

Provider Connection enhancements to member rosters

During the past few months, we have made enhancements to the member rosters functionality on the Blue Shield of California Provider Connection website.

Changes to the Member Rosters section include:

- Once per month, on the first day of each month, Provider Connection Account Managers* and users will receive an email from Blue Shield if there were changes made to their member rosters in the previous 30 days.
 - The email will contain a link to the Member Rosters page on Provider Connection.
 - When you receive this email, you may click on the link with confidence, as it is an approved Blue Shield communication.
- The Member Rosters page has been updated to include a MEMBER UPDATES column displaying one of two labels:
 - NEW indicates new members have selected the provider as a primary care physician.
 - UPDATE indicates members have been disenrolled or added to the Redetermined Member Roster.
- Member demographic information has been added to the exported version of all rosters. This includes phone numbers, addresses, subscriber name, and relationship to subscriber.
- The Disenrolled Members roster includes the members' disenrollment dates.
- The Redetermined Members roster now displays members with redetermination dates within the next 90 days.
- Terminated providers will be noted on the member rosters and their disenrolled members will appear on the Disenrolled Members roster for 6 months, to support any retention efforts you may wish to do.

If no one in your organization is currently registered as an Account Manager on Provider Connection, please [register now](#) and set up user accounts for your team so you will be able to access information about Blue Shield members, claims, and processes online.

For more information about Provider Connection, [read the Provider Connection Reference Guide](#).