

Employer Quick Start Guide



BlueCross BlueShield
of Texas





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Welcome to the Blue Cross and Blue Shield of Texas (BCBSTX), a Division of Health Care Service Corporation, Blue Access for EmployersSM (BAE) Quick Start Guide. This guide will get you up and running with your new health plan quickly.



Registration Step 1 of 2
Enter your First Name, Last Name and 6-digit Account Number. All fields are required.

First Name:

Last Name:

Account Number:

Registration Step 2 of 2
Your User ID begins with your 6-digit account number. Create a User ID of up to 20 characters.

User ID: 123456, (Example: smith)

Please double check the following information. If any of this information is incorrect, please contact the Internet Help Desk or your Marketing Representative.

Employer Name:

First Name:

Last Name:

Phone Number: ext:

E-Mail Address:

*If you have any questions or problems with your registration, please contact the Internet Help Desk at 888-706-0583.

Getting Started with BAE

1. You will receive a registration email from Blue Cross and Blue Shield of Texas. Click on the **BCBSTX Registration** link in this email to begin.
Note: The link in this email is active for a limited time only and will expire after 30 days. If the link has expired, you can still register by going to bcbstx.com/employer and clicking on the **Learn how to register** link.
2. Click Next after entering the following fields:
 - First Name
 - Last Name
 - Six-digit account number
3. Enter your User ID, then confirm the other fields (which will automatically populate with your information) and click Submit.
 - Last name
 - First name
 - Business email
 - Employer Name
 - Business phone number
4. You will then receive a confirmation page, with your temporary BAE password. Please print the confirmation page for your records. You can immediately log into BAE, accept the Terms of Use and change your password to begin using BAE.

Order Replacement and Temporary ID Cards

1. On the BAE home page, select the Request/Print ID Card option from the **I want to** drop-down menu.
2. Select the **Employee** or **Dependent** radio button as appropriate.
3. Enter the employee or dependent's Social Security number/ID number or last name.
4. Click the **Find** button.
5. Click the employee's or dependent's name in the Search Results table to be taken to the Request ID Card screen.
6. Select the type of card needed.
7. Click the **Submit** button

Employee Maintenance I want to: Request/Print ID Card

Request/Print ID Card

Find an employee or dependent to:

1. Request a new ID card to be mailed to the employee's home or an alternate address.
2. Print a temporary ID card.

Find

This maintenance tool will allow you to perform a number of transactions. For example, you can:

- Reinstate employees/dependents
- Change benefit plans
- Update personal details
- Update HIPAA certificate
- Complete COBRA enrollments

Enrolling Employees

1. On the BAE home page, click the **Enroll Employee** button in the middle of the page.

Employee Maintenance I want to: Select an action

Get Started:

Select a maintenance option from the **I want to** menu, then search for the member:

OR

Find an Employee/Dependent

☒ Employee ☐ Dependent

SSN or ID Number: OR

Last Name: First Name:

Enroll Employees **Find**

Recent Activity

Name	ID Number	Activity	Entry Date	Status
BURK, JOHN	999999998	Employee Add	07/17/2012	Complete
BANKS, JANET	932132132	Employee Add	07/17/2012	Finish Label
WILLIAMSON, CRAIG	999999996	Product Correction	07/17/2012	Finish Label

View All

Important: If you use BAE in addition to Automated Eligibility Process (AEP) for membership updates, you **must** also update your AEP file with any changes you make through BAE. Membership changes made in BAE that are not also updated to the AEP file will be lost during the next AEP file transfer.

2. Read the enrollment process description.
To bypass this screen in the future, select the **Skip this screen in the future** check box.
3. Click the **Enroll Now** button.
4. Enter the employee's information on each screen presented.
5. Click the **Confirm** button on the Review and Confirm screen.

Enroll Employee - Introduction

Introduction to the Enrollment Process

The following pages will allow employers to begin the process of enrolling a new employee and dependents into the various types of coverage offered by Blue Cross Blue Shield of Illinois. The data is captured in a manner that maximizes efficiency - displaying only the screens that are pertinent to the employee being enrolled (e.g., if the employee is not eligible for Medicare, screens intended to gather Medicare information will not be displayed).

Should you require more detailed information about how to complete the Enrollment Process, you can download the [Enrollment Process Overview](#) or click the help icon available at the top of each page.

☐ **Skip this screen in the future.**

If you choose to skip this screen in the future, you can download the [Enrollment Process Overview](#) from the [Help Center](#).

Enroll Now



Eligible Employees Must:

- Work at least 30 hours per week
- Meet the employer's participation criteria*

**Participation criteria are rules established by a large employer to determine which employees are eligible for enrollment or continued enrollment under the terms of a health benefit plan (participation criteria may not be based on factors related to health status).*

New hires	Part-time going to full-time	Spouses working for the same employer
<ul style="list-style-type: none"> Enroll through BAE or submit application within 31 days of attaining eligibility Coverage is effective on the first premium due date (1st or 15th) following new hire dates or satisfaction of applicable new hire waiting periods 	<ul style="list-style-type: none"> Considered new hires Date of hire is the date employees attain full-time status Applicable new hire waiting period will begin on that date 	<ul style="list-style-type: none"> Must be counted separately as eligible employees Must maintain separate memberships Only one employee may cover dependent children School districts are exempt from this requirement



Enrolling Dependents

1. On the BAE home page, select the **Add Dependent** option from the **I want to** drop-down menu.
2. Select the **Employee** radio button.
3. Enter the employee's Social Security number/ID number or last name.
4. Click the **Find** button.
5. Click the employee's name in the Search Results table to be taken to the Add Dependent screen.
6. Follow the instructions on the screen.
7. When finished, click the **Confirm** button on the Review and Confirm screen.

The screenshot shows the 'Employee Maintenance' interface. At the top, there is a yellow header bar with the text 'Employee Maintenance' and 'I want to:'. Below this, a dropdown menu is open, displaying a list of options: 'Request/Print ID Card', 'Add Dependent', 'Cancel Employee/Dependent', 'Reinstate Employee/Dependent', 'Request/Print ID Card', 'Update Personal Details', 'Update Plan Coverage', 'Update Classifications', 'Update HIPAA Certificate', 'View Personal Details', 'View History', and 'Enroll in COBRA'. The 'Add Dependent' option is highlighted. To the left of the dropdown, there is a section titled 'Request/Print ID Card' with a sub-section 'Find an employee or dependent to:' containing two numbered instructions: '1. Request a new ID card to be mailed to the employee's home or an alternate address.' and '2. Print a temporary ID card.' Below these instructions are input fields for 'SSN' and 'Last', each with a magnifying glass icon. A 'Find' button is located at the bottom right of the interface.

Eligible dependents

Spouse – including a spouse for whom the employee has received a court order to provide health insurance.

Any **child** who is:

- Under age 26
- A medically certified disabled child of any age
- Any other child under age 26 defined as eligible under the contract

Child includes:

- a natural child
- a step-child
- a court-ordered dependent child
- an adopted child
- a child involved in suit for adoption
- a child of any age who is medically certified as disabled
- a child of the employee's child

Types of dependents	Guidelines
Newborn children, adopted children, or children involved in suits for adoption	<ul style="list-style-type: none"> Coverage is automatic for the first 31 days following the event (i.e., birth, the adoption date or date on which a suit for adoption is commenced). For coverage beyond 31 days, the employee must complete and submit an Enrollment Application/Change Form to BCBSTX within 31 days of the event, and pay any required premium. Coverage is effective on the date of the event. If BCBSTX is not notified within 31 days, the dependents are not eligible to apply for coverage beyond the first 31 days until the employer's next open enrollment period. <p>NOTE: A spouse may be enrolled with the employee when a child is born or adopted or there is a suit for adoption. Employee coverage is required.</p>

Important:

- Employee coverage must be established before dependents can be enrolled.
- The enrollment of court-ordered or disabled dependents requires additional documentation and must be processed by the membership department. The same is true for Texas state continuation for employees or dependents. Please refer to your Employer Administrative Guide for details.
- The Employer Reference Guide located in the BAE Help Center provides additional detail about the transaction capabilities on BAE.



Canceling Employees or Dependents

- On the BAE home page, select the **Cancel Employee/Dependent** option from the **I want to** drop-down menu.
- Select the **Employee** or **Dependent** radio button as appropriate.
- Enter the employee's or dependent's Social Security number/ ID number or last name.
- Click the **Find** button.
- Click the employee's or dependent's name in the Search Results table to be taken to the Cancel Employee/Dependent screen.
- Follow the instructions on the screen.
- When done, click the **Confirm** button on the Review and Confirm screen.

Tip: Enter the cancel date as the first day without coverage unless otherwise specified in the account's membership guidelines.

IMPORTANT: All cancellations will be effective on the next premium due date (the 1st or 15th) following the date that the cancellation transaction is processed. Canceling an employee cancels the entire membership (employee + dependents).



Online Bill Payment

Getting Started

You are eligible to use Online Bill Payment if you are a premium billed account or if you are an ASO account that receives weekly, biweekly, or semi-monthly invoices on Blue Access for Employers.

Online Payments - View Online Bill Payment Home Page

I want to ☒ View Online Bill Payment Home Page
Add New Bank Account Profile
Modify Bank Account Profile
Pay Bills
Update Payments
Track Payments

GO

Welcome

1. Click **Billing** in the left menu bar on the home page.
2. Click **Online Payments**.
3. Select **Add New Bank Account Profile** from the **I want to** drop-down menu.
4. Click **Go**.
5. Read and accept the Terms of Use Agreement (first time only).
6. Enter the information requested on the form and click **Save**.

NOTE: The effective date is the first date that online payments may be made. This field is pre-filled with a date that is 10 calendar days in the future to allow time to validate the banking information submitted before making the first online payment.

Only invoices generated after the 10-day validation period are eligible for payment online.



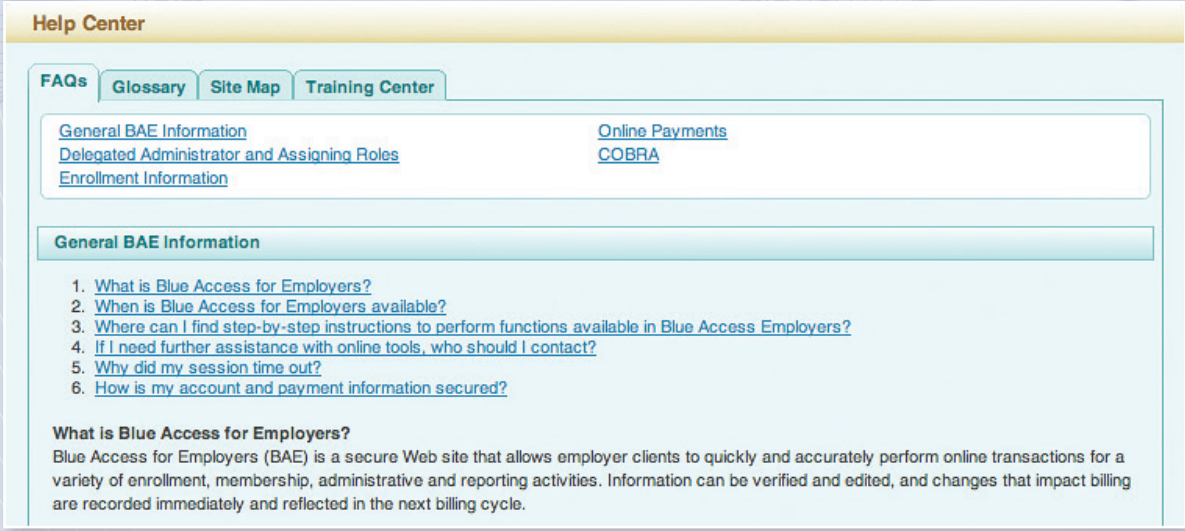
Paying Your Bill

1. Click **Billing** in the left menu bar on the home page.
2. Click **Online Payments**.
3. Select **Pay Bills** from the **I want to** drop-down menu and click **Go**.
4. Select a **Bill Profile** (if necessary) to pay from the drop-down menu.
5. The amount due for the bill is displayed in the **Pay This Amount** field.
6. Review the amount and click the **Continue** button.
7. Confirm the **Bill Profile(s)** to pay.
8. Click **Submit** to process. A confirmation screen will display.



Refer to the Employer Reference Guide for additional details on how to:

- Add a new bank account profile
- Modify a bank account profile
- Pay bills
- Update payments
- Track payments
- View Terms of Use
- Discontinue online bill payment



The screenshot shows a web interface for a 'Help Center'. At the top, there's a yellow header bar with the text 'Help Center'. Below this, there are four tabs: 'FAQs', 'Glossary', 'Site Map', and 'Training Center'. The 'FAQs' tab is selected. Under the 'FAQs' tab, there are two columns of links. The left column contains: 'General BAE Information', 'Delegated Administrator and Assigning Roles', and 'Enrollment Information'. The right column contains: 'Online Payments' and 'COBRA'. Below these links, there is a section titled 'General BAE Information'. This section contains a numbered list of six FAQs: 1. What is Blue Access for Employers?, 2. When is Blue Access for Employers available?, 3. Where can I find step-by-step instructions to perform functions available in Blue Access Employers?, 4. If I need further assistance with online tools, who should I contact?, 5. Why did my session time out?, and 6. How is my account and payment information secured?. Below the list, there is a sub-section titled 'What is Blue Access for Employers?' followed by a paragraph explaining that Blue Access for Employers (BAE) is a secure Web site that allows employer clients to quickly and accurately perform online transactions for a variety of enrollment, membership, administrative and reporting activities. Information can be verified and edited, and changes that impact billing are recorded immediately and reflected in the next billing cycle.

Help Center

FAQs | Glossary | Site Map | Training Center

[General BAE Information](#) | [Online Payments](#)
[Delegated Administrator and Assigning Roles](#) | [COBRA](#)
[Enrollment Information](#)

General BAE Information

1. [What is Blue Access for Employers?](#)
2. [When is Blue Access for Employers available?](#)
3. [Where can I find step-by-step instructions to perform functions available in Blue Access Employers?](#)
4. [If I need further assistance with online tools, who should I contact?](#)
5. [Why did my session time out?](#)
6. [How is my account and payment information secured?](#)

What is Blue Access for Employers?

Blue Access for Employers (BAE) is a secure Web site that allows employer clients to quickly and accurately perform online transactions for a variety of enrollment, membership, administrative and reporting activities. Information can be verified and edited, and changes that impact billing are recorded immediately and reflected in the next billing cycle.

Our virtual Help Center contains several ways for you to get helpful information and instructions for all our online tools and functions:

- Variety of FAQs
- Easy-to-use glossary
- Concise site map
- Comprehensive training center

Helpful Contacts

Customer Service for Members:
800-521-2227

Group Service Department (Number Exclusively for Groups/Employers):
Membership/Eligibility
800-445-2227
Fax: 903-934-6050 or 903-934-6051

Use for:

- Claims
- ID cards/reorders
- Certificates of Creditable Coverage reorders

Use for:

- Membership/billing support
- Support for court-ordered and disabled dependent additions
- Social Security number corrections
- COBRA enrollments for Social Security/disability/bankruptcy events
- Premium billing questions

Claims Address

P.O. Box 660044

Dallas, Texas 75265-0044

Online: www.bcbstx.com/members

Member/dependent coverage status,

ID replacement, claims

Mailing address for enrollment applications and change forms

P.O. Box 655730

Dallas, Texas 75265-5730

Online: www.bcbstx.com/employer

Blue Access® for Employers (BAE)

E-mail: marshall_membership_inquiries@bcbstx.com

Electronic submission of employee applications/change forms or inquiries

Mailing address for premium payment

Health Care Service Corporation

P.O. Box 731428

Dallas, TX 75373-1428

Mailing address for overnight premium payment

JPMorgan Chase (TX 1-0029)

Attn: Health Care Service Corporation #731428

14800 Frye Road, 2nd Floor

Fort Worth, TX 76155

Blue Access for Employers (BAE) Online Technical Services Help Desk: 888-706-0583

Monday–Friday 7 a.m. to 10 p.m. CT

Saturday 7 a.m. to 3:30 p.m. CT

For faster service, please provide error codes. Holiday availability may vary.

Downloadable claim and membership maintenance forms are available at www.bcbstx.com/employer/downloadableforms.htm.



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of Texas**

bcbstx.com/employer