

Guide to register

on the Blue Cross and Blue Shield of North Carolina Member Services site

Dear Member,

We have designed this visual guide to help you register for our Member Services website. Once registered, you will have instant access to this secure and confidential website 24 hours a day, 7 days a week.

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.

Topics included in this guide

General information about Member Services

How to register on Member Services

General information about Member Services of BCBSNC

The member site at BCBSNC is a confidential and secure online portal designed for you. Here, you can find information about your benefits and claims as well as resources to help

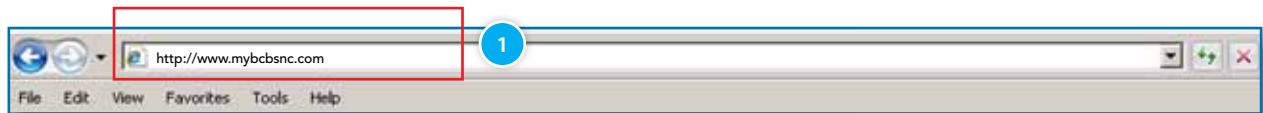
you stay healthy. Register for access to the site and setup your user ID and password immediately, which will give you access to a 24/7 service for your health insurance.

How to Register for Member Services

Have your BCBSNC Member ID card on-hand and follow the instructions below.

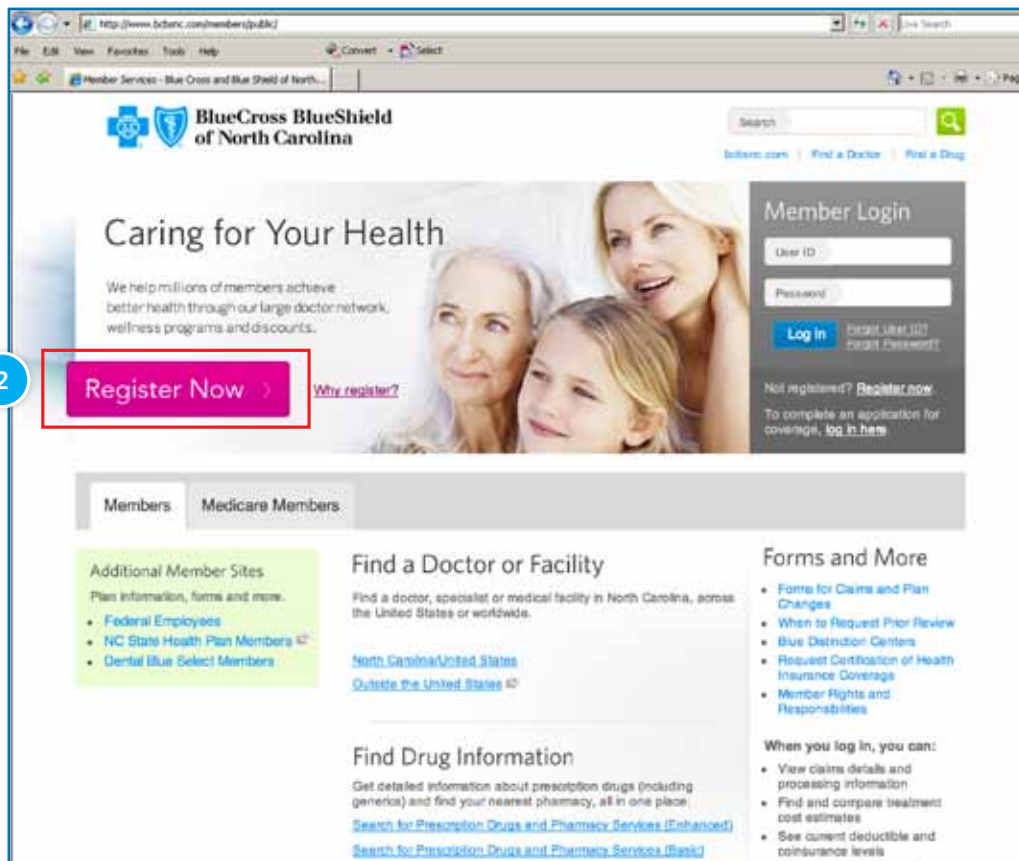
1

Go to mybcbsnc.com.



2

Click "Register Now."



3

Select the correct box based on who is registering.

Note: participants must register themselves unless they are under 13 years old, in that case they must be registered by one their parents or their legal guardian.

4

To confirm your identity, enter your Subscriber ID found on your BCBSNC Member ID card. Your Subscriber ID contains both letters and numbers.

5

Enter the date of birth of the person who is being registered. Enter the date using 2 digits for the month, 2 digits for the day and 4 digits for the year.

6

Enter the ZIP code of the mailing address where you receive correspondence from BCBSNC regarding your health insurance.

7

Click "Continue" to go to the next page.



8

Verify that the information shown is correct and continue to step 9.

9

You need to create a User ID and Password. Keep this information in a safe place.

We also suggest that you use a username and password you can remember easily.

- + The User ID must be at least 6 characters with no spaces and can be a combination of numbers and letters.
- + The password must be at least 6 characters with no spaces and must include a number or symbol.
- + You need to enter your password a second time to confirm it.

10

Select a security question or choose to create your own.

Register for Member Services

Register to use Member Services on or after your policy's Effective Date and access benefits, claims and wellness information.

All information is required.

Your Information

Member name: MARIA PEREZ
Subscriber ID: YPDV0000000
Date of birth: 03/24/2009
ZIP code: 27515

Create a User ID and Password

Create User ID: User IDs should have at least 6 characters and no spaces.

Create a password:

Passwords are case-sensitive and must contain at least 6 characters, including a number or a symbol.

Re-type password:

Choose a Security Question

Establish a security question and answer. We'll ask you this question if you need to reset your password online.

Security question:

Your answer:



11

Type your answer to the question you selected. If you forget your password, you can use this security question and answer to reset it.

Choose a Security Question

Establish a security question and answer. We'll ask you this question if you need to reset your password online.

Security question

Choose

Your answer

12

Enter your email address. Reenter your email address to confirm it.

Enter Your E-mail Address

This e-mail address will be used infrequently to send you information about your account. Review [E-mail address policy](#).

Enter your e-mail address

Re-type your e-mail address

BCBSNC will not sell or share your e-mail address with third parties.

By clicking Finish, you're agreeing to the [privacy policy](#) and [usage agreement](#).

CANCEL FINISH

13

Finally, click **"Finish"** to complete your registration. You will be taken to the secure Member Services homepage.



Note: by clicking **"Finish,"** you are agreeing to BCBSNC's privacy policy and usage agreement.

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CONTACT
US

If you need assistance to register for Member Services, please contact customer service at the number listed on the back of your BCBSNC ID card. Select option 2 for assistance in Spanish.

Page 5 of 5

