

Forgotten Your Username or Password?

Password Help and Modify Profile

If you have created a My Insurance ManagerSM profile but forgotten your username or password, click on “[Password Help](#)” (1) at the top right of the screen. If you need to change your profile, click on “[Modify Profile](#)” (2).

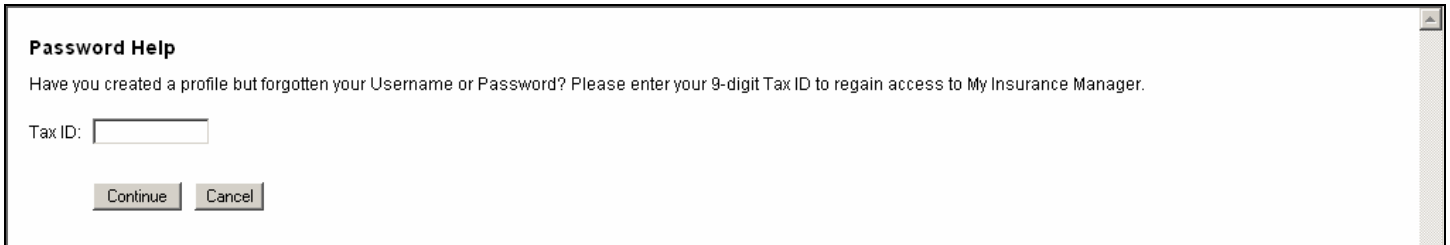
To use the “[Modify Profile](#)” link, you must know your username and password.

The screenshot shows the My Insurance Manager Healthcare Professionals website. At the top, there is a navigation bar with the following links: [Registered Users, Sign In.](#), [Password Help](#), [Modify Profile](#), and [Create a New Profile](#). Below this is a login form with fields for **Username:** and **Password:**, radio buttons for **Health** and **Dental**, and a **Submit** button. Red numbers '1' and '2' are overlaid on the [Password Help](#) and [Modify Profile](#) links, respectively. The main content area includes a welcome message, an **Important!** notice about NPI Mandate Updates, a **New!** notice about System News Updates, and a **Don't Let Your Profile Expire!** warning. Below these are two columns of **My Insurance Manager Features**: **Health** (Eligibility and Benefits, Claims Status, Professional and Institutional Claims Entry, Authorizations, Pre-Certifications and Referrals, Remittances, Other Health Insurance, State Health Plan Fee Schedules, Verify Primary Care Physician, Contact Provider Services, Your Patient Directory) and **Dental** (Eligibility and Benefits, Claims Status, Claims Entry, Remittances, Graphical Patient Tooth Chart, Pre-Treatment Estimates, Contact Provider Services, Your Patient Directory, Other Dental Insurance). At the bottom, there are two notes: one about system maintenance on Sundays and another about the scope of information provided in the manager.

SMMy Insurance Manager is a Service Mark of BlueCross BlueShield of South Carolina.

BlueCross BlueShield of South Carolina is an independent licensee of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

(1) The "Password Help" option displays this page (we've cropped the bottom of the page for this illustration):



Password Help

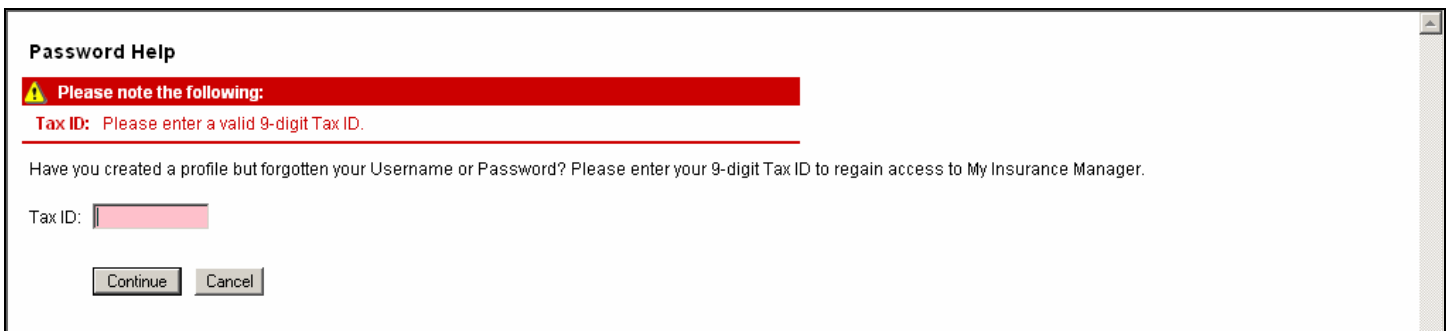
Have you created a profile but forgotten your Username or Password? Please enter your 9-digit Tax ID to regain access to My Insurance Manager.

Tax ID:

Type in your Tax ID.

Example of Profile Not Found

If My Insurance Manager cannot find your Tax ID, you see this page. You have the option of re-entering the information or creating a new provider profile.



Password Help

⚠ Please note the following:

Tax ID: Please enter a valid 9-digit Tax ID.

Have you created a profile but forgotten your Username or Password? Please enter your 9-digit Tax ID to regain access to My Insurance Manager.

Tax ID:

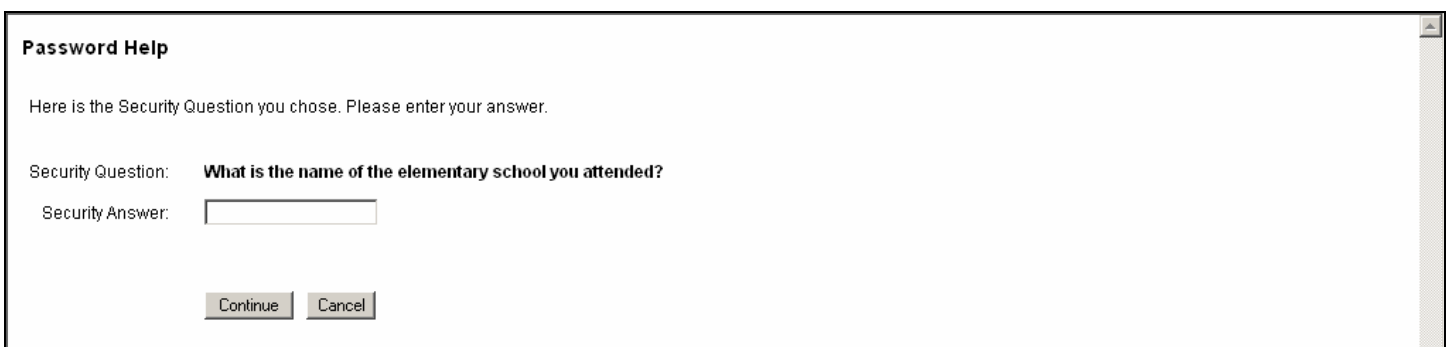
To complete the Password Help function, choose your username from the list on this screen:



Password Help

Please choose your Username from this list:

The security question you chose when creating your profile will appear:



Password Help

Here is the Security Question you chose. Please enter your answer.

Security Question: **What is the name of the elementary school you attended?**

Security Answer:

If you answer the question correctly, the following screen will appear. Complete the information to choose a new password and verify your e-mail address.

Password Help All fields are required.

Your Username is: **suntest1**

Please enter a new Password.

New Password: (must have between 6 and 11 characters)

Confirm New Password:

While you're here, we'd appreciate you taking a minute to verify or update your e-mail address so you'll be able to receive occasional news from us.

E-mail:

Confirm E-mail:

We may use your e-mail address to communicate with you in the future. For additional information regarding the use of your e-mail address, please see the [Terms and Conditions](#) governing your use of this Web site.

After you have selected "Submit", the following screen appears:

New Password Confirmation

We have successfully changed the Password for **bbddpp**.

Return to [My Insurance Manager Home](#).

(2) Clicking on [Modify Profile](#) brings up this page:

Modify Profile All fields are required.

To modify your existing profile, please enter your Username and Password.

Username:

Password:

After filling in your username and password, you will be directed to this screen:

My Insurance ManagerSM
Healthcare Professionals

Health Dental

[Claims Status](#) | [Eligibility and Benefits](#) | [Professional Claim Entry](#) | [UB-92 Claims Entry](#) | [Authorization/Pre-Certification/Referral](#)

[Verify Primary Care Physician](#) | [Other Health Insurance](#) | [Remittance Information](#) | [Modify Profile](#) | [Your Mailbox](#) | [Your Patient Directory](#)

Home ▶ Print ▶ Log

You are signed in as Dr. Blue, Blue Family Pract

Modify Your Profile Information Required fields feature an asterisk (*)

Need to modify your profile? Make your changes below.

[Please note: This profile is for your My Insurance Manager registration only.](#)

Security

Tax ID: **123456789**

[Change your current password.](#)

To change your Security Question, please choose a Security Question from the list below, then enter your answer. If you lose your Password, we will ask you this question. If you give the right answer, you will be able to reset your password.

Security Question:*

Security Answer:*

General Information

Facility/Business Name:

Your First Name:* Middle Initial:

Your Last Name:* Suffix:

Mailing Address:

Mailing Address (continued):

City:

State:

ZIP Code: ((11111))

E-mail Address:*

Confirm E-mail Address:*

Daytime Area Code & Phone Number: () - Extension: ((555,555-5555))

Fax: () - ((555,555-5555))

After submitting your changes, the results are returned to you:

The screenshot displays the 'My Insurance Manager' interface for 'Healthcare Professionals'. The top navigation bar includes 'Health' and 'Dental' tabs. A secondary navigation bar lists various services: 'Claims Status', 'Eligibility and Benefits', 'Professional Claim Entry', 'UB-92 Claims Entry', and 'Authorization/Pre-Certification/Referral'. Below this, a third navigation bar includes 'Verify Primary Care Physician', 'Other Health Insurance', 'Remittance Information', 'Modify Profile', 'Your Mailbox', and 'Your Patient Directory'. On the right side of this bar, there are links for 'Home', 'Print', and 'Log Out'. The main content area is titled 'Modify Profile Confirmation' and includes a confirmation message: 'Please confirm the changes you have made. If you would like to make more changes, you can [here](#).' Below this, there are two sections: 'Security' and 'General Information'. The 'Security' section shows a security question 'What is your mother's maiden name?' and an answer 'pass01'. The 'General Information' section lists various fields: Facility/Business Name (Blue Family Practice), Your First Name (Dr.), Your Last Name (Blue), Mailing Address (AF-326), Mailing Address, continued (Alpine Rd. at I-20), City (Columbia), State (SC), ZIP Code (29223), E-mail Address (no.reply@bcssc.com), Daytime Area Code & Phone Number ((555) 444-7777 Extension: 45823), and Fax ((111) 222-3333). At the bottom of the form, there are three buttons: 'Back', 'Submit', and 'Cancel'.

My Insurance Manager Healthcare Professionals **Health** **Dental**

Claims Status | Eligibility and Benefits | Professional Claim Entry | UB-92 Claims Entry | Authorization/Pre-Certification/Referral

Verify Primary Care Physician | Other Health Insurance | Remittance Information | Modify Profile | Your Mailbox | Your Patient Directory Home Print Log Out

You are signed in as Dr. Blue, Blue Family Pract

Modify Profile Confirmation

Please confirm the changes you have made. If you would like to make more changes, you can [here](#).

Security

Security Question: **What is your mother's maiden name?**
Security Answer: **pass01**

General Information

Facility/Business Name: **Blue Family Practice**
Your First Name: **Dr.**
Your Last Name: **Blue**
Mailing Address: **AF-326**
Mailing Address, continued: **Alpine Rd. at I-20**
City: **Columbia**
State: **SC**
ZIP Code: **29223**
E-mail Address: **no.reply@bcssc.com**
Daytime Area Code & Phone Number: **(555) 444-7777** Extension: **45823**
Fax: **(111) 222-3333**