



BlueCross BlueShield
of Illinois



EMPLOYER QUICK START **GUIDE**



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GETTING STARTED

Welcome to the Blue Cross and Blue Shield of Illinois (BCBSIL) Blue Access for EmployersSM (BAESM) Quick Start Guide. This guide will get you up and running quickly with your new health plan.

Getting Started with BAE

You will be directed from the home page to register for BAE

- 1 Click **Next** after entering the following fields:
 - First Name
 - Last Name
 - Six-digit account number
- 2 Enter your User ID, then confirm the other fields (which will automatically populate with your information) and click **Submit**. The populated fields you will need to confirm include:
 - Last Name
 - First Name
 - Business email
 - Employer Name
 - Business phone number
- 3 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 the website.

Registration Step 1 of 2

Enter your First Name, Last Name and 6-digit Account Number. All fields are required.

First Name:

1 Last Name:

Account Number:

Next **Close**

Registration Step 2 of 2

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

2 User ID: 123456, (Example: smithj)

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:

Submit **Close**

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

SECURITY MANAGER TOOL

Enables the Delegated Administrator to:

- 1 Search for users based on name or permissions
- 2 Add, revoke or maintain users' access
- 3 Assign specific security permissions
- 4 Designate an alternate administrator

The screenshot shows the 'Account Summary - Security Manager' interface. At the top, there's a 'Demo Company' header with a help icon. Below it are tabs for 'Current Users', 'Add Users', 'Broker Access', and 'EOB Access'. A 'Search' field is present with options for 'Maintain User' and 'Reset Password'. The 'User Profile Information' section includes fields for 'User ID' (pre-filled with 'DEMO'), 'Last Name', 'First Name', and a 'Status' dropdown menu set to 'Active'. A '+ Permissions' section is also visible. A 'Find' button is at the bottom.

To access the Security Manager tool, click on the **Security Manager** link at the top right-hand side of the home page or in the left-hand navigation under Account Summary.

This screenshot shows the 'Account Summary - Security Manager' interface with a table for adding users. The 'User Profile Information' section contains instructions: 'To add users manually, key in the information below. To upload a list of users, click on the Load File button.' and 'To add more rows, click the Add Row button.' It also notes that 'User IDs will include your account number followed by a period, then a unique ID (eg, 000000.userid)'. There are links for 'Excel Template' and 'Text Template', and a checkbox for 'Automatically generate User Ids'. Below is a table with columns: 'Delete', 'First Name', 'Last Name', 'E-mail', 'Verify E-mail', 'Phone', and 'User ID'. The 'User ID' column is pre-filled with 'DEMO.'. Below the table are 'Add Rows: 1', 'Add', and 'Load File' buttons. The 'Permissions' section is partially visible at the bottom.

Delete	First Name	Last Name	E-mail	Verify E-mail	Phone	User ID
<input type="checkbox"/>						DEMO.

ENROLL EMPLOYEES



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

Welcome, Montana Demo (Acct #DEMO)

Employer Home

- Account Summary
- Enrollment
- Employee Maintenance
- Billing
- Reports

Account Summary

Place Logo
Effective Date: 01/01/2001
Renewal Date: 01/01/2015

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

Find an Employee/Dependent
 Employee Dependent

SSN or ID Number OR
Last Name First Name

1 **Enroll Employee** Find

Recent Activity

Name	ID Number	Activity	Entry Date	Status
BURK, JOHN	999999998	Employee Add	09/27/2013	Complete
BANKS, JANET	932132132	Employee Add	09/27/2013	Finish Later
WILLIAMSON, CRAIG	999999996	Product Correction	09/27/2013	Finish Later

- 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 Oklahoma. 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](#).

3 **Enroll Now**

ENROLL DEPENDENTS

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 SSN/ID number or last name.
- 4 Click the **Find** button.
- 5 Click the employee's name in the Search Results table. This will take you to the **Add Dependent** screen.
- 6 Follow the instructions on the screen.
- 7 When done, click the **Submit** button on the Review and Confirm screen.

The screenshot shows the 'Account Summary' section for 'Demo Company' with account details. Below is the 'Employee Maintenance' section with a dropdown menu set to 'Add Dependent'. The main area is titled 'Add Dependent' and contains instructions on what information is needed. To the right is a 'Find an Employee' section with radio buttons for 'Employee' and 'Dependent', and input fields for 'SSN or ID Number', 'Last Name', and 'First Name', along with a 'Find' button.

Account Summary
▶ [View Details](#)
▶ [View Health Plans](#)
▶ [Update Profile](#)

Place Logo

Demo Company
Account #: DEMO
Effective Date: 01/01/2001
Renewal Date: 01/01/2014

Employee Maintenance I want to: **Add Dependent**

Add Dependent

To add a new dependent, you will need:

1. The dependent's personal information including SSN, date of birth, and relationship to the employee.
2. Reason for enrolling (birth, marriage, etc.) and the event date.

Find an Employee
 Employee Dependent

SSN or ID Number OR

Last Name First Name

Find

Canceling Employees or Dependents

- 1 On the BAE home page, select the **Cancel Employee/Dependent** option from the **I want to** drop-down menu.
- 2 Select the **Employee** or **Dependent** radio button as appropriate.
- 3 Enter the employee's or dependent's SSN/ID number or last name.
- 4 Click the **Find** button.
- 5 Click the employee's or dependent's name in the Search Results table. This will take you to the **Cancel Employee/Dependent** screen.
- 6 Follow the instructions on the screen.
- 7 When done, click the **Submit** button.

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

REQUEST/PRINT ID CARDS

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. This will take you to the **Request/Print ID Card** screen.
- 6 Select the type of card needed.
- 7 Click the **Submit** button.
- 8 You will also see an option to print or email a temporary ID card.

The screenshot shows the 'Request/Print ID Card' interface. At the top, there is an 'Account Summary' section with links for 'View Details', 'View Health Plans', and 'Update Profile'. To the right is the 'Demo Company' information, including 'Account #: DEMO', 'Effective Date: 01/01/2001', and 'Renewal Date: 01/01/2014'. The main content area is titled 'Employee Maintenance' and features a dropdown menu labeled 'I want to:' with 'Request/Print ID Card' selected. Below this, there is a 'Find an Employee/Dependent' section with radio buttons for 'Employee' (selected) and 'Dependent'. There are input fields for 'SSN or ID Number', 'Last Name', and 'First Name', with an 'OR' separator between the SSN and Last Name fields. A 'Find' button is located below these fields. To the left of the search fields, there is a 'Request/Print ID Card' section with the heading 'Find an employee or dependent to:' and 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.'

Additional Maintenance Options

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

- Reinstatement employees/dependents (with or without a gap in coverage)
- Change benefit plans
- Update personal details
- Update HIPAA certificate
- Complete COBRA enrollments
- Update Medical Group/PCP

MAINTENANCE ACTIVITY/BILLING

Manage your group business efficiently with this suite of user-friendly tools. You can track the progress of applications, enroll groups and see member-level rates.

Recent Activity

The Recent Activity screen displays a list of activities performed by the group. Users are able to view their five most recent activities in this list. The search is limited to activities that have occurred within the past 30 days.

Recent Activity

Name	ID Number	Activity	Entry Date	Status
BURK, JOHN	999999998	Employee Add	06/05/2013	Complete
BANKS, JANET	932132132	Employee Add	06/05/2013	Finish Later
WILLIAMSON, CRAIG	999999996	Product Correction	06/05/2013	Finish Later

[View All](#)

View a Complete List of Activities Performed

On the home page, click on the **View All** button in the Recent Activity section. You will be taken to the Maintenance History screen where you can search for transactions by Date, SSN/ID Number, User or Status. This page will display up to 100 transactions at one time. You can also download the maintenance history in an Excel or text file with up to 8,000 transactions.

Employee Maintenance - Maintenance History

Please enter at least one search criteria to view maintenance activity.

From: 05/06/2013 To: 06/05/2013

SSN or ID Number:

User: ALL

Status: ALL

[Find](#)

Search Results

Name	ID Number	Activity	Delete Activity	Effective Date	Entry Date	Status	User
BURK, JOHN	999999998	Employee Add			06/05/2013	Complete	Test User
BANKS, JANET	932132132	Employee Add	DELETE		06/05/2013	Finish Later	Test User
WILLIAMSON, CRAIG	999999996	Product Correction	DELETE		06/05/2013	Finish Later	Test User

Premium Bills

Premium billed accounts can view or download billing information.

Premium Bills - Bill Summary

Bill Profile: 0000322207 - ALL SUBSCRIBERS

Bill Period: 03/01/2013-04/01/2013 Rebill: NO ProcessDate: 03/15/2013

I want to view: Bill Summary [GO](#)

Bill Summary

Download: This Bill Profile [Download Now](#)

Excel Text [Print Bill Summary](#) [About Your Bill](#)

Fees		Amount Due
Activity		
Current Employee Fees		\$1,690.61
Employee Fee Adjustments		\$459.00
Total Fees		\$2,149.61
Payment Due Date	04/01/2013	Total Amount Due \$4,712.44

Administrative Services Only (ASO) Billing

ASO accounts can view or download billing information.

Invoices - Invoice Summary

BARS Number: 999999999 - DEMO ACCOUNT

Invoice Period: 03/10/2013 - 03/16/2013 Process Date: 03/16/2013

I want to view: Invoice Summary [GO](#)

Invoice Summary

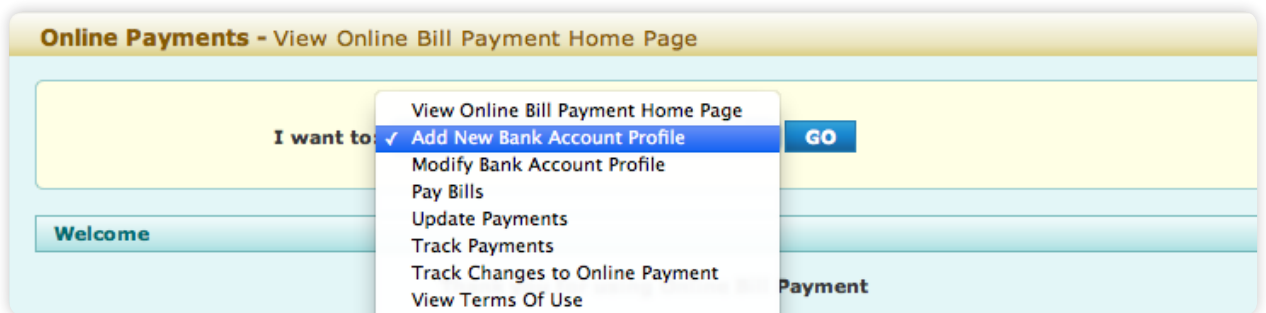
Invoice Summary displays the weekly amount owed for claims paid by Blue Cross Blue Shield for the selected week.

WEEKLY
Customer: DEMO ACCOUNT
Contact: John Doe
Bill To: DEMO ACCOUNT
XXX MAIN STREET
ANYTOWN, USA

Invoice Date: 03/16/2013
[Print Invoice](#)

ONLINE BILL PAYMENT

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.



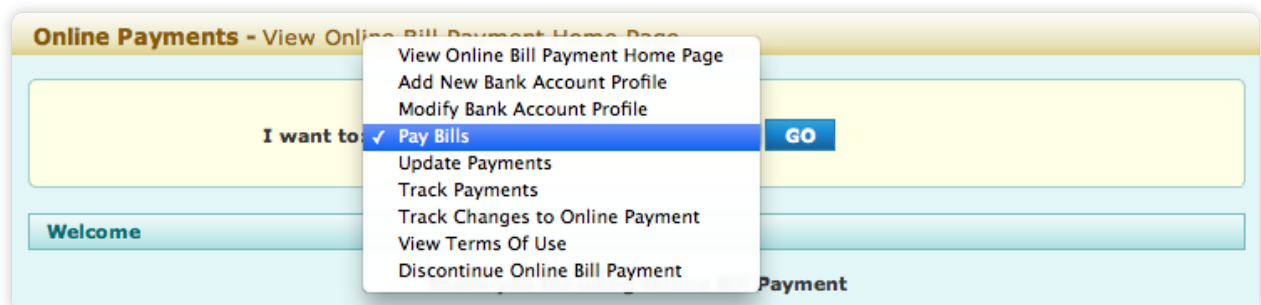
Getting Started

- 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.
- 7 If you wish to have payments submitted automatically, check the **Auto Pay** box.
- 8 Click **Save**.



PAY 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 under **Charges**.
- 6 Enter amount to be paid in the **Bank Account(s)** section.
- 7 Confirm **Total Amount** field equals amount to be paid.
- 8 Click **Continue** to process. A confirmation screen will display.



Click the Help Center link at the top of the page. The Online Payments section is in the FAQ tab, and provides 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

VIRTUAL HELP CENTER

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



The screenshot shows a web interface for a Help Center. At the top, there is a yellow header with the text "Help Center". Below this, there are four navigation tabs: "FAQs", "Glossary", "Site Map", and "Training Center". The "FAQs" tab is currently selected. Below the tabs, there are two columns of links: "General BAE Information", "Delegated Administrator and Assigning Roles", and "Enrollment Information" on the left; and "Online Payments" and "COBRA" on the right. Below this, there is a section titled "General BAE Information" which contains a list of six numbered FAQs. The first question is "What is Blue Access for Employers?". The second is "When is Blue Access for Employers available?". The third is "Where can I find step-by-step instructions to perform functions available in Blue Access Employers?". The fourth is "If I need further assistance with online tools, who should I contact?". The fifth is "Why did my session time out?". The sixth is "How is my account and payment information secured?". Below the list, there is a section titled "What is Blue Access for Employers?" followed by a paragraph of text describing the service.

Blue Access for Employers 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.



BlueCross BlueShield of Illinois

bcbsil.com/employer