

BlueCare Connect Frequently Asked Questions

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 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.

Does BlueCare Connect replace myBCBSRI?

Yes. On January 1, all Commercial member accounts moved from myBCBSRI to BlueCare Connect. All you need to do is register (see the instructions below).

Note: You can still access your 2024 claims in BlueCare Connect. Read the FAQ below to learn how.

How do I register with BlueCare Connect?

Go to bluecareconnectri.com (the member portal) or download the **BlueCare Connect RI** app. (Be sure you see “RI” in the app’s name.) The registration process is the same for the portal and app.

When you are signing in for the first time:

Use your existing myBCBSRI username and password. We’ve transferred your myBCBSRI username for you. All you’ll need to do is verify your account and create a new password.

If you don’t have a myBCBSRI.com account, click “Register” to get started.

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

Where can I find my digital member ID card?

On the homepage, you'll see "Insurance Cards" listed under "Your Health Plan."

How do I search for a specific claim?

Look under Recent Claims on your homepage to see your 2025 medical claims. To find an older claim:

- Select **See all** under **Recent Claims** on your homepage.
- Click **Filter**, check the appropriate year, and click **Apply**.
- You'll see claims for the year you've selected.

Does BlueCare Connect include a wellness program?

That depends on your specific health plan's design and renewal date.

- If your 2025 health plan renewed on 1/1 and includes wellness, your BlueCare Connect experience will include a wellness program. You'll see it on your BlueCare Connect dashboard.
- If your health plan includes wellness but your plan renews in the February – December timeframe, you will stay with Personify Health (formerly Virgin Pulse) until your plan's renewal date and then move to BlueCare Connect wellness.

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.

If I'm eligible for wellness through my BCBSRI health plan, do I need to register again?

No, the wellness program is integrated and will be available to you once you've registered with BlueCare Connect. Look for it on your member dashboard.

My BCBSRI health plan includes pharmacy benefits. Can I see my Rx information in BlueCare Connect?

Yes, you can access your MyPrime account and review Rx information once you have logged in to BlueCare Connect.

From the homepage, click “**Benefits**” and “**Browse All**” for quick access to your pharmacy benefits.

How do I see my dental and/or vision benefits?

If your BCBSRI health plan includes dental and/or vision benefits, you can access them through BlueCare Connect.

From the homepage, click “**Benefits**” and “**Browse All**” for quick access to dental and/or vision benefits (if applicable).

What does a Care Guide do?

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

How can nurses and health coaches help me?

Registered nurses are available to help address acute health concerns, identify urgent health needs, and suggest appropriate sites of care.

Certified by the National Board for Health and Wellness Coaching (NBHWC), BlueCare Connect health coaches can support you in making healthy, sustainable behavior changes.