

### To register as a first-time user:

1. Log on to bcbst.com and click on the words "Register Now" in the BlueAccess section.
2. Select to register as a "Provider."
3. Complete the registration form (the Password is case sensitive), then click on "Submit."
4. The system will display a Usage Agreement; read it, scroll to the bottom and select "I agree."
5. An "Account Created" message will appear and your user ID will be displayed. Enter your password and select "Login." The "Main Menu" will be displayed.
6. **YOU WILL NEED TO "REQUEST A SHARED SECRET" FOR ALL PROVIDER ID NUMBERS THAT YOU NEED TO ACCESS.**
7. Select "Request Shared Secret" under the Account Management section of the Main Menu. Note: If your check is made payable to the group instead of the individual practitioner, you can register for access to information on all practitioners associated with that group or multiple groups by using ONLY your group provider number(s).

If you need access to multiple providers but a provider group number is not an option, enter the seven-digit BlueCross provider number or the 10-digit NPI and Tax ID with no dashes on the screen provided for each individual provider. The shared secret(s) will be mailed to the provider's physical location (to your attention) the following business day. Each provider number will generate a separate letter.

8. After you have received the shared secret or reference number, return to the Web site and login.
9. Click on "Update Permissions" under the Account Management section of the Main Menu.
10. Select the "Add Providers" link and then enter the BCBST provider number or NPI number, Tax ID and Shared Secret.
11. Click on the "Add Provider" button.

Note: You will now be able to access all available applications. These steps will need to be completed only one time for each user that requests access to the secured site.

### **e-Business Solutions Staff Members:**

East Tennessee	Faith Daniel	Faith_Daniel@bcbst.com	(423) 535-6796
Middle Tennessee	Faye Mangold	Faye_Mangold@bcbst.com	(423) 535-2750
West Tennessee	Debbie Angner	Debbie_Angner@bcbst.com	(901) 544-2285

### **Technical Support (Monday-Thursday, 8:00 - 5:15, Friday, 9:00 - 5:15 EST):**

423.535.5717, Select Option 2



BlueCross BlueShield of Tennessee  
1 Cameron Hill Circle | Chattanooga, TN 37402  
bcbst.com