



Blue Cross Blue Shield of Georgia (BCBSGa) is committed to continually expanding and enhancing the web capabilities available for our providers. As part of that commitment, we are pleased to announce that BCBSGa will be introducing a newly designed, secure ProviderAccess web site. The new site will leverage technology to enable better communication and more efficient web transactions for our physicians, hospitals and other health care practitioners.

The enhanced BCBSGa provider web site will:

1. Make navigation easier
2. Require fewer steps to access important patient information; and
3. Include new security enhancements that will allow registered users to reset their passwords online.

Within the next several weeks, upon logging into ProviderAccess, you will automatically be re-directed to the new site. Due to security enhancements, you will be asked to provide a one-time account update that will include the following information:

- **User ID:** You may use your existing user ID as long as it meets the new security standards
- **Password:** You may use your existing password as long as it meets the new security standards
- **Secret Question:** Select from a list of pre-populated secret questions
- **Secret Answer:** Input the answer to the secret question

If for any reason, you select “cancel” you will receive the following message: “Your account update is not complete. You will not be able to access the provider web site without completing the one-time user account update.”

Once you have successfully completed updating your account you will have access to the newly, redesigned ProviderAccess web site. If your account is suspended, expired or cancelled, please contact your Administrator/Office Manager to re-establish access. All access rights/entitlements will remain unchanged. You will be able to access the same applications as you do currently.

Please remember to update your web browser bookmarks. In the event that you try to log on to the prior version, you will receive the following message: “You have already registered on the new provider site. You will automatically be re-directed the new site in 5 seconds. If you are not automatically re-directed, please click here. Once there, please remember to update your bookmark.”

Further enhancements will be implemented during the next several months as we capitalize on BCBSGa’s best-in-class provider web capabilities. Additional details will be provided as the transition to the new site progresses.

Thank you and we look forward to a smooth and seamless transition.