Employer Quick Start Guide

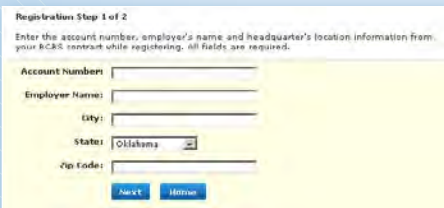
BlueCross BlueShield of Oklahoma

Experience. Wellness. Everywhere.®

blueaccess®
for Employers

Table of Contents

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



Getting Started with BAE

1. Go to www.bcbsok.com/employer and click **Learn how to register**.
2. Enter the following information and click **Next**:
   - Six-digit account number
   - Employer name
   - City, state and ZIP code
3. Enter the following information and click **Submit**:
   - User ID
   - Your name
   - Business phone number
   - Business e-mail address
4. A confirmation message will appear and a temporary password will be sent to the business e-mail address entered. If you do not receive an e-mail, please contact your BCBSOK representative.

Security Manager Tool

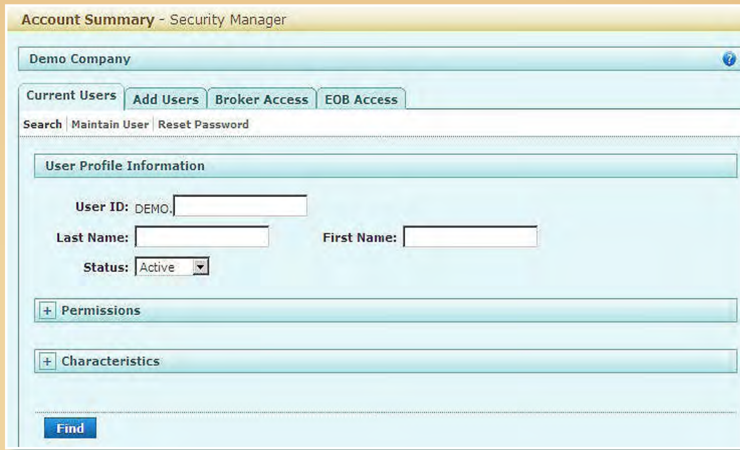
Enables the Delegated Administrator to:

A. Search for users based on name or permissions

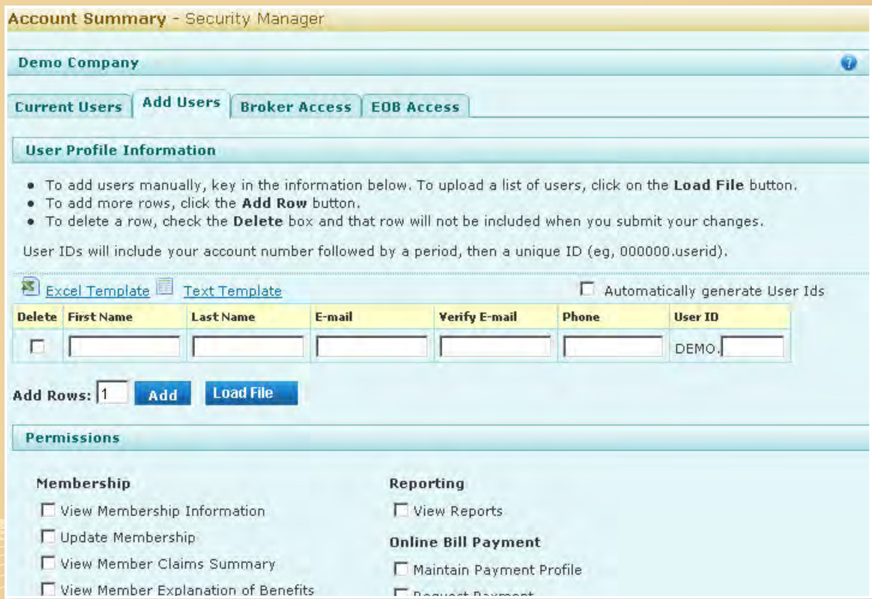
B. Add, revoke, or maintain users'access

C. Assign specific security permissions

D. Designate an alternate administrator

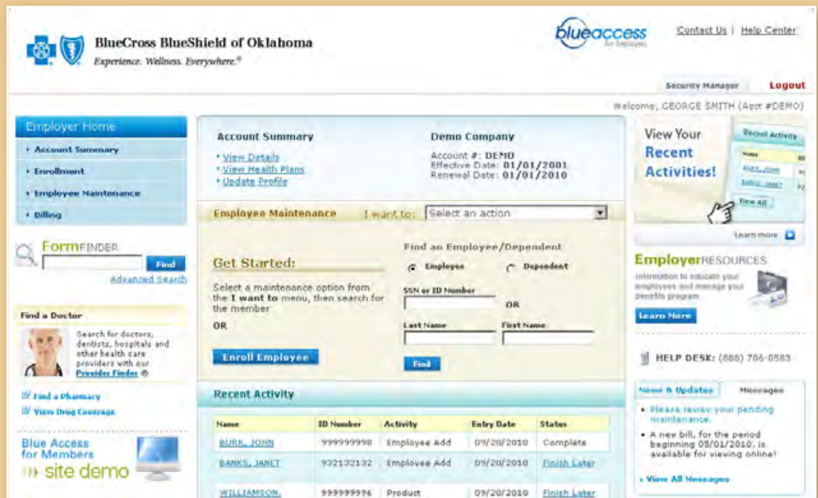


To access the Security Manager tool, click on the Security Manager link at the top right-hand side of the homepage or in the left-hand navigation under Account Summary.



Enrolling Employees

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

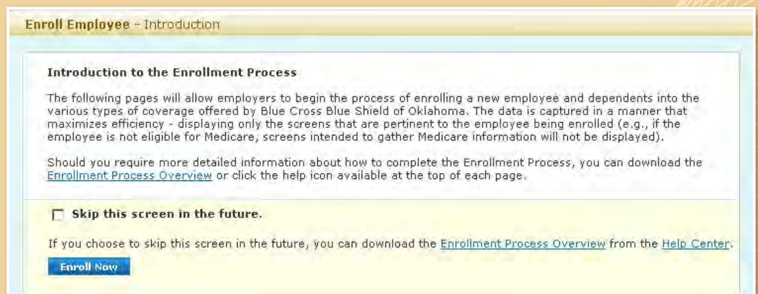


2. Read the enrollment process description. To bypass this screen in the future, select the **Skip this screen in the future** check box.

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.



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 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 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 **Submit** button.

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

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/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 a Temporary ID card.

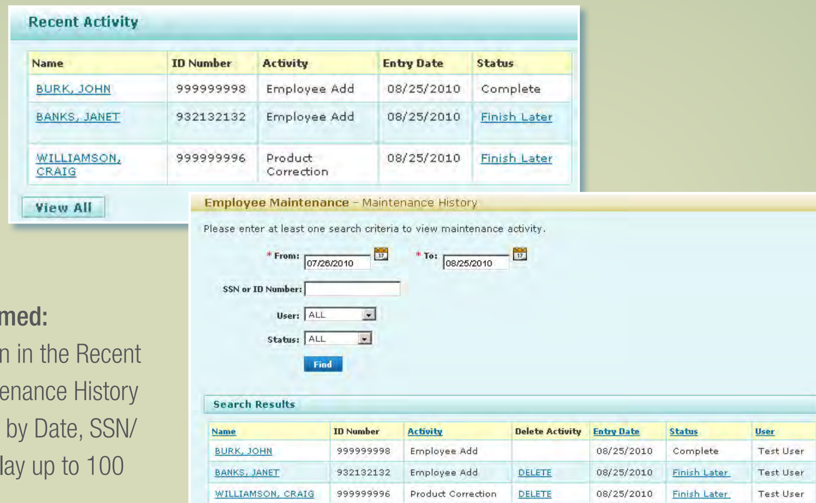
This maintenance tool will allow you to perform a number of transactions. For example, you can:

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

Maintenance Activity

Recent Activity

The Recent Activity screen displays a list of activities performed by the group. A user is 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.



To view a complete list of activities performed:

On the homepage, 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.

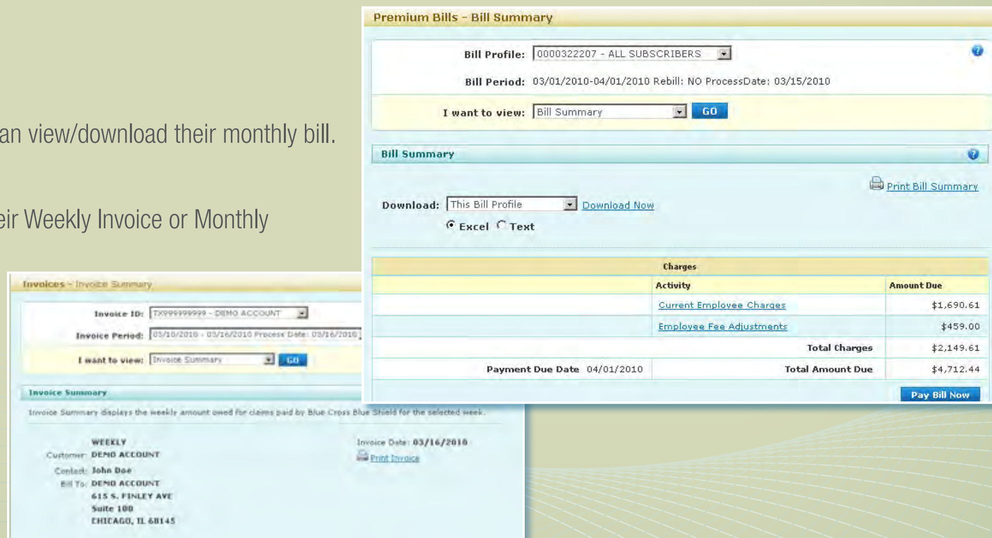
Billing

Premium Bills

Premium billed accounts can view/download their monthly bill.

ASO Invoices

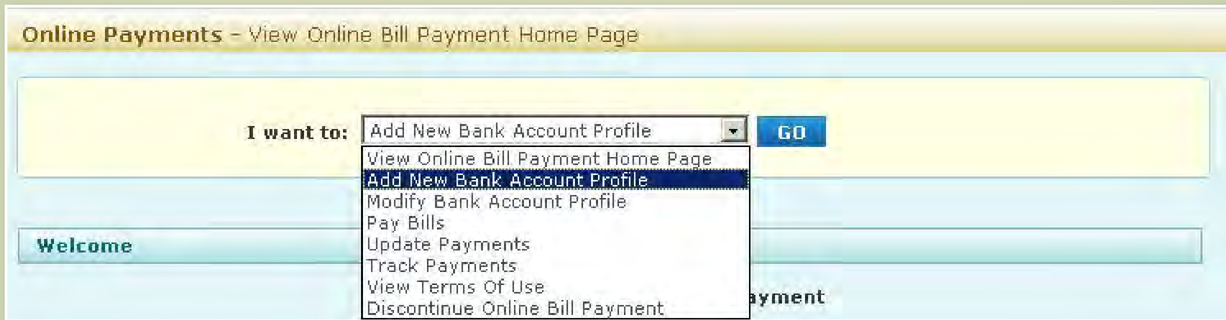
ASO accounts can view their Weekly Invoice or Monthly Settlement.



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**.

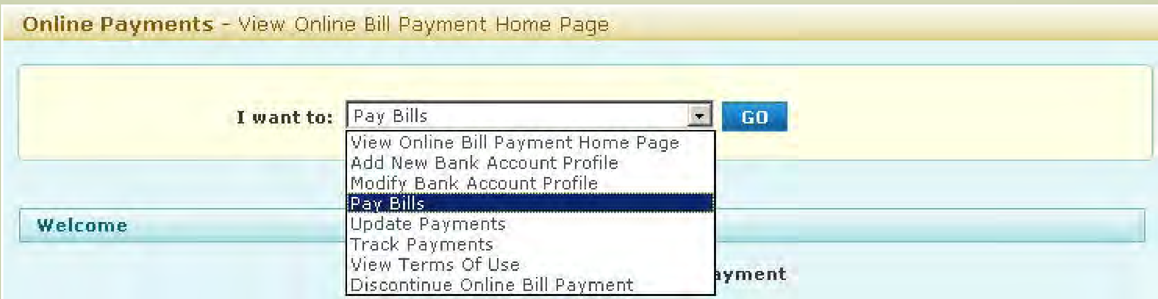
4. Select a **Bill Profile** (if necessary) to pay from the drop-down menu.

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

Blue Access for Employers (BAE) 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.bcbsok.com/employer/downloadableforms.htm.**

BlueCross BlueShield of Oklahoma

Experience. Wellness. Everywhere.®

www.bcbsok.com/employer

71158.0910