



BlueCross BlueShield

Illinois • Montana • New Mexico • Oklahoma • Texas

Producer Experience Portal

Producer Experience Portal: Producer Demographic Changes User Guide

Purpose:

The Producer Experience Portal enables Producers to update and maintain their demographic information, including registered name, address, email address, and mobile phone number directly within the portal.

Blue Cross and Blue Shield of Illinois, Blue Cross and Blue Shield of Montana, Blue Cross and Blue Shield of New Mexico, Blue Cross and Blue Shield of Oklahoma, and Blue Cross and Blue Shield of Texas,

Divisions of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

Use of the five-plan logo with Blue Cross and Blue Shield of Illinois, Blue Cross and Blue Shield of Montana, Blue Cross and Blue Shield of New Mexico, Blue Cross and Blue Shield of Oklahoma, and Blue Cross and Blue Shield of Texas is not permitted by brokers or agents in any and all materials, including but not limited to sales and marketing materials used with prospects and clients.

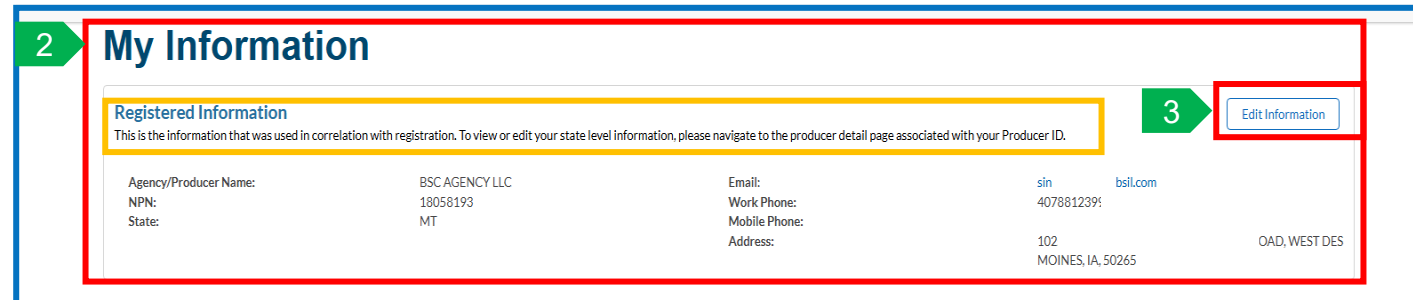
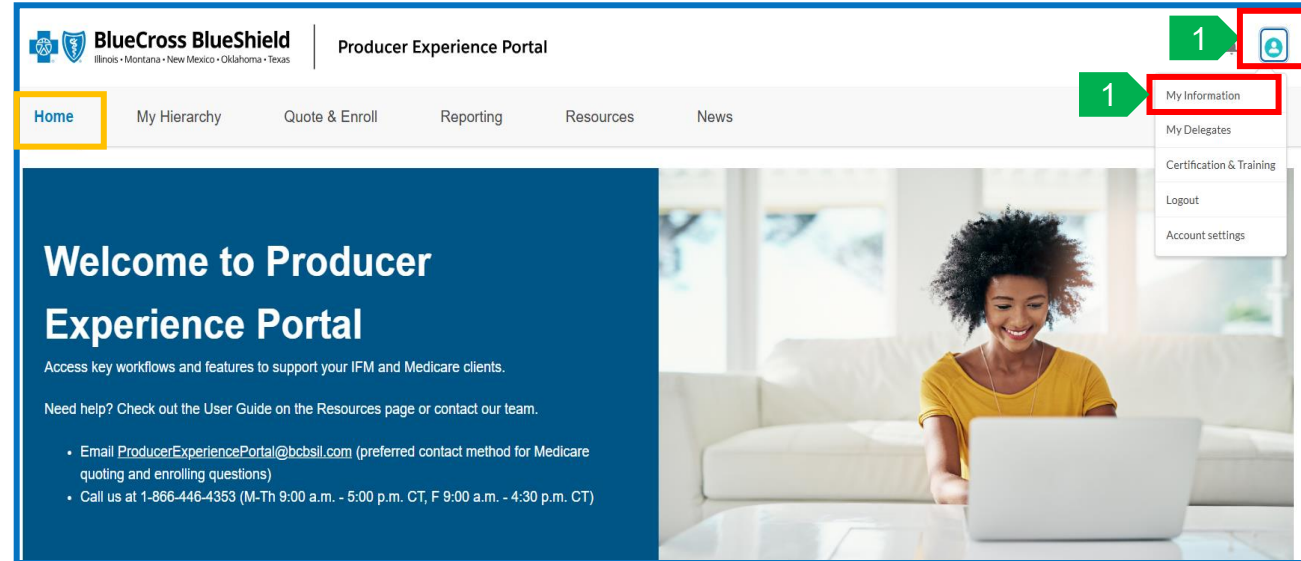
Table of Contents

1. Demographic Changes: Update My Information	3
2. Demographic Changes: Update My Information Continued	4
3. Demographic Changes: Update Email Address (From Edit Registered Info Page)	5
4. Demographic Changes: Update Email Address (From Edit Registered Info Page) Continued	6
5. Demographic Changes: Add or Update Mobile Phone Number (From Edit Registered Info Page)	7
6. Demographic Changes: Add or Update Mobile Phone Number Continued (From Edit Registered Info Page)	8
7. Demographic Changes: Remove/Delete Mobile Phone Number (From Edit Registered Info Page)	9
8. Demographic Changes: Update Email and Mobile Phone Number (From Any Page in PEP)	10

Demographic Changes: Update My Information

1. To make demographic changes to your profile, log in to the **PEP Home Page**, click on the **Profile Icon** on the top right corner and select **My Information**
2. You will land on **My Information** page where you will review the following **Registered Information** details-
 - Agency/Producer Name
 - NPN
 - State
 - Email
 - Work Phone
 - Mobile Phone
 - Address
3. Click on **Edit Information**

NOTE: We encourage you to review all contact information periodically and ensure it is up to date.



Demographic Changes: Update My Information

4. In the **Edit Registered Information** page, you can update the following fields (as needed)-

- A. First Name
- B. Last Name
- C. Mobile Phone Number
- D. Email Address
- E. Address

NOTE: Mobile Phone Number and Email Address must be updated through **Account Settings** (Refer to pages 5-8).

5. Click on **Next**

6. Enter the password in the **Password Required** dialog box-
- A. Click on **Save** to confirm changes
 - B. Click **Previous** to go back to **Edit Registered Information** page

NOTE: If an incorrect password is entered, you will get the following message:
“The password you entered was not recognized. Please try again. Your account will be locked after 5 failed attempts and will be unlocked automatically after 30 minutes.”

The screenshot shows the 'Edit Registered Information' page. It is divided into three main sections: 'Producer ID Info', 'Contact Info', and 'Address Info'. Callout 4 points to the title 'Edit Registered Information'. Callout 4A points to the 'First Name' input field. Callout 4B points to the 'Last Name' input field, which contains 'BSC AGENCY LLC'. Callout 4C points to the 'Work Phone' input field, which contains '(407) 881'. Callout 4D points to the 'Email Address' input field, which contains '@bcbsil.com'. Callout 4E points to the 'Address Search' input field. Below it is a checkbox for 'Enter in address manually'. Further down are fields for 'Address 1', 'Address 2', 'City' (containing 'WEST DES MOINES'), 'State' (containing 'IA'), and 'Zip Code' (containing '50265'). At the bottom, there are 'Cancel' and 'Next' buttons. Callout 5 points to the 'Next' button.

The screenshot shows the 'Password Required' dialog box. It contains the text: 'To save changes to your information, please enter your password.' Below this is a password input field with a red asterisk and the label '*Password'. Callout 6 points to the title 'Password Required'. Callout 6A points to the password input field. Callout 6B points to the 'Previous' and 'Save' buttons at the bottom.

Demographic Changes: Update Email Address (From Edit Registered Info Page)

- To update the existing **Email Address**, click on the **Profile Icon** in the top right corner of any page in PEP, and select **My Information**
- On the My Information page, click on **Edit Information**
- Navigate to **Account Settings** from **Edit Registered Information** page-
 - You will receive a message saying, “**Are you sure you want to leave? If you leave now any edits you made will be lost**”, with **No** and **Yes** options.”-
 - If you select **No**, you will be directed back to **Edit Registered Information** page
 - If you select **Yes**, you will be directed to the **Account Settings** page
- Once you land on the **Account Settings** page-
 - Click on **Update** to update your Email Address
 - Enter the desired email address in the **Email Address** field
 - Re-enter your email address in the **Confirm Email Address** field
 - Click on **Update** to update the email address

BlueCross BlueShield | Producer Experience Portal

Home My Hierarchy Quote & Enroll Reporting Resources News

1 My Information

My Delegates
Certification & Training
Logout

2 My Information

Registered Information
This is the information that was used in correlation with registration. To view or edit your state level information, please navigate to the producer detail page associated with your Producer ID.

Agency/Producer Name: BSC AGENCY LLC
NPN: 18058193
State: MT
Email: sin@bcbsil.com
Work Phone: 4078812395
Mobile Phone:
Address: 102: MOINES, IA, 50265 OAD, WEST DES

2 Edit Information

Edit Registered Information

Producer ID Info
First Name: Last Name: BSC AGENCY LLC
State: MT Producer ID: 22009

Contact Info
To update your mobile phone or email address, navigate to **Account Settings**.

Work Phone: (407) 881-2399
Mobile Phone: Email Address: sinan_x_tas@bcbsil.com

3

Are you sure you want to leave?
If you leave now any edits you made will be lost.

No Yes

Account Settings

These contact details were used when you registered your account. Updating your email or phone number will also update your state-level information.

Email Address
Your email address is sin@bcbsil.com

4A Update

Email Address
Your email address sin@bcbsil.com

4B **4C** **4D** Update

Demographic Changes: Update Email Address (From Edit Registered Info Page)

5. Enter password in the **Password Required** dialog box-

- A. After entering your password, click on **Next**
- B. A **Verification Email** will be sent to the registered email address
- C. Enter the **8-digit one-time verification code** included in the verification email on the **Verification** screen
- D. Click on **Submit**

NOTE: If an incorrect password is entered, you will get the following message:

"The password you entered was not recognized. Please try again. Your account will be locked after 5 failed attempts and will be unlocked automatically after 30 minutes."

6. You will then see a message saying "**Your information update was successful. Changes should appear within a few minutes (Up to 5 minutes).**" You will be re-directed to the **Account Settings** page

NOTE: If you did not receive the code, or if the code is expired, click on **Resend It** to receive a new code.

Password Required

To update your email address, please enter your password. We'll send you a one-time passcode to verify your new email address.

* Password

5

5A Next

Verification

✓ A new code has been sent to the registered Phone Number/Email. Please check and enter it on this screen.

We sent your verification code to: @bcbsil.com

Enter your 8-digit one-time verification code.

Didn't get a code? Click here to [resend it.](#)

5C

5D Submit

6

✓ Your information update was successful. Changes should appear within a few minutes (up to 5 minutes). X

BlueCross BlueShield
Illinois • Montana • New Mexico • Oklahoma • Texas

Your Account Information

Hello,

You are receiving this email because a password request was made for your account.

For security reasons, please enter this one-time passcode in the "Verify Account" page within the next 15 minutes.

23563248

Note: DO NOT REPLY TO THIS EMAIL. If you did not request this change, or if you believe you have received this email in error, please call our Internet Help Desk at [1-888-706-0583](tel:1-888-706-0583).

Thank you,
Blue Cross and Blue Shield of
Illinois, Montana, New Mexico, Oklahoma, Texas

Producer Experience Portal

Disclaimer
The information contained in this communication is confidential, private, proprietary, or otherwise privileged and is intended only for the use of the addressee. Unauthorized use, disclosure, distribution or copying is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately.

Blue Cross and Blue Shield of Illinois, Blue Cross and Blue Shield of Montana, Blue Cross and Blue Shield of New Mexico, Blue Cross and Blue Shield of Oklahoma, and Blue Cross and Blue Shield of Texas,
Divisions of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

300 E. Randolph Street, Chicago, IL 60601
© Copyright 2026 Health Care Service Corporation. All Rights Reserved.
[Legal and Privacy](#)

5B

Demographic Changes: Add or Update Mobile Phone Number (From Edit Registered Info Page)

1. To **Add Mobile Phone Number** (If no Mobile Phone Number is on file)-
 - A. Click on **Add** on the **Account Settings** page
 - B. Enter the mobile phone number in the **Phone Number** field
 - C. Re-enter the mobile phone number in the **Confirm Phone Number** field
 - D. Click on **Add**
2. To **Update existing Mobile Phone Number**-
 - A. Click on **Update** on the **Account Settings** page
 - B. Enter the new mobile phone number in the **Phone Number** field
 - C. Re-enter the new mobile phone number in the **Confirm Phone Number** field
 - D. Click on **Update**

The diagram illustrates the process of adding or updating a mobile phone number through the Account Settings page. It is divided into two main sections: 'Add Mobile Phone Number' and 'Update existing Mobile Phone Number'.

Account Settings Page:

- Header:** Account Settings
- Text:** These contact details were used when you registered your account. Updating your email or phone number will also update your state-level information.
- Email Address:** Your email address is @bcbsil.com. [Update](#)
- Mobile Phone Number:** No phone number is currently registered with your account. [Add](#)

Mobile Phone Number Modal (Add):

- Header:** Mobile Phone Number [Cancel](#)
- Text:** No phone number is currently registered with your account
- Form:** * Phone Number (1B) * Confirm Phone Number (1C)
- Buttons:** [Add](#) (1D)

Account Settings Page (Update):

- Header:** Account Settings
- Text:** These contact details were used when you registered your account. Updating your email or phone number will also update your state-level information.
- Email Address:** Your email address is @bcbsil.com. [Update](#)
- Mobile Phone Number:** Your phone number is 2-8740. [Update](#) [Remove](#)

Mobile Phone Number Modal (Update):

- Header:** Mobile Phone Number [Cancel](#)
- Text:** Your phone number is 2-8740
- Form:** * Phone Number (2B) * Confirm Phone Number (2C)
- Buttons:** [Update](#) (2D)

Demographic Changes: Add or Update Mobile Phone Number (From Edit Registered Info Page)

3. Enter password in the **Password Required** dialog box-
 - A. After entering your password, click on **Next**
 - B. An **8-digit one-time verification code** will be sent to the **Registered Mobile Number** via SMS text
 - C. Enter the **verification code** included in the verification SMS text on the **Verification** screen
 - D. Click on **Submit**

NOTE: If an incorrect password is entered, you will get the following message:
“The password you entered was not recognized. Please try again. Your account will be locked after 5 failed attempts and will be unlocked automatically after 30 minutes.”

4. You will then see a message saying “**Your information update was successful. Changes should appear within a few minutes (Up to 5 minutes).**” You will be re-directed to the **Account Settings** page

NOTE: If you did not receive the code, or if the code is expired, click on **Resend It** to receive a new code.

The image is a composite of four screenshots from a mobile application, illustrating the process of updating a mobile phone number. The first screenshot, titled 'Password Required', shows a text input field for a password (labeled 3) and a 'Next' button (labeled 3A). The second screenshot shows an SMS message from BCBS with a one-time passcode '81285731' (labeled 3B) and a 'Report Spam' button. The third screenshot, titled 'Verification', shows a green notification bar, a text input field for the 8-digit verification code (labeled 3C), and a 'Submit' button (labeled 3D). The fourth screenshot shows a green success message: 'Your information update was successful. Changes should appear within a few minutes (up to 5 minutes).' (labeled 4).

Demographic Changes: Remove/Delete Mobile Phone Number (From Edit Registered Info Page)

5. To **Remove/Delete Mobile Phone Number-**
 - A. Click on **Remove** on the **Account Settings** page
 - B. Enter Password in the **Password Required** dialog box
 - C. Click on **Yes, Delete**
6. You will then see a message saying **“Your information update was successful. Changes should appear within a few minutes (Up to 5 minutes).”** You will be re-directed to the Account Settings page

NOTE: If an incorrect password is entered, you will get the following message:
“The password you entered was not recognized. Please try again. Your account will be locked after 5 failed attempts and will be unlocked automatically after 30 minutes.”

NOTE: When removing/deleting the mobile phone number, verification is not required, and you will not receive a verification code.

The image displays three sequential screenshots from a web application. The first screenshot shows the 'Account Settings' page with a yellow box highlighting the 'Mobile Phone Number' section, which includes a 'Remove' button. A green arrow labeled '5A' points to this button. The second screenshot shows a 'Password Required' dialog box with a red box around the password input field, indicated by a green arrow labeled '5B'. At the bottom of the dialog, the 'Yes, Delete' button is highlighted with a red box and a green arrow labeled '5C'. The third screenshot shows a green success message bar with a checkmark icon and the text: 'Your information update was successful. Changes should appear within a few minutes (up to 5 minutes).', with a green arrow labeled '6' pointing to it.