



March 2008

eMCS Automated Solutions

Blue Care Network Tips

Adding primary care physicians

Users can add Primary Care Physicians to eMCS only during the initial contract enrollment. The user cannot go back into the application and modify or add the PCP later.

Medicare updating

Updates for members with Medicare, or those that are Medicare-eligible, cannot be processed on eMCS. Forward those update requests to BCN for processing.

New hire addresses from three states permitted

The eMCS allows subscriber addresses from Michigan, Ohio, Indiana and the province of Ontario.

The system is programmed to accept addresses in the Blue Care Network service area. Only retirees would have mailing addresses outside of the service area.

No ID card received?

If a subscriber doesn't receive an ID card, report the incident to BCN to verify that BCN has the address, and re-order the ID cards.

Unable to add entire family?

If the system won't allow you to add an entire family, add the subscriber on the first day. Add members the following day. We've diagnosed this error as random and spotty, and we're working to correct the problem.

What's Inside

Welcome to the March 2008 issue of Automated Solutions, Blue Cross Blue Shield of Michigan's newsletter for groups using the eMembership Collection System.

This issue contains helpful tips and information about using *Secured Services* so you can better administer who has access to your group information.

Information includes:

- How to find and add group numbers
- Blue Care Network processing tips
- How to add a new user
- How to reinstate members
- How to resolve billing issues
- How to ensure accurate billing with timely processing
- How to turn on the *Automatic Updates* feature

Reinstate contract carefully

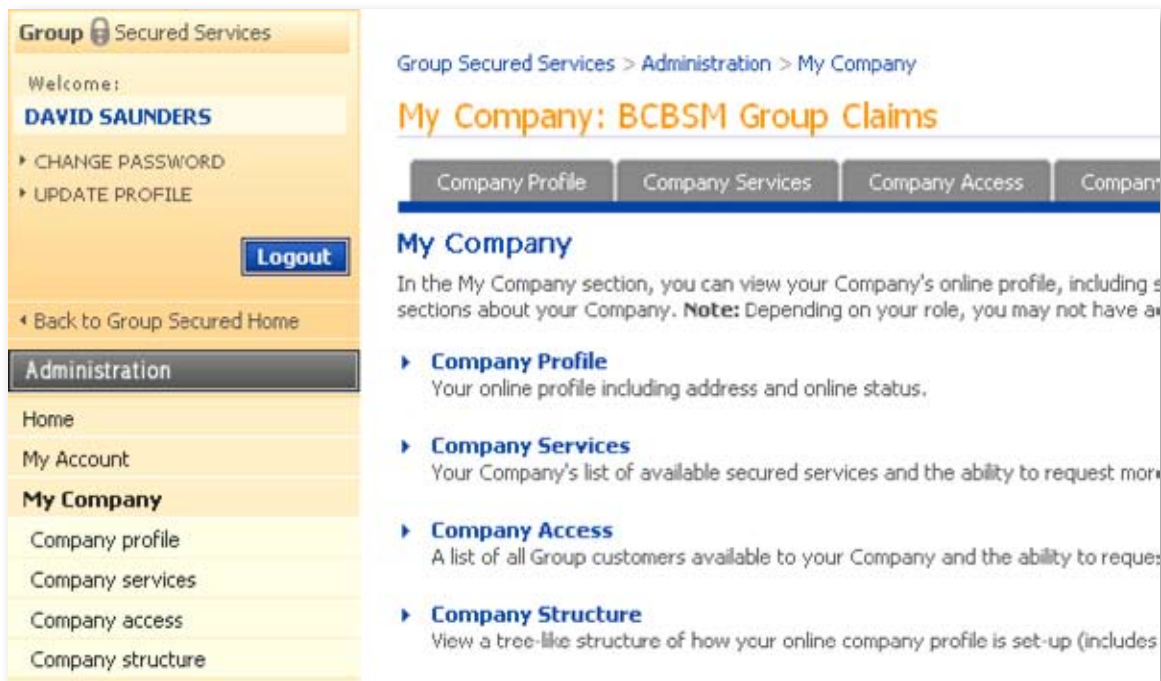
If you get an error message after submitting your BCBSM changes, do the following:

- Click *Clear*.
 - Click *OK* when you see pop-up message box.
 - Click *Reinstate Contract* on the eMCS menu.
 - Type the Social Security number and group suffix number in the Record Select screen.
 - Click *Continue*. The subscriber's contract will appear.
- Re-enter information. The following fields are critical to processing a reinstate successfully.
 - New Hire Classification (NHC) if your group has an NHC (most don't)
 - Service Code (first eight digits and ninth digit if COBRA)
 - DOH/Effective Date (mm/dd/yy format)
 - Service Type: Rehire/Reinstate if reinstating cancelled member; blank if moving member to COBRA coverage

If you were still unable to process after selecting *Clear*, you must call an eMCS specialist at 866-676-4858 and ask the specialist to remove the transaction. You then must call 800-859-2583 to let the help desk know you have been locked out of eMCS. Have your "egxxxx" number (located on the upper left corner of the eMCS screen) available when you call.

How to find your group numbers

Company administrators: If you don't have your *Automatic Updates* feature turned on, or you haven't turned on your users' *Automatic Updates*, any new group number for your company will not be added to your access table in *Secured Services*.



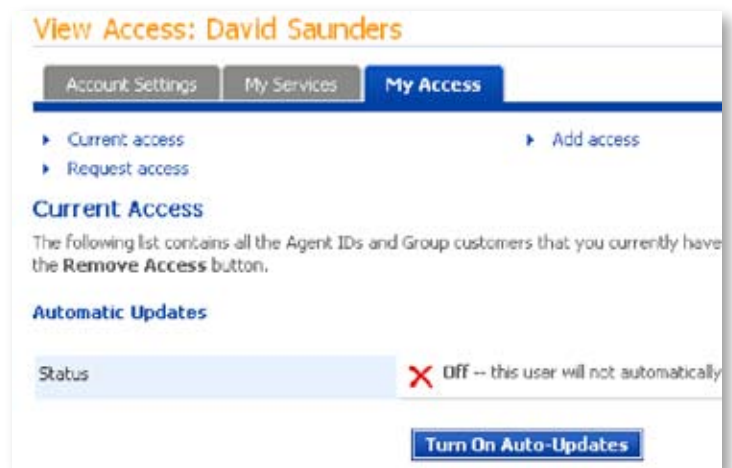
Check *My Company* first

The first thing a *Secured Services* administrator should do is check your company's access. Do this by clicking *My Company*, and then the *Company Access* tab to display the group numbers.

If you believe you should have access to a group number, and it doesn't appear on the company access table, you can click *Request Access* or call 866-676-4858 to have eMCS specialists investigate.

If the group number is on the Company Access table and you want access, you can:

- Click on *Turn on Auto Updates*.
- Click on the *My Access* tab and then click *Add Access*. Then select the desired group number and click *Add Selected*.



If you don't want to give your user automatic updates, you must grant the user access by group number. Remember: If you give your user automatic updates, the user gets access to all group numbers.

Let's say you restricted their access and you want to give them a group number.

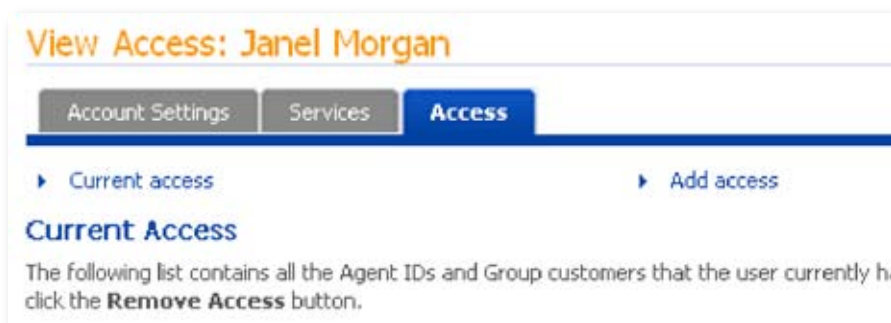
You must click:

1. My Users
2. Show all Users
3. Click the name of user you want to give access
4. Click Access
5. Select the group number you want to give the user
6. Click Add Selected

Reference Page 77, **Managing Access for Users in Your Company** in your *BCBSM Secured Services Company Administration Guide*.

To access this manual:

- Log in to **bcbsm.com**
- Click "I am a Group Customer"
- Click "Log in to Group Secured Services"
- Click "Help" hyperlink located under the solid gray horizontal line
- Click *Company Administration Guide* located under "User Guides"



Billing issue?

For you to receive the best possible service, please pay by the due date the total balance billed monthly.

Blue Cross Blue Shield of Michigan encourages you to call the Group Billing department's telephone inquiry unit at 800-414-3458 to get assistance with billing issues.

If Group Billing is unable to resolve the issue, we can send a field accountant to your office to help resolve the billing issue or perform financial audits.

The Field Accountant unit is also available for new group and contact person orientation, with information about membership and billing administrative policies and procedures including:

- Eligibility
- Enrollment

- Membership and contract changes
- COBRA
- Medicare
- Monthly statements

For Field Accountant assistance, please e-mail your request to agrfieldaccounting@bcbsm.com. Include your group name, group suffix numbers, telephone number, and description of the billing assistance needed.

Turn on your automatic updates feature

Calls to our help line indicate that while your company has access to all your group numbers, users may not have access to all the company's group numbers.

To prevent this discrepancy, users should ask the company administrator to make sure their automatic update feature is turned on. Only your administrator can activate that feature. The *Secured Services* eMCS help desk cannot do it for you.

This information is detailed on Page 81 of your *BCBSM Secured Services Company Administration Guide*. Reference our Help page. To access this manual:

Log in to **bcbsm.com**

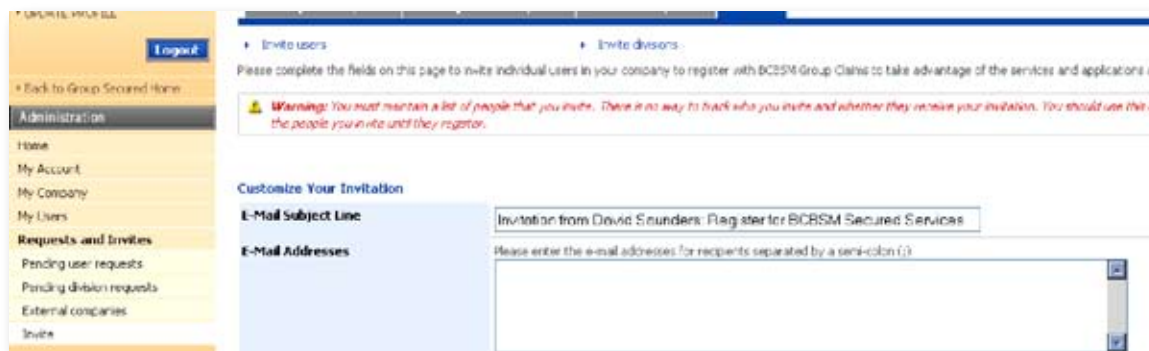
Click "I am a Group Customer"

Click "Log in to Group Secured Services"

Click "Help" hyperlink located under the solid gray horizontal line

Click *Company Administration Guide* located under "User Guides"

Three-step process to add a new user to *Secured Services*



A company administrator who wants to add another user needs to remember all three of the following steps before the user can access *Secured Services* and eMCS.

First, the administrator needs to invite the user.

Second, the user needs to complete the registration process.

Third, the administrator needs to approve the user.

To make a user a company administrator:

- Click on *My Users*.
- Click on the user's name.
- Click *Modify Role*.

This information is detailed on pages 62-65 of your *BCBSM Secured Services Company Administration Guide*. Reference our Help page. To access this manual:

- Log in to **bcbsm.com**
- Click "I am a Group Customer"
- Click "Log in to Group Secured Services"
- Click "Help" hyperlink located under the solid gray horizontal line
- Click *Company Administration Guide* located under "User Guides"

Process changes in a timely fashion

Making your changes before the bill run date will ensure an accurate bill. Any changes after the bill run date will not be reflected on your bill, and an adjustment will occur on the next bill.

That's one reason why you should make the change as soon as you get the *Enrollment Change of Status* form from your employee. The table below shows the 2008 bill run dates for group billing cycle dates (Days Digit).

Days Digit	Bill Run Date	Days Digit	Bill Run Date
March 1, 2008	Feb. 7, 2008	March 15, 2008	Feb. 22, 2008
April 1, 2008	March 6, 2008	April 15, 2008	March 25, 2008
May 1, 2008	April 4, 2008	May 15, 2008	April 23, 2008
June 1, 2008	May 7, 2008	June 15, 2008	May 23, 2008
July 1, 2008	June 5, 2008	July 15, 2008	June 24, 2008
Aug. 1, 2008	July 9, 2008	Aug. 15, 2008	July 24, 2008
Sept. 1, 2008	Aug. 7, 2008	Sept. 15, 2008	Aug. 26, 2008
Oct. 1, 2008	Sept. 5, 2008	Oct. 15, 2008	Sept. 23, 2008
Nov. 1, 2008	Oct. 7, 2008	Nov. 15, 2008	Oct. 24, 2008
Dec. 1, 2008	Nov. 7, 2008	Dec. 15, 2008	Nov. 21, 2008
Jan. 1, 2009	Dec. 5, 2008	Jan. 15, 2009	Dec. 19, 2008

Note: You should complete all processing the day prior to the bill run date.



**Thank you for
choosing the
Blues!**



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Important telephone numbers

Blue Cross Blue Shield of Michigan

Please call 866-676-4858 if you have questions or problems with the eMCS.

Blue Choice®

- For claim inquiries, call Blue Choice Customer Service at 800-645-2583.
- For claim inquiries in the 616 area code, call Blue Choice Customer Service at 800-972-8344.
- For membership and billing questions, call Group Billing at 800-414-3458.

Blue Care Network

To reach the BCN customer help line, call 800-970-6684. For help with processing through eMCS, call 248-799-6481. If you can't process updates through eMCS, please fax the information to 877-218-1466 or 248-799-6327.

If you have any comments or suggestions for *Automated Solutions*, please call our eMCS assist line at 866-676-4858. Thank you for choosing Blue Cross Blue Shield of Michigan, Michigan's most trusted name in health care.