

## BlueCare Connect Frequently Asked Questions

### How do I register with BlueCare Connect?

Go to [bluecareconnectri.com](https://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 whether you’re online or on the 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 (and be sure to have your BCBSRI member ID number handy).

*If you need help with registration or need to confirm your 2025 ID number, contact the State of Rhode Island Employee CARE Center at **(401) 429-2104** or **1-866-987-3705**.*

*CARE Center hours are Monday through Friday, 8:00 a.m. to 8:00 p.m., and Saturday, 8:00 a.m. to noon.*

### Does BlueCare Connect replace the State of Rhode Island Employee CARE Center?

No, the **State of Rhode Island Employee CARE Center** is still available to you. It’s now part of BlueCare Connect. When you call, you’ll speak with a Care Guide who can provide the friendly customer service you’ve come to expect—plus much more.

They can answer questions about your Anchor medical plan, help you find doctors and schedule appointments, help you enroll in applicable health programs, and connect you with the BCBSRI clinical team if needed. You can also speak with a registered nurse or health coach.

To reach the State of Rhode Island Employee CARE Center, call **(401) 429-2104** or **1-866-987-3705**, Monday through Friday, 8:00 a.m. to 8:00 p.m., and Saturday, 8:00 a.m. to noon.

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

On the BlueCare Connect homepage, you'll see **Insurance Cards** listed under **Your Health Plan**. To print your card, click on the image and then select **Print**.

### 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 the claims for the year you've selected.

### I have a health savings account (HSA) with my Anchor Choice 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 portal.

### Where can I find State of Rhode Island Rewards for Wellness program information?

Your wellness program is still managed through Personify Health, formerly Virgin Pulse. It is available through their [online portal](#) or the Personify Health app. Visit the State of Rhode Island [Rewards for Wellness 2025-2026 website](#) for more details.

### Can I access Personify Health through BlueCare Connect?

Yes. Go to the **Benefits** tab and select **View All**. Click the **Personify Health** tile and you'll be redirected to their portal to log in to the program.

### I need help with my Personify Health account. What do I do?

**If you are having difficulty accessing your account or using the platform**, call Personify Health support at 1-888-671-9395 or email [support@personifyhealth.com](mailto:support@personifyhealth.com).

Personify Health is an independent wellness company, contracted by Blue Cross & Blue Shield of Rhode Island to provide wellness services.