Blue Cross Blue Shield of Rhode Island
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BlueCare Connect Frequently Asked Questions (FAQs)

The basics of BlueCare Connect

What is BlueCare Connect?

BlueCare Connect is like a single front door to all of your health plan benefits: plan information, health and wellness programs, health reimbursement account or health savings account (if applicable), care management services, and customer support. Everything is integrated and accessible online, on the app, or over the phone via our Care Guides. Registered nurses and health coaches are also available to answer questions and provide support.

Did BlueCare Connect replace myBCBSRI?

Yes, all member accounts—except members with Medicare plans—moved from the myBCBSRI member portal to BlueCare Connect. All you need to do is register. *(See the **Registration** section below.)*

*Note: You can still find claims from previous years in BlueCare Connect. See the **View ID cards and claims** section below to learn how.*

What is a Care Guide and what do they do?

Care Guides provide customer service support and can:

- answer benefits and claims questions
- provide coverage and cost-sharing information
- locate quality doctors, providers, and low-cost care options
- schedule appointments for you

They can also explain health programs that align with your health goals and needs and help you enroll.

To chat with or call a Care Guide, select the **Get Help Icon** at the top of your screen.



You can also call the phone number on the back of your member ID card to speak with a Care Guide. To view your plan's Care Guide hours of operation, go to bcbsri.com/contact.

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How do I update my email or address on file?
Request the update from a Care Guide or call the number on the back of your member ID card. For some policies, you may need to update this information with your employer. The email or address change will be reflected in BlueCare Connect within 24 to 48 hours.

How do I search for healthcare providers or a certain type of care?
Click the **Get Care** tab and select **Find in-network care**. You can use **Common Searches** or use the search bar to look for a specific provider, facility, type of care, or health condition.

Registration

How do I register with BlueCare Connect?
Download the BlueCare Connect RI app or go to bluecareconnectRI.com.
Look for this icon before downloading the mobile app.



Select **Create a New Account** to get started. You will need your member ID to register.

If you need help with registration, call the number on the back of your member ID card.

I forgot my password. How do I reset it?

1. Select **Log In**, then select **Forgot password?**
2. Enter your BlueCare Connect username and select **Continue**.
3. Check your email on file for password reset instructions.
4. Open the email and select **Confirm**, then follow the prompts to verify your identity and create a new password.

I forgot my username. What should I do?

1. Select **Log In,** then select **Forgot Username?**
2. Enter your Subscriber ID, birthday, and ZIP code, then select **Continue**.
3. Follow the prompts to verify your identity.
4. Choose how you'd like to receive your verification code (phone or email).
5. Enter the code and follow the steps to retrieve your username.

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View ID cards and claims

Where can I find my member ID card?

1. Select **Benefits**, then select **Insurance Cards**.
2. Wait for your member ID card to appear on the screen.
3. Select the card to enlarge it.
4. Select **Options** to:
    a. Download your digital ID card
    b. Order or replace your physical card
    c. Add to Apple Wallet, Google Wallet, or Samsung Wallet

How do I submit a claim?

Navigate to the **Benefits** tab or your **Documents** section and select **Submit a Claim.**
You'll be prompted to provide all necessary information and can upload relevant files.

How do I search for a specific claim?

Select the **Claims** tab to see your medical claims.
To find an older claim:

1. Select **Filter** at the top right.
2. Check the appropriate years and click **Apply**.

Why can't I see the same details on my spouse's claims as my own?

Privacy rules determine the amount of detail BlueCare Connect can show for claims other than your own. If your health plan dependents include a spouse and/or children age 13+, BlueCare Connect will list limited claim information (date, amount, progress toward deductible, etc.) but will not include the healthcare provider's name or any additional care details.

Can permission settings for viewing claims be changed?

Yes, a member can provide permission for other members on their health plan to see their detailed claims information, including service type, provider, and any associated explanation of benefits (EOBs).

To change permission settings:

1. Use the account button—the blue circle at the top right of the screen—then select **Account Settings**.
2. Select **Privacy Controls**.
3. Check the box to grant permission for another member to see claims.

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HSA/HRA and pharmacy, dental, & vision benefits

I have a health savings account (HSA) or health reimbursement account (HRA) with my BCBSRI medical plan. How do I view my HSA or HRA?

1. Select **Health Fund Balances** on your Home tab.
2. On the next screen, select **View Health Fund Balance Details**.
3. You'll be redirected to your account in the BlueSolutions WealthCare website or app.

My BCBSRI health plan includes pharmacy, dental, and/or vision benefits. Where can I find these details?

If your BCBSRI health plan includes pharmacy, dental, and/or vision benefits through your employer, you can access them through BlueCare Connect. Select the **Benefits** tab, then **Benefit Programs** to find pharmacy, dental and/or vision benefits (if applicable) in the **Your Plans** section.

Does BlueCare Connect display secondary insurance coverage (if applicable)?

No, at this time your BlueCare Connect portal displays details for your primary policy/policies (medical, Rx, dental, and/or vision). For information about other BCBSRI policies (such as secondary medical, dental, vision, or wellness coverage), contact a Care Guide by phone or chat. Secondary coverage information will be available later in 2026.

Wellness with BlueCare Connect

How can I work with a BlueCare Connect nurse or health coach?

Registered nurses are available within BlueCare Connect at no additional cost to help address acute health concerns, identify urgent health needs, and suggest appropriate sites of care. Contact a Care Guide to learn more about speaking with a registered nurse.

BlueCare Connect Health Coaches are certified by the National Board for Health and Wellness Coaching (NBHWC), and they can support you in making healthy, sustainable behavior changes. Select the **Get Care** tab and select **Schedule health coaching**. You can learn more about the service by contacting a Care Guide.

Does BlueCare Connect include a wellness program and health tracking activities?

That depends on your specific health plan's design. If your health plan includes wellness, your BlueCare Connect experience includes a wellness program. You'll see it on your BlueCare Connect dashboard. If you're not sure whether your plan includes wellness, ask your employer or call the number on the back of your member ID card.

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How do I earn points?

If your health plan includes wellness, there are many ways to earn points through BlueCare Connect. Select the **Rewards** tab. Select **Wellness Path** to see all ways to earn and view recommended actions. Or select **Ways to Earn** to track your progress.

How do I sync a fitness tracker or health app?

You can track steps, sleep, and calories with a compatible device or app. During your initial onboarding via the mobile app, you will have the option to connect a health tracker. Otherwise follow the steps below:

1. Select the **Rewards** tab.
2. Then select **Sync trackers and devices.**
3. Locate and select your preferred **Health Tracker** and follow prompts to complete setup.
4. Need more help? Select **FAQs** or **Don't see your tracker?**

For a list of compatible devices, click here.

How do I track my steps, sleep, or calories?

Select the **Rewards** tab and then **s**elect **Daily Habits** to track activity, sleep, and nutrition.

Looking to track your points? View your progress from the **Ways to Earn** section under the **Rewards** tab. You can see past earning activities by selecting **History.**

Want to track and log activities manually?

1. Select the option to **Log Manually** under the **Daily Habits** menu.
2. From the **Log Manually page,** use the **Search for Activity** drop-down menu to choose an activity or workout to convert to steps.
3. Then, adjust the slider bar as needed to record minutes, steps, calories, etc.

How do I complete the BlueCare Connect Health Assessment Survey?

Select the **Get Care** tab and then find **Health Assessment** under **Manage Your Health.**

Click into the **Health Assessment**, select **Go**, and answer the questions. The assessment adjusts based on your response and will only ask questions that are relevant and applicable to you. The full assessment should take less than 15 minutes to complete, and your answers will be saved along the way.

Once you've completed the assessment, you will see a report that includes personalized recommendations and actionable next steps, including areas to focus on, areas to consider improving, and areas that are on track.

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How do I use the Healthy Habits feature?

Select the **Rewards** tab and then select **Healthy Habits** to find a healthy habit to develop based on your personal goals.

- Select up to two habits at a time to track for 1 week.
- Schedule reminders for when you want to practice your new habits.
- Track your new habits and earn daily points.

Can I earn points for participating in wellness activities outside of BlueCare Connect?

Yes, you can earn 50 points each month for participating in wellness events like a seminar, webinar, or group exercise class.

To submit an activity, select the **Rewards** tab and select **Benefit Programs** or **Ways to Earn**. Choose **Events & Webinars**. Select **Start** on the appropriate month/activity, then choose **Yes** and **Submit**.

How do I create or join a challenge?

Create Your Own Challenges

Select the **Rewards** tab and choose **Create step challenge**. Each challenge can be set for 1 week and up to 50 registered users can be invited to participate.

Note that individuals may only participate in one challenge at a time; therefore, you won't be able to invite a user who is already participating in another challenge.

Company or BCBSRI Challenges

If your company is participating in a companywide or BCBSRI step challenge, you will find it within **Rewards** tab under **Challenges**.

How do I redeem and receive my rewards (if applicable)?

Depending on your incentive structure and employer, you may be able to use your points to enter quarterly sweepstakes and/or redeem points for electronic gift cards.

Select the **Rewards** tab and then **Rewards Center**. Here you will find instructions for accessing quarterly sweepstakes or redeeming points for electronic gift cards, if applicable.

Reward emails and gift card redemption details may be sent from noreply@tango.com.

The Nurse Support Line provides general health information only and is not medical advice or care. Always consult a health care provider for diagnosis or treatment. In an emergency, call 911.

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