BlueCross BlueShield
of Illinois

EMPLOYER QUICK START **GUIDE**

blueaccess for Employers[SM]

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GETTING **STARTED**

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

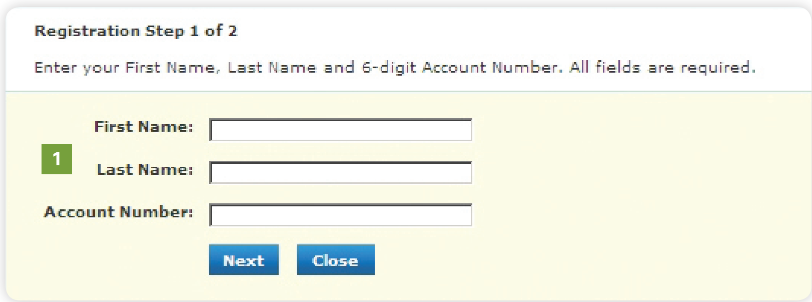
Getting Started with BAE

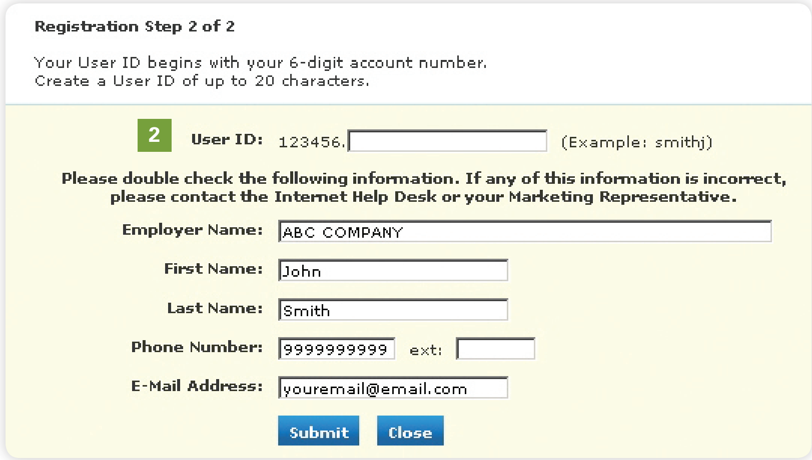
You will be directed from the home page to register for BAE

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.



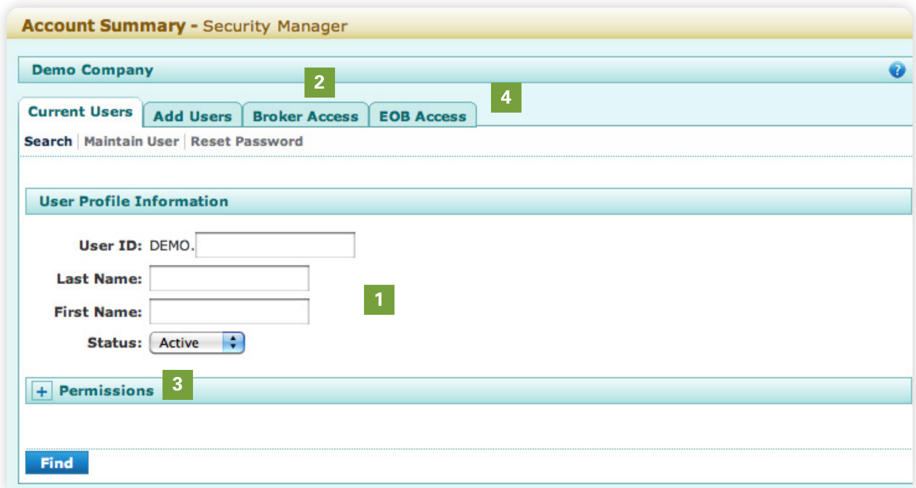


*If you have any questions or problems with your registration, please contact the Internet Help Desk at 888-706-0583.

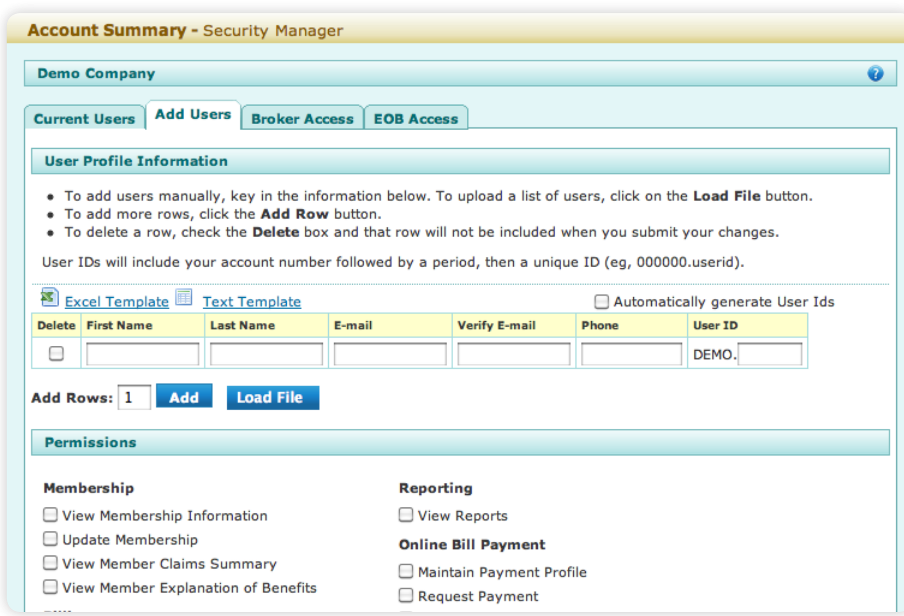
SECURITY MANAGER **TOOL**

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

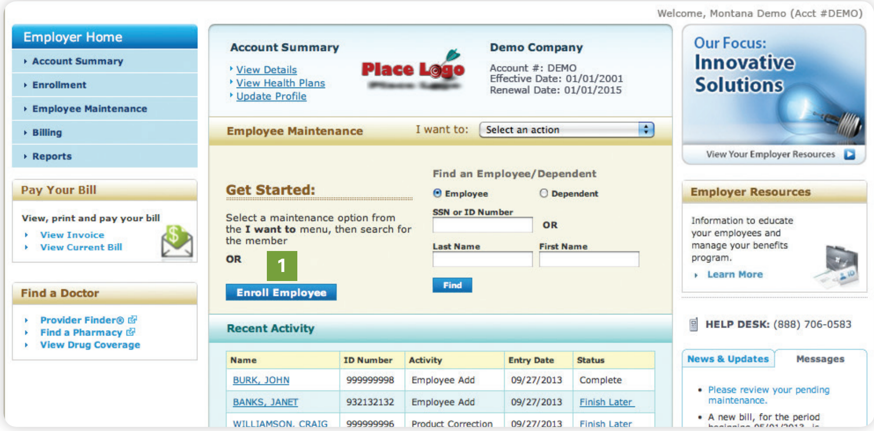


To access the Security Manager tool, click on the **Security Manager** link at the top right-hand side of the home page or in the left-hand navigation under Account Summary.



ENROLL **EMPLOYEES**

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

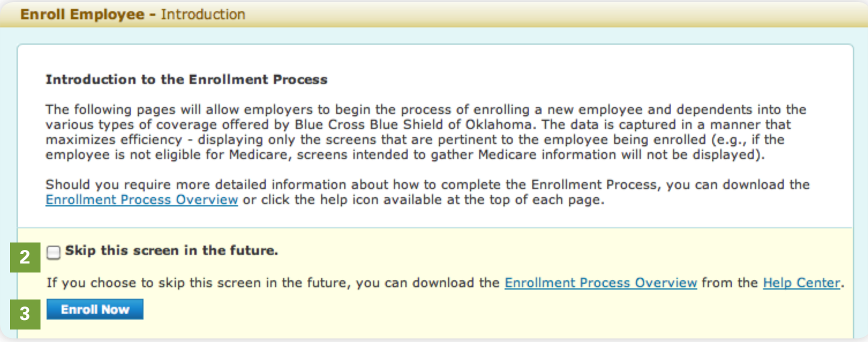


2 Read the enrollment process description. To bypass this screen in the future, select the **Skip this screen in the future** check box.

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 **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.

Canceling Employees or Dependents

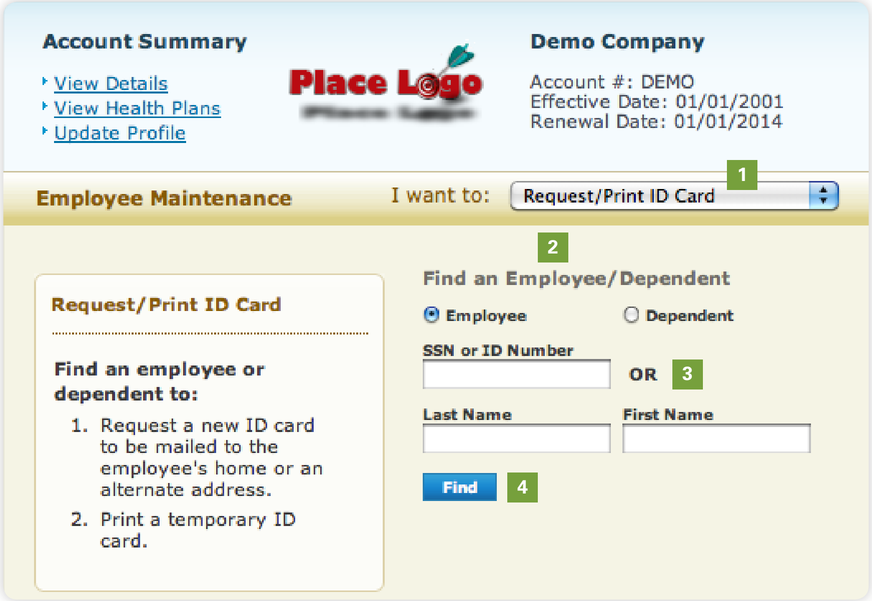
1. On the BAE home page, select the **Cancel Employee/Dependent** option from the **I want to** drop-down menu.
2. Select the **Employee** or **Dependent** radio button as appropriate.
3. Enter the employee's or dependent's SSN/ID number or last name.
4. Click the **Find** button.
5. Click the employee's 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.



Additional Maintenance Options

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

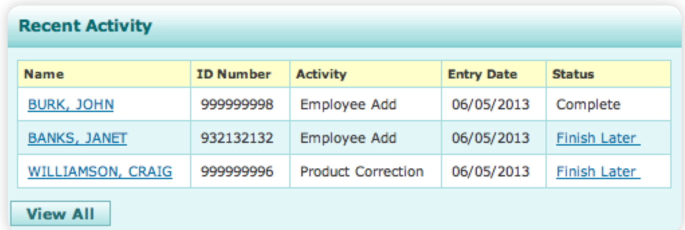
- Reinstate employees/dependents (with or without a gap in coverage)
- Change benefit plans
- Update personal details
- Update HIPAA certificate
- Complete COBRA enrollments
- Update Medical Group/PCP

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.

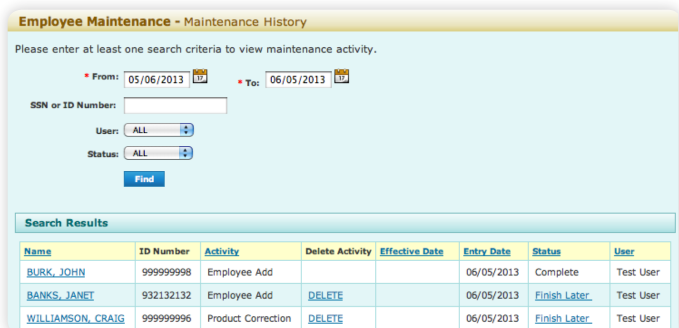
Recent Activity

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.



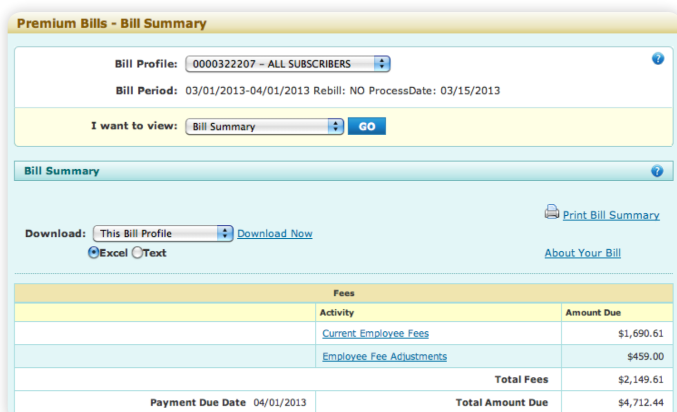
View a Complete List of Activities Performed

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.



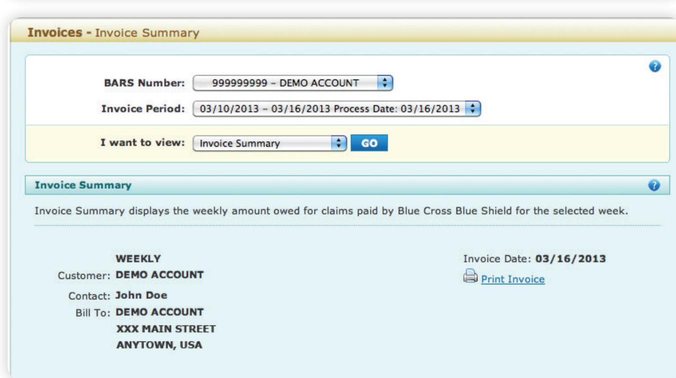
Premium Bills

Premium billed accounts can view or download billing information.



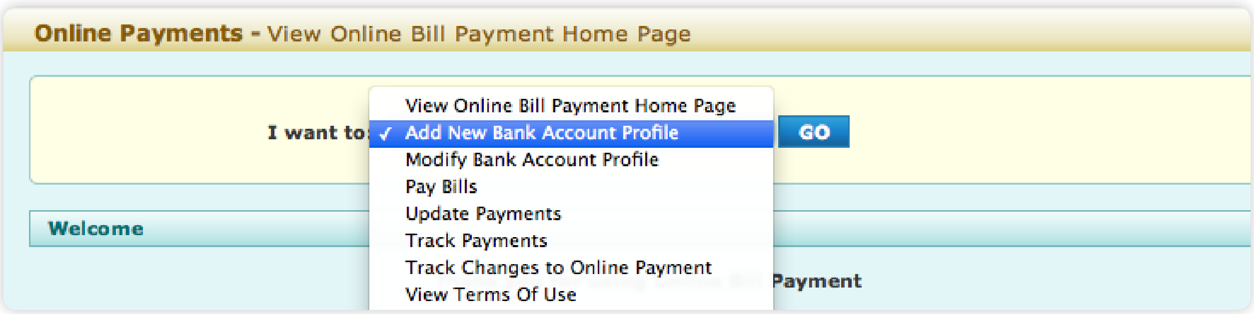
Administrative Services Only (ASO) Billing

ASO accounts can view or download billing information.



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.

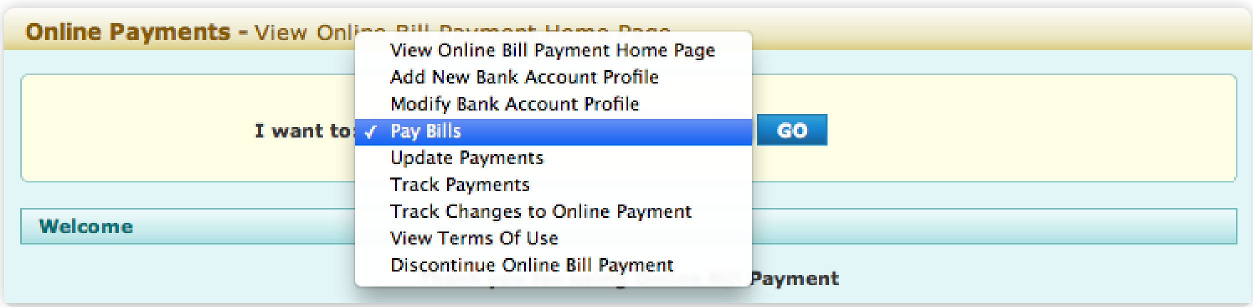


Getting Started

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

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.

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bcbsil.com/employer

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