

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 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.

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 health goals and needs and 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. To get connected with a nurse or health coach, click “Get Help” to chat with a Care Guide, or call the number on the back of your BCBSRI ID card.

How do I reach a Care Guide, nurse, or health coach?

Call the customer service number on the back of your member ID card to speak with a Care Guide, Monday through Friday, 8:00 a.m. to 8:00 p.m. EST. If you are using the app, tap the **Get Help** tab at the bottom of the screen and then choose **Message** or **Call**.

If you wish to speak with a nurse or health coach, your Care Guide can assist you.

Registration

How do I register with BlueCare Connect?

Go to bluecareconnectri.com or download the **BlueCare Connect RI** app. (Be sure you see “RI” in the app’s name.) Click **Register** to get started.

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

How to see claims and ID cards, search for care, and more

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 update my email or address on file?

Call the number on the back of your member ID card. Depending on your policy type, you may need to update this information with your employer. The email or address change will be reflected in BlueCare Connect within 24–48 hours.

How do I search for healthcare providers or a certain type of care?

Select the **Find Care** tab from the navigation bar. You can use **Common Searches**, **Browse by Categories**, or the **search bar** to look for a specific provider, facility, type or care, or health condition.

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.

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 standard 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:

- Use the hamburger menu in the top left-hand corner (in the app) to expand the navigation pane and select **Account Settings**.
- Select **Privacy Controls**.
- Check the box to grant permission for another member to see claims.

I have a health savings account (HSA) with my BCBSRI medical plan. How do I access my HSA?

Once you've logged in to BlueCare Connect:

- Look for **Your Health Plan** on your dashboard. You'll see your HSA balance.
- Click the HSA link (in blue) under your balance.
- You'll be redirected to your HSA account in the London Health website.

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. 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).

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

No. 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.

BlueCare Connect Wellness

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 includes 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 benefits through my BCBSRI health plan, do I need to register again for the wellness program on BlueCare Connect?

No, the wellness program is integrated and will be available to you once you've registered with BlueCare Connect.

How do I complete the Health Assessment?

You can access the **Health Assessment** in two ways. Look for **Your Recommendations** on your home tab and then look under **Benefits** or go to **Your Rewards** on the **Home** tab and look under **Ways to Earn**.

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 20 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.

How do I sync a fitness tracker?

During your initial onboarding, you will have the option to connect a health tracker. Tap or click on **Settings** in the left-hand menu. Then select **Manage Health Trackers**. Locate and select your preferred **Health Tracker**. You will then be sent to that tracker's correlating external website.

If you need help or more information, go to **Settings** and tap **Help & Support** to locate FAQs and/or Tracker Support.

How do I track my activities?

On the **Home** tab, scroll down to **Your Activities** to track activity, sleep, and nutrition. View your progress from **Ways to Earn**.

To track activities manually, select the option to **Log Manually** under the **Get Active**, **Sleep Well**, or **Eat Smart** programs in the **Your Activities** menu. Use the drop-down

menu to **Search** for an activity. Then, adjust the slider bar as needed to record minutes, steps, calories, etc.

How do I use Healthy Habits?

On the **Home** tab, scroll down to **Your Activities** and select **Healthy Habits**.

- Select up to two habits at a time.
- Schedule reminders for when you want to practice your new habit(s).
- Track your new habits and earn daily points.

How do I earn points?

There are many ways to earn points through BlueCare Connect wellness.

From the **Home** screen, scroll down to find **Your Rewards** and select **See all ways to earn**. Select the **Ways to Earn** tab.

Another option: From the **Home** tab, scroll down the menu, click on **Rewards** and select **Ways to Earn**. Then scroll down to view your options for earning points. Track your progress at the top of the **Ways to Earn** tab.

How do I create a challenge?

From the **Home** screen, scroll down to **Your Activities** and select **Create your Own Challenge**. You can invite up to 50 friends to participate in your challenge.

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

How do I redeem rewards (if applicable)?

Depending on your incentive structure, you may be able to use your points to enter sweepstakes and/or purchase direct rewards such as gift cards.

From the **Home** screen, scroll down to **Your Rewards** and select **Reward Center**.



Or scroll through the menu on the **Home** screen and select **Reward Center** under the **Rewards** menu.

You can see your points balance in the **Reward Center**. Your points balance will determine which rewards you may redeem.

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

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

To record an activity, scroll through the menu on the **Home** screen and select **Benefits**. Click on **Browse All**. Select **All Benefits** and then **2025 Webinars and Events**. Click **Start** on the appropriate month/activity, then **Yes**, and **Submit**.