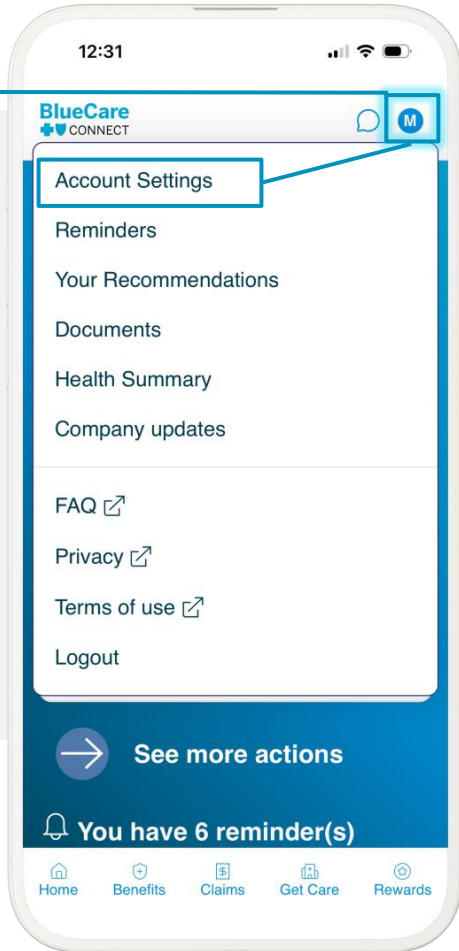
Check the **box** to grant detailed view permissions for claims.



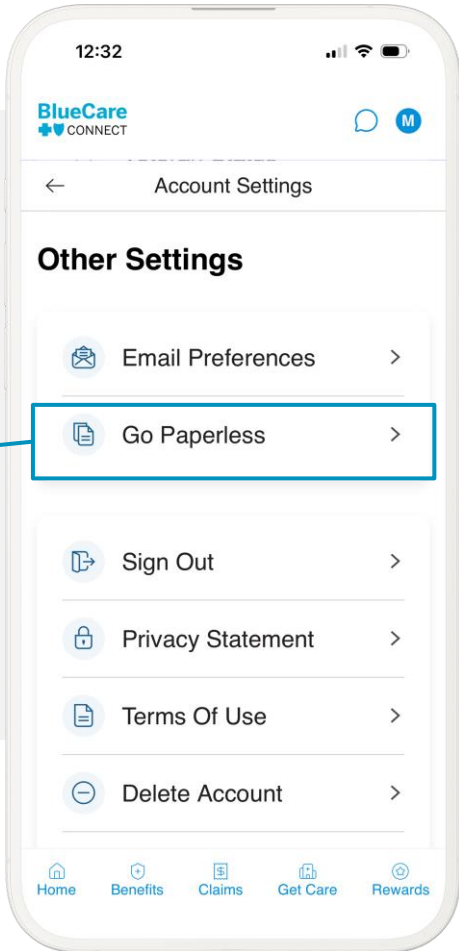
Document preferences: Go paperless

A member can provide permission for other members to see their detailed claims information in their account settings. The member that this permission is given to will be able to see specific details about the claim including service type, provider, and any associated Explanation of Benefits (EOBs).

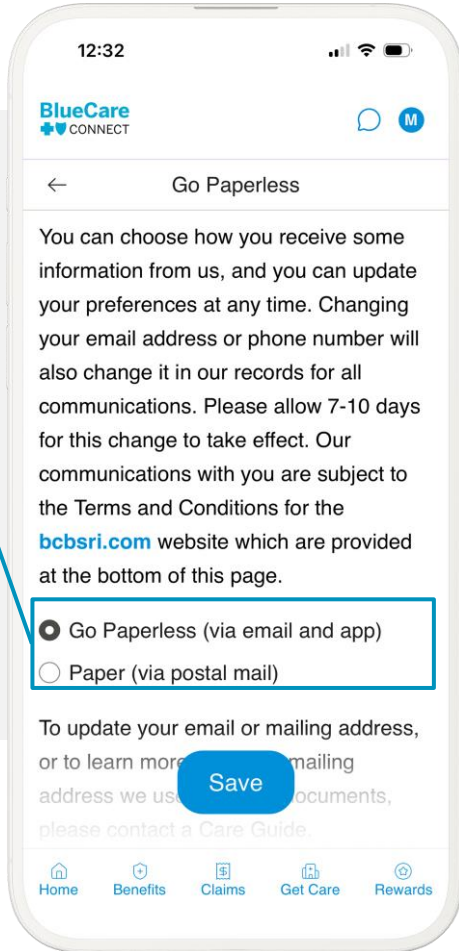
Open the Profile menu in the top right-hand corner to expand the navigation pane and select **Account Settings**.



Select **Go Paperless** under **Other Settings**



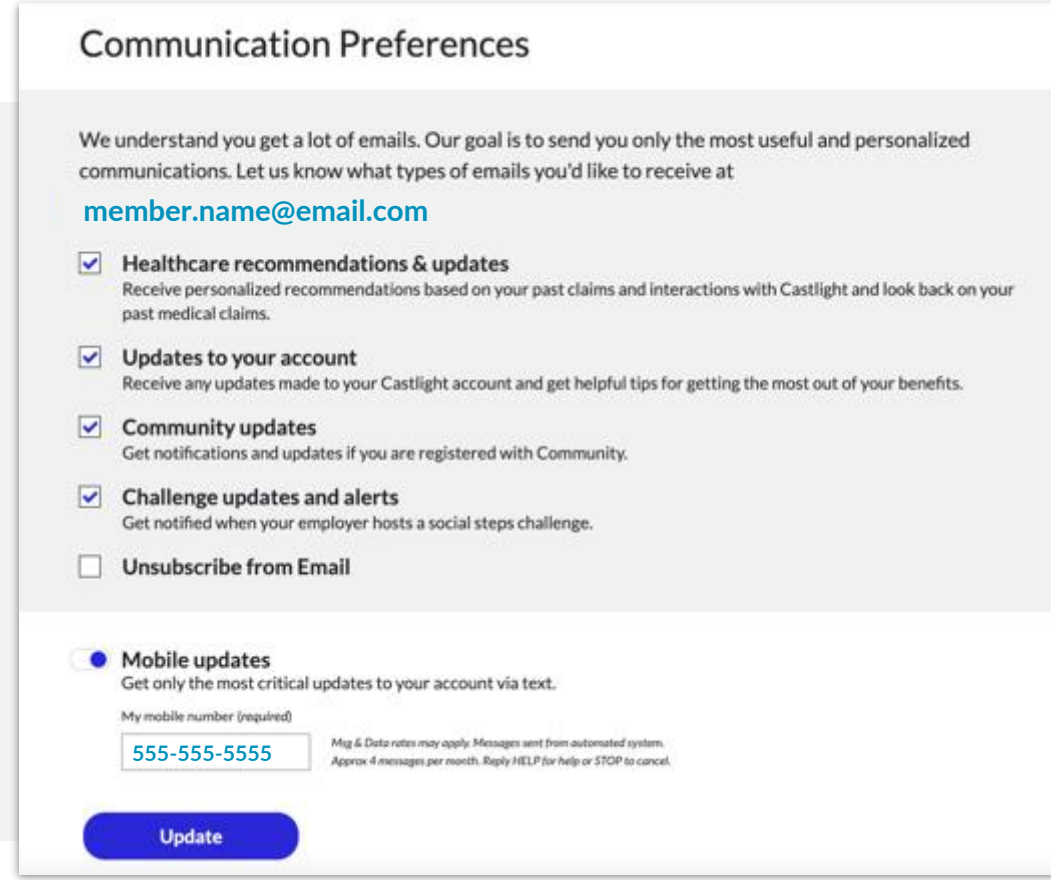
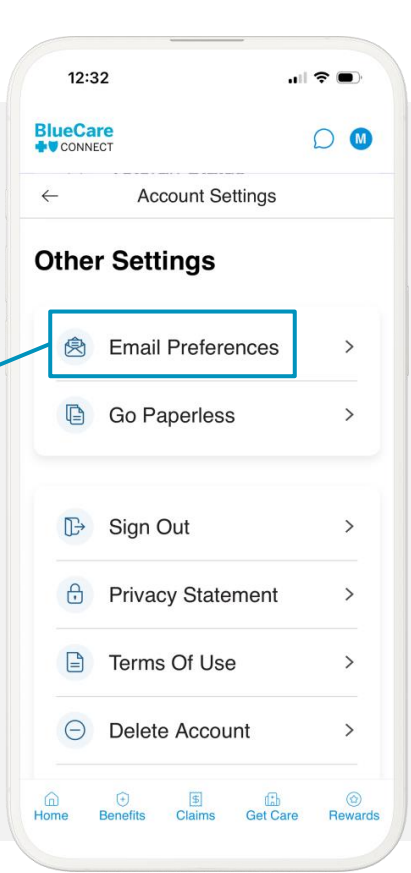
Check the **Go Paperless** option to choose your preference



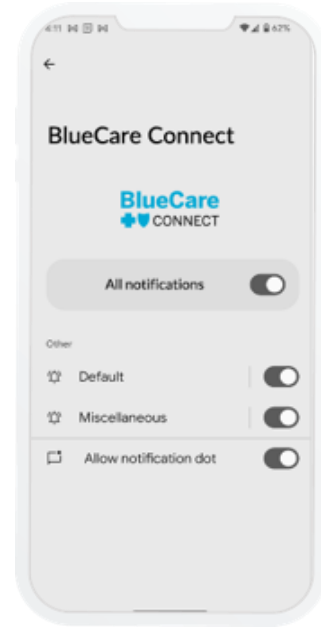
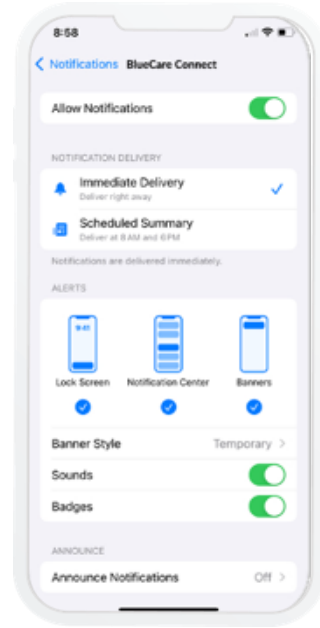
Modify your communication preferences

View, change, or update your communication and notification settings

Tap **Email Preferences** from your **Account Settings**



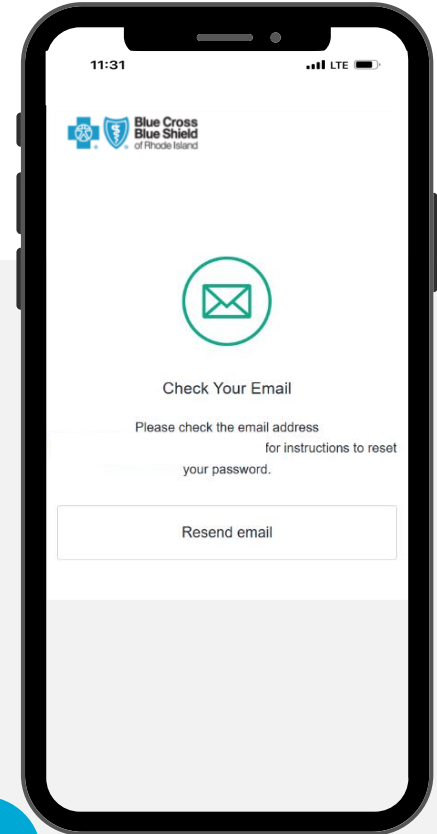
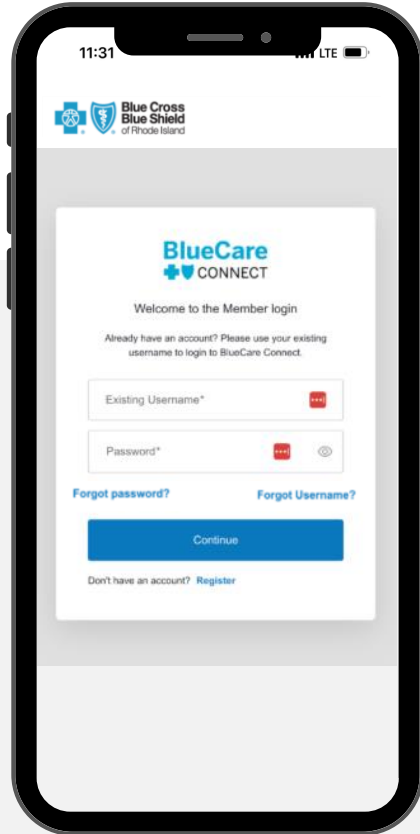
You can also adjust notification settings from your phone's operating system.



Screenshot for illustrative purposes.

Troubleshooting: Forgot Password

Forgot Password?



1

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

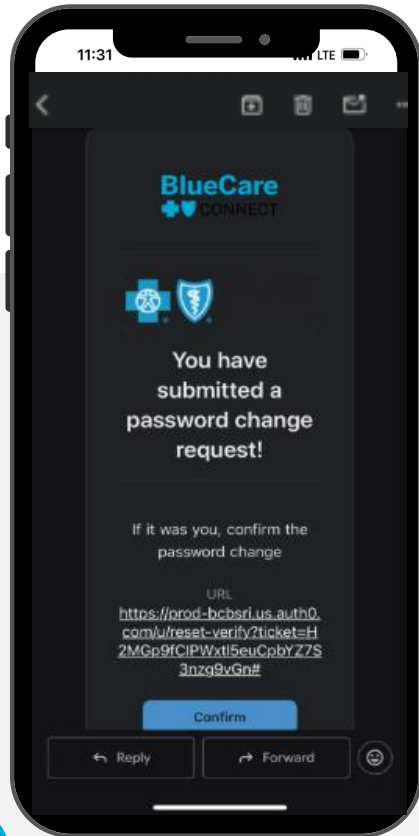
2

Enter **Username** and click **Continue**. Note, Username may or may not be email address on file.

3

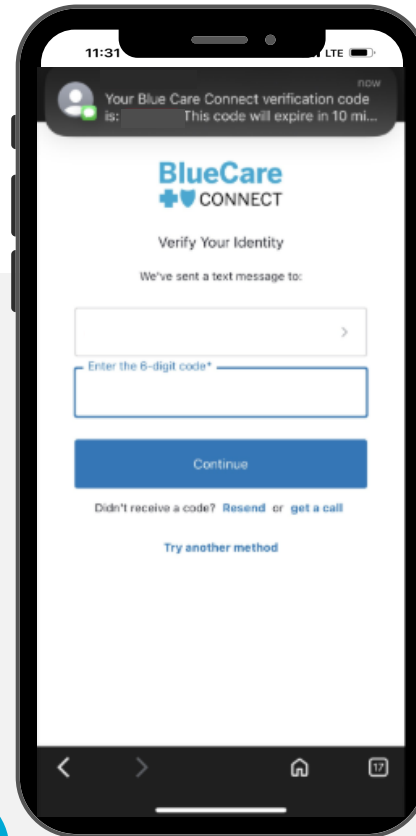
Follow prompts to **Check Your Email** for instructions to reset your password.

Forgot Password?



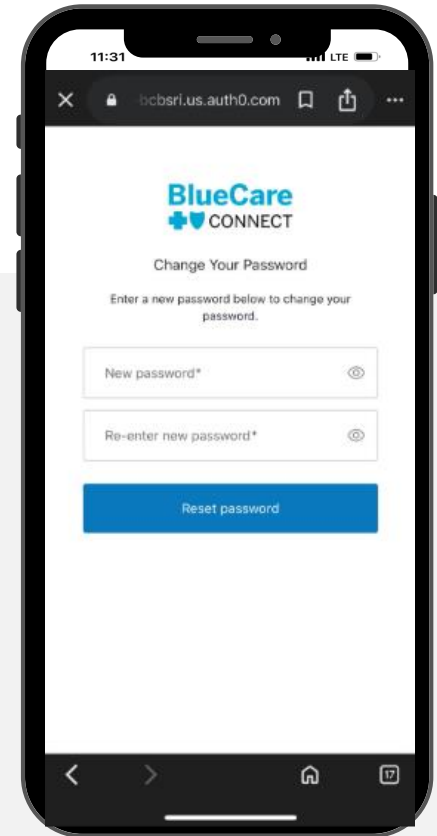
4

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.

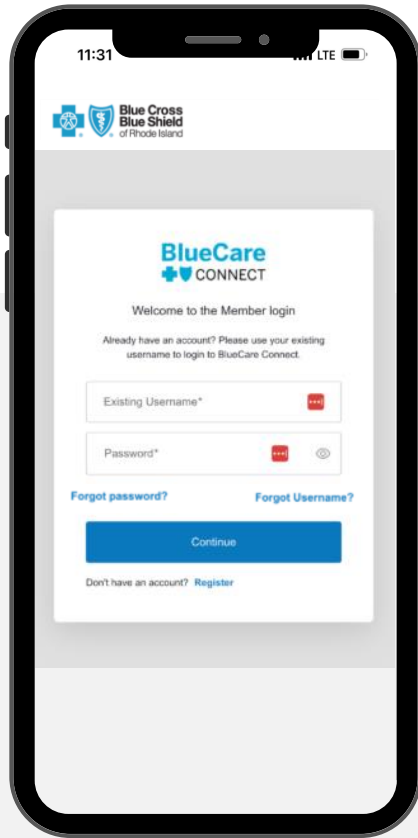


6

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

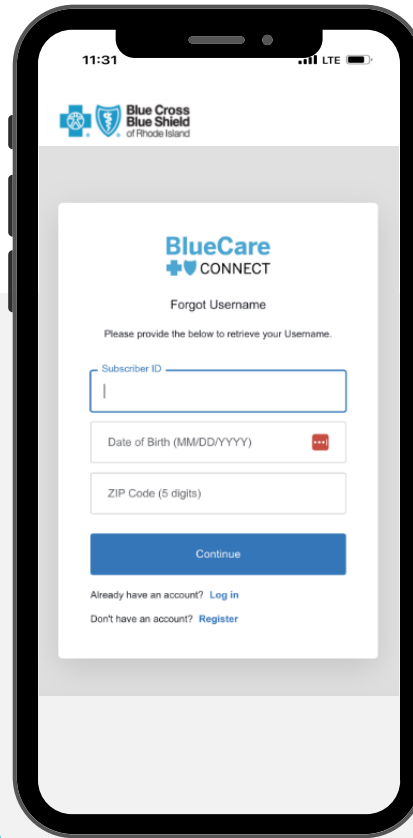
Troubleshooting: Forgot Username

Forgot Username?



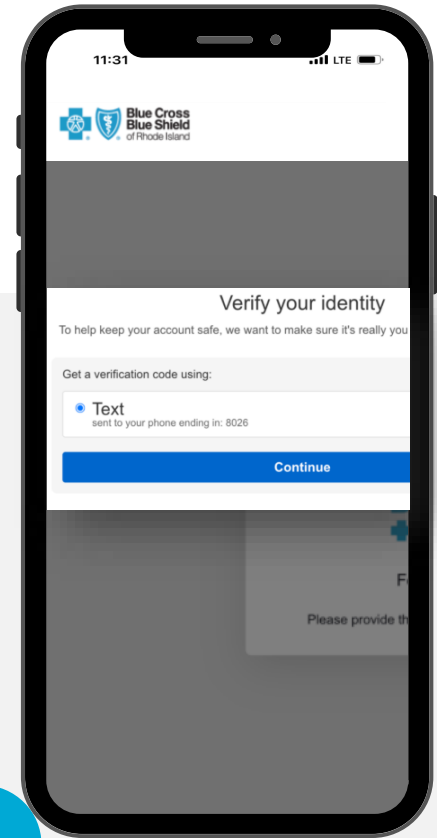
1

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



2

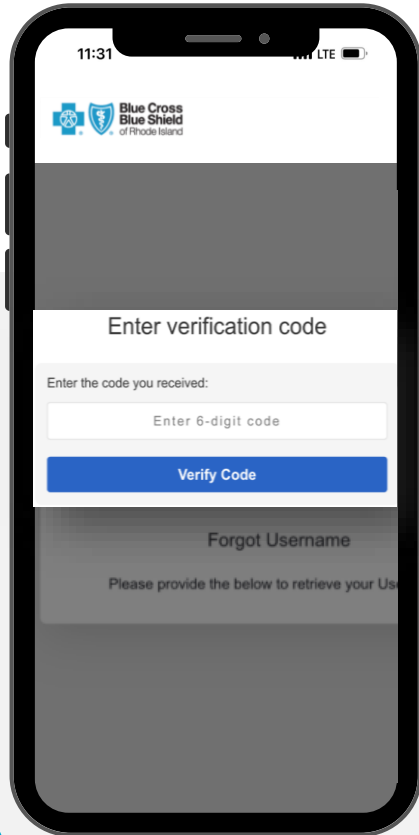
Enter **Subscriber ID**, **Date of Birth**, and **Zip Code**. Click **Continue**.



3

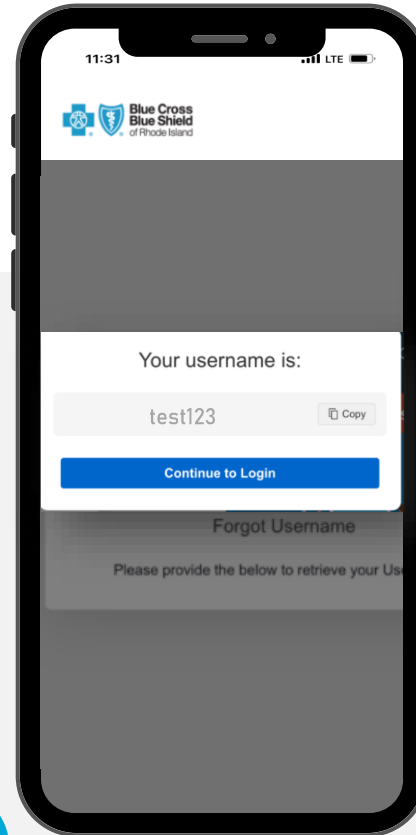
Follow steps to **Verify Your Identity**. Choose how to get a verification code to your phone and click **Continue**.

Forgot Username?



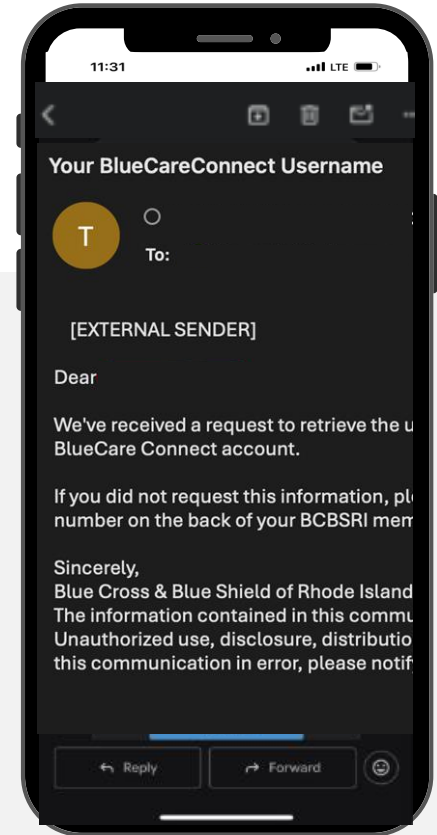
4

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.

Frequently Asked Questions

BlueCare Connect Platform FAQs

Question	Answer
How do I get a copy of my Subscriber Agreement and/or Summary of Benefits?	These documents are available upon request. Please call us or chat with a Care Guide to request a copy, and they will be sent to your mailing address on file.
How do I order a new or replacement ID Card?	<p>To order a physical ID card, go to your Insurance card section in BlueCare Connect and select Order or Replace ID card from the options. Your card will arrive within 7–10 business days.</p> <p>For immediate access, view your digital ID card on the homepage of the BlueCare Connect portal or mobile app.</p>
How do I update my mailing address?	Call us or chat with a Care Guide to update your address. Depending on your policy type, you may need to update this information with your employer. Changes will reflect in the BlueCare Connect app within 24–48 hours.
How do I update or change my primary care physician (PCP)?	Please call us or chat with a Care Guide to update your PCP.

Question	Answer
How do I assign a designee on my behalf?	Please call us or chat with a Care Guide to request a Designee Form.
How do I know if I have an active referral for a specialist?	If your plan requires referrals for certain services and you'd like to check to see if you have an active referral from your primary care physician, please call or chat with a Care Guide.
How can I get information about another one of my BCBSRI policies?	Your BlueCare Connect is set up to show you details about your primary BCBSRI policy. If you have another BCBSRI policy (e.g. secondary coverage) and would like additional information about it, please call us or chat with a Care Guide.

Question	Answer
<p>How do I submit a claim?*</p>	<p>The following instructions are for medical, dental, vision, and pharmacy claims for policies you have with Blue Cross & Blue Shield of Rhode Island. If you have additional questions, please call us or chat with a Care Guide.</p> <p>The following information is required on an itemized receipt:</p> <ul style="list-style-type: none"> • Diagnosis code (ICD-10) • Health service code (CPT/HCPC code) • Charged amount of each service • Member ID number • Member’s name • Provider address • Provider’s letterhead / stamp • Provider name • Provider tax ID number • Provider NPI number • Specific date(s) of service <p>Please mail the information above to:</p> <p style="padding-left: 40px;">Blue Cross & Blue Shield of Rhode Island 500 Exchange Street Providence, Rhode Island, 02903 Attention Claims Team</p> <p>You can also submit the claim in-person at one of our five Your Blue Store locations across Rhode Island in Cranston, Lincoln, Warwick, East Providence, or Narragansett. Claims must be submitted within one year of the date you received the service, or they will not be eligible for reimbursement.</p>

***Coming Soon: Submit a Claim in BlueCare Connect!**

Thank You



Blue Cross & Blue Shield of Rhode Island is an independent licensee of the Blue Cross and Blue Shield Association.