Employer Quick Start Guide

BlueCross BlueShield of Texas

blueaccess for Employers℠

Table of Contents

Getting Started 1

Ordering ID Cards 2

Enrolling Employees 2

Enrolling Dependents 4

Canceling Employees or Dependents 5

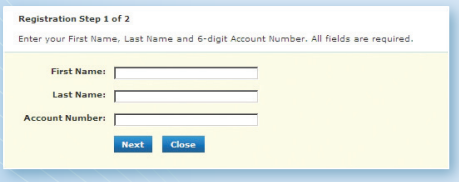
Online Billing 6

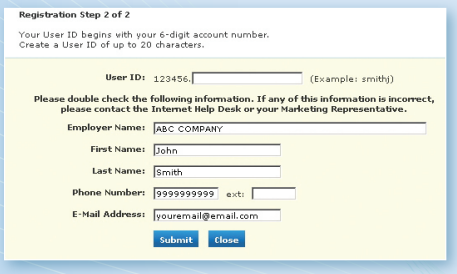
Paying Your Bill 7

Virtual Help Center 8

Helpful Contacts 9

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





*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

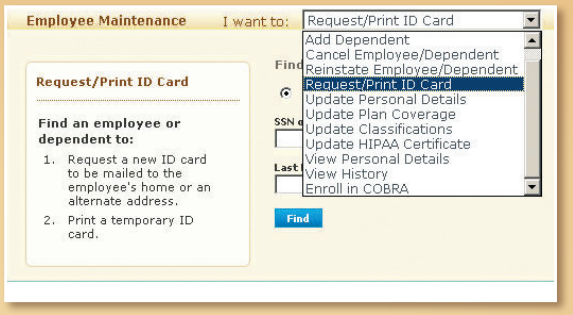
3. Enter your User ID, then confirm the other fields (which will automatically populate with your information) and click Submit.
   - Last name
   - First name
   - Business email
   - Employer Name
   - Business phone number

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.

Contents of this document are current as of July 2012.

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

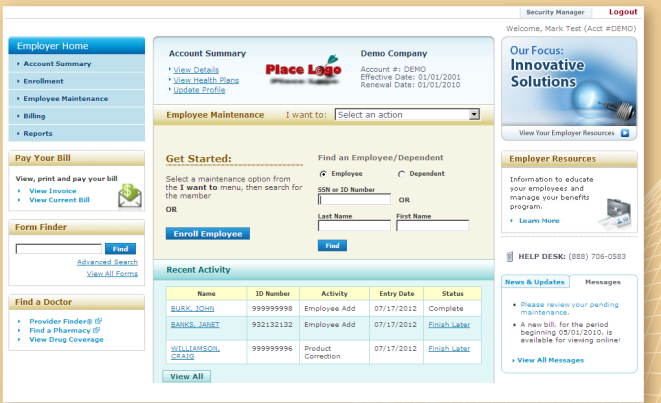


This maintenance tool will allow you to perform a number of transactions. For example, you can:

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

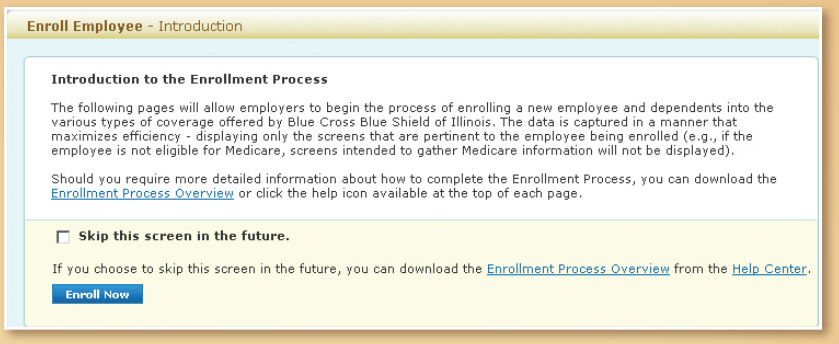
Enrolling Employees

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



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.



Eligible Employees Must:

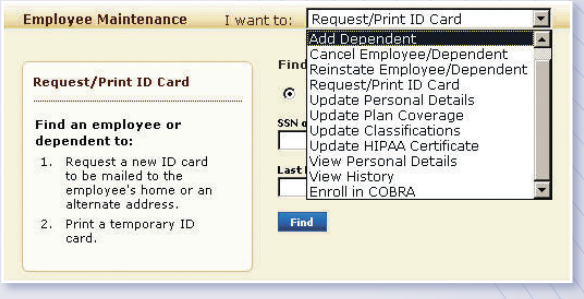
- Work at least 30 hours per week
- Meet the employer's participation criteria*

** 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
• 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	• Considered new hires • Date of hire is the date employees attain full-time status • Applicable new hire waiting period will begin on that date	• 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.



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	• 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. 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.

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

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 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 Cancel Employee/Dependent screen.
6. Follow the instructions on the screen.
7. When done, click the **Confirm** button on the Review and Confirm screen.

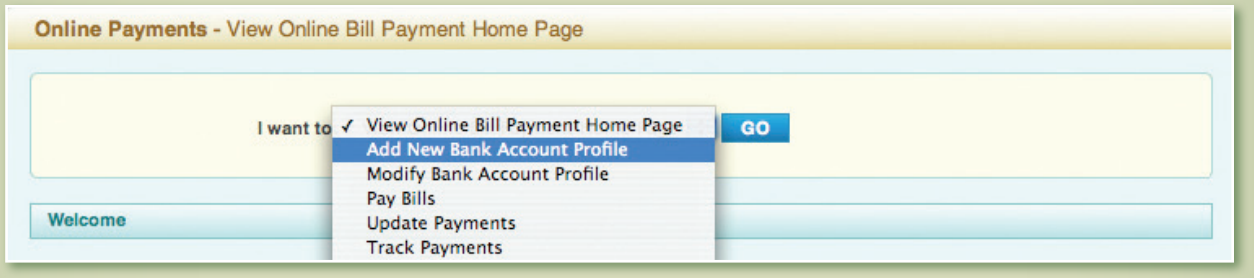
Tip: Enter the cancel date as the first day without coverage unless otherwise specified in the account's membership guidelines.

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.



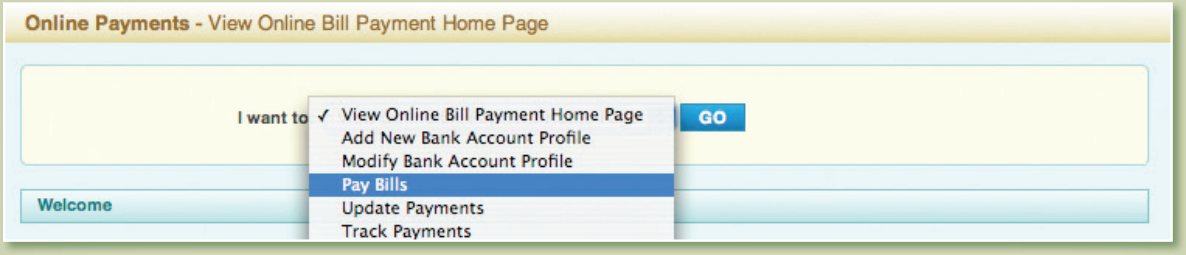
1. Click **Billing** in the left menu bar on the home page.
2. Click **Online Payments**.
3. Select **Add New Bank Account Profile** from the **I want to** drop-down menu.
4. Click **Go**.
5. Read and accept the Terms of Use Agreement (first time only).
6. Enter the information requested on the form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

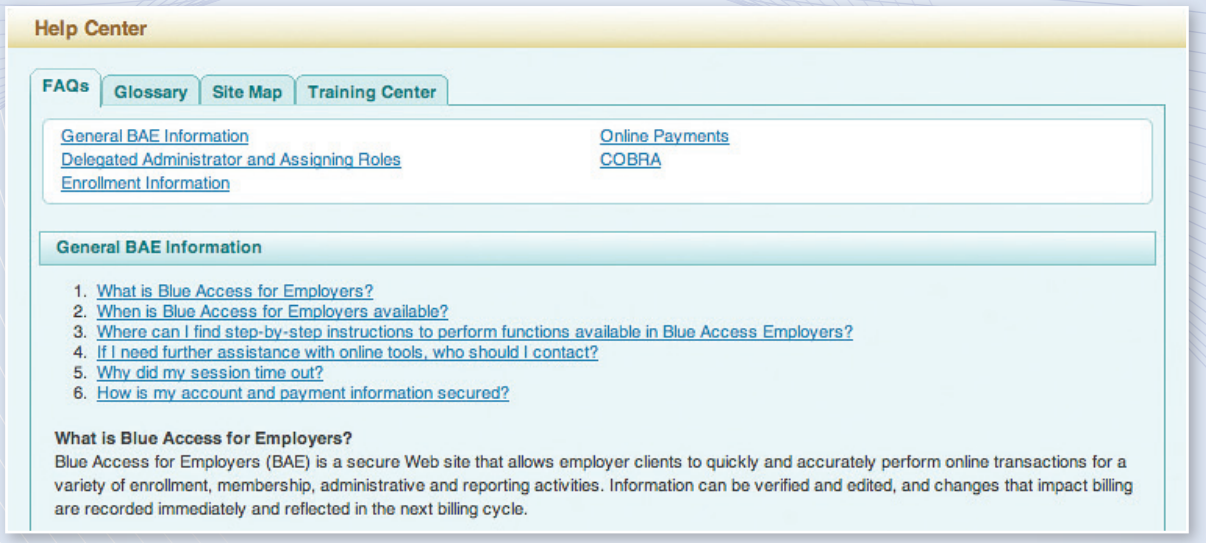
1. Click **Billing** in the left menu bar on the home page.
2. Click **Online Payments**.
3. Select Pay Bills from the **I want to** drop-down menu and click **Go**.
4. Select a **Bill Profile** (if necessary) to pay from the drop-down menu.
5. The amount due for the bill is displayed in the **Pay This 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

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

Helpful Contacts

Customer Service for Members:
800-521-2227

Use for:
- Claims
- ID cards/reorders
- Certificates of Creditable Coverage reorders

Claims Address

P.O. Box 660044

Dallas, Texas 75265-0044

Online: **www.bcbstx.com/members**

Member/dependent coverage status,

ID replacement, claims

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

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

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.**

BlueCross BlueShield
of Texas

bcbstx.com/employer

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