

## 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.

#### Does 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 access claims from previous years in BlueCare Connect. See the **How to See Claims** section below to learn how.

#### What does a Care Guide do?

Care Guides provide customer service support and can:

- answer benefits and claims questions
- provide coverage and cost-sharing information
- locate quality doctors 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.

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, [click here](#). If you are using the BlueCare Connect app or website, tap the **Messaging** tab at the bottom of the screen and then choose **Message** or **Call**.

### 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. Contact a Care Guide to learn more about speaking with a registered nurse.

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. When you are using the BlueCare Connect app or website, tap **Health Coaching** at the top of your home page to schedule an appointment. You can learn more about the service by going to the Health Coach benefit page in the **Benefits** tab or by contacting a Care Guide.

## Registration

### How do I register with BlueCare Connect?

Go to [bluecareconnectRI.com](http://bluecareconnectRI.com) or download the [BlueCare Connect RI app](#). (Be sure you see “RI” in the app’s name.) Click **Create a New Account** to get started.

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

### I forgot my password. How do I reset it?

After the initial log-in screen, click **Forgot password?** in blue text above the Continue button. Enter your BlueCare Connect username and click **Continue**. Check your email on file for instructions on how to reset your password. Once you receive your password change request email, you must click **Confirm** and follow steps to verify your identity and change your password.

### I forgot my username. What should I do?

After the initial log-in screen, click **Forgot Username?** in blue text above the Continue button. Enter subscriber ID, date of birth, and zip code. Click **Continue** to follow steps to verify your identity. Choose how to receive a verification code to your device and follow prompts to retrieve your username.

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

### Where can I find my digital member ID card?

On the Home tab, scroll down until you see **Insurance Cards** listed under the **Your Health Plan** section.

### How do I update my email or address on file?

Go to the **Messaging** tab to speak with or message 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?

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 of care, or health condition.

### How do I search for a specific claim?

Look under **Recent Claims** on your **Home** tab to see your medical claims. To find an older claim:

- Select **See all** under **Recent Claims** on your **Home** tab.
- 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 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:

- Use the "hamburger" menu (three horizontal lines) 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) or health reimbursement account (HRA) with my BCBSRI medical plan through London Health. How do I access my HSA or HRA or view my balance?**

Once you've logged in to BlueCare Connect:

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

Or you can tap the **All Benefits** tab and click on **London Health**.

**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 Home tab, 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 **Home tab**, 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, 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.

## **BlueCare Connect Wellness**

**Does BlueCare Connect include a wellness program?**

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.

### 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 BlueCare Connect Health Assessment Survey?

You can access the **Health Assessment** in three ways.

1. Look for **Your Recommendations** on your **Home** tab.
2. Tap the **Benefits** tab then **All Benefits** and click **Health Assessment**.
3. 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 or health app?

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 external website.

If you need help or more information, go to **Settings** and tap **Help & Support** to locate **FAQs** and/or **Tracker Support**. For a list of compatible devices, [click here](#).

### How do I track my wellness activities?

On the **Home** tab, scroll down to **Your Activities** to track activity, sleep, and nutrition. View your progress from **Ways to Earn**. See above for how to sync a device.

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** tab, scroll down to find **Your Rewards** and select the **Ways to Earn** tab.

Or, from the **Home** tab, click the “hamburger” menu (three horizontal lines) on the left-hand sidebar, scroll down the menu, click on **Ways to Earn** under the **Rewards** section. Then scroll down to view your options for earning points. Track your progress at the top of the **Ways to Earn** tab.

### 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 record an activity, go to your **Home** tab and select **Benefits**. Click **All Benefits** and then **Webinars and Events**. Select **Start** on the appropriate month/activity, then click **Yes**, and **Submit to earn points**.

### How can I see how many points I have earned?

You can see your points balance on the **Home** tab, under **Your Rewards**, or in the **Reward Center**. Your points balance will determine which rewards you may redeem.

You can view your full points history by clicking **History** from the top right corner of the **Ways to Earn** tab.

### Important Note, if applicable:

To access the sweepstakes, some programs require a **points threshold or milestone level**—this acts as your “key.” Once you hit this points threshold, these points will no longer appear in your points balance. Only points earned **after** reaching the threshold can be used for sweepstakes entries.

### How do I create or join a challenge?

#### Create Your Own Challenges:

From the **Home** tab, 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.

#### Company or BCBSRI Challenges:

If your company is participating in a company or BCBSRI step challenge, you will find it within the **Your Activities** section or under the **Connect** tab on the left-hand menu.

### How do I redeem rewards (if applicable)?

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

From the **Home** tab, scroll down to **Your Rewards** and select **Reward Center**. Or scroll through the menu on the **Home** tab and select **Reward Center** under the **Rewards** menu. Here you will find instructions for accessing quarterly sweepstakes or redeeming electronic gift cards, if applicable.