



June 2008

eMCS Automated Solutions

Key responsibilities of company administrators

Company administrators need to carefully manage which users have access to their organization's BCBSM information. They should follow the guidelines below.

Limit access to BCBSM information

Company administrators need to be diligent about permanently terminating the Secured Services access of users who leave their company. This also applies to users who move to other departments and no longer require access.

If administrators fail to revoke this access, the company's BCBSM records are still open to these users. The number of returned e-mails that BCBSM has received shows that there are many users that should be removed.

To terminate a user's *Secured Services* access, company administrators should:

1. Log in to *Group Secured Services*.
2. Click on *My Account*.
3. Click on *My Users*.
4. Click on *Show All Users*.
5. Click on the user name that you want to permanently terminate.

6. Click *Lock Account* and type the reason for revoking access (e.g., no longer with company, left position/department).
7. Click *Permanently Terminate* and type reason.

This process is detailed on Pages 68–73 of your *BCBSM Secured Services Company Administration Guide*. To access this manual:

1. Go to **bcbsm.com**.
2. Click on *I am a Group*.
3. Click on *More* at the bottom of the box.
4. Go to *Help — Group Secured Services*.
5. Click on *Help Page*.
6. Click on *Company Administration Guide* located under *User Guides*.

Transition administrator duties

When a company administrator plans to leave that role, a new administrator should be designated immediately to smoothly take over these duties. Otherwise, the company can be left with no access to **bcbsm.com** *Secured Services*.

Welcome to the June 2008 issue of *Automated Solutions*, the newsletter for Blues groups who use the eMembership Collection System, or eMCS.

This guide gives easy instructions for managing group accounts and using the Secured Services features of bcbsm.com.

What's Inside

- Get faster help from eMCS specialists
- Safeguard account records
- Enter subscriber names correctly
- Avoid Classification Code error
- Report Blue on Blue coverage
- Identify Blue Care Network Primary Care Physicians
- Take control of e-mail preferences
- Update your system
- Save these important numbers

If an administrator leaves the company without handing off access to a new person, the company decision maker will have to e-mail BCBSM to make this change. The e-mail must include a request to terminate the original administrator, as well as provide the name and address of the new company administrator.

Please call an eMCS specialist at 866-676-4858 for assistance.

Get faster help from eMCS specialists

Our goal is to have our eMCS specialists quickly and efficiently answer inquiries from our help line (866-676-4858).

If all eMCS specialists are busy assisting customers, incoming calls are sent to a voice mailbox. In order to promptly return those calls, we ask that you:

- Leave your name, phone number and a brief message with your question or concern.
- Speak slowly and clearly, especially when giving your phone number.

These steps will ensure we get your accurate information, so we can respond quickly.

Refresher course on entering critical eMCS data

Your eMCS processing will be more efficient if company administrators follow these data entry tips.

Enter new member names correctly.

In the Subscriber Name field, type in the member's last name, followed by his or her first name and then middle initial. You are limited to 18 letters, so enter as much of the last name and first name as you can.

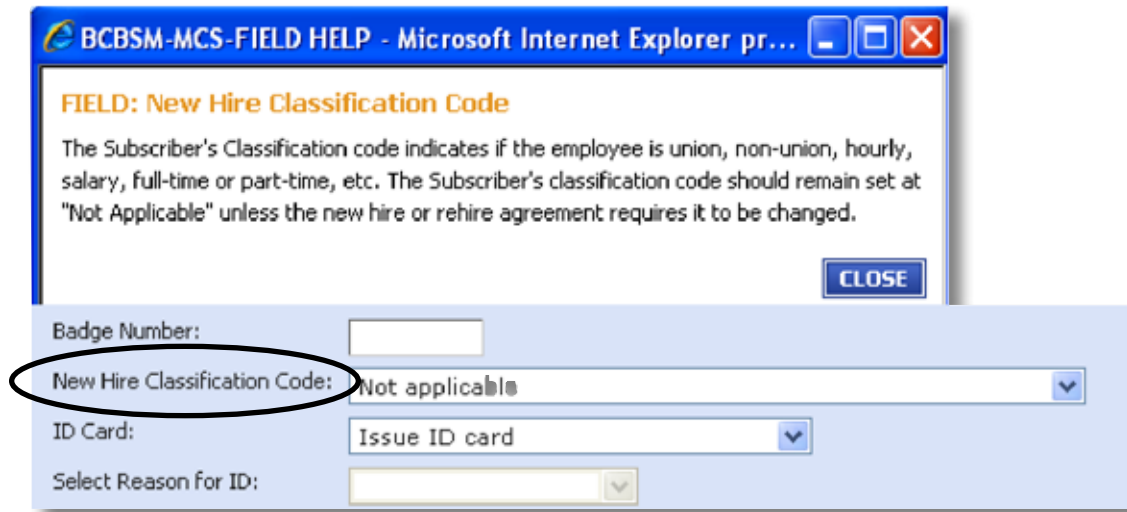
For example: CHRISTENSEN JENNIF is the correct way to type Jennifer M Christensen. (The system is not case sensitive.)

Only letters and numerals are acceptable — avoid hyphens and other symbols.



Avoid New Hire Classification Code error.

Many BCBSM users tell us they've received the message "New Hire Rule Not Found" when attempting to add a new employee. In most cases, this occurred because the user selected a "code" from the dropdown arrow in the *New Hire Classification Code* field. Most groups don't have a new hire classification code and should select *Not Applicable* in this field. Then, click the submit button.



The screenshot shows a window titled "BCBSM-MCS-FIELD HELP - Microsoft Internet Explorer pr...". Inside, there is a section titled "FIELD: New Hire Classification Code" with the following text: "The Subscriber's Classification code indicates if the employee is union, non-union, hourly, salary, full-time or part-time, etc. The Subscriber's classification code should remain set at 'Not Applicable' unless the new hire or rehire agreement requires it to be changed." Below this text is a "CLOSE" button. Underneath, there are several form fields: "Badge Number:" with an empty text box; "New Hire Classification Code:" with a dropdown menu showing "Not applicable" (this field is circled in red); "ID Card:" with a dropdown menu showing "Issue ID card"; and "Select Reason for ID:" with an empty dropdown menu.

If a group does have a code, it is indicated in the group's new hire agreement. To view the agreement:

1. Log in to *Secured Services*.
2. Click on *Group Inquiry*.
3. Click on *New Hire Agreements*.
4. Type your group number in the *New Hire Agreements* form screen and click on *Continue*.
5. Find your group.
6. Go to Pages 48-50 of your *eMCS the now generation* manual to see the code charts. The manual is located at the bottom of the eMCS Menu.



Add your employee's Blue on Blue coverage to eMCS.

If an employee has additional BCBSM coverage, you must add the eight-digit group suffix number to the Coordination of Benefits screen.

Blue Care Network entries require primary care physicians.

During the Blue Care Network new hire enrollment process, each new employee is asked to select a primary care physician, or PCP. Users must include the name of the new employee's PCP when creating the employee's record in eMCS. **Users are not allowed to later update the employee record with the PCP information.**

If a user leaves the *Provider Code* field blank or an invalid provider code is used, the new employee will be assigned a temporary PCP. A letter is then sent to the employee requesting his or her selection of a provider within 30 days. If the employee does not make a selection within 30 days, BCN will automatically assign the employee a provider located in the employee's geographic area. To choose a different provider after the 30-day selection period, the employee will have to log in to *Member Secured Services* at **MiBCN.com** or call the BCN customer help line at 800-645-2583.

Get the e-mail you prefer

Question:

How can users reduce the number of e-mail notifications they receive from BCBSM?

For example, I no longer want to receive a confirmation every time I update my profile or make any change to my group.

Answer:

You can turn these notifications on or off at your discretion. Follow the steps below:

1. Log in to Secured Services.
2. Click on My Account.

3. Click on E-mail Preferences.
4. Scroll down to the notification you want to stop receiving.
5. Click on the check mark to turn it off.

Note: You can turn a notification back on by following this same process and again clicking the box next to the notification. Wherever there is a check mark, you will continue to receive an e-mail message about that topic as appropriate.

Update your Web browser

The Blues' *Secured Services* and eMCS run best when you have installed Internet Explorer 7.0. Please take a moment to update your computer.



Thank you for choosing the Blues!



Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association

Important telephone numbers

Blue Choice®

For claim inquiries, call Blue Choice Customer Service at 800-645-2583. If you are in the 616 area code and have claim inquiries, 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 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.

Automated Solutions

If you have any comments or suggestions for Automated Solutions, please call our eMCS help line at 866-676-4858.

Thank you for choosing Michigan's most trusted name in health care, Blue Cross Blue Shield of Michigan and Blue Care Network.