



December 2008

eMCS Automated Solutions

Happy holidays — and welcome to the December 2009 issue of Automated Solutions, the newsletter for Blues groups who use the electronic Membership Collection System and Health Care Benefits Online.

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

What's inside

- Keep your account current
- Get a crash course in COBRA processing
- Cancel former employees' access to Secured Services
- Let us support you

*With this being our final issue
of 2008, we wish you
a healthy and happy 2009.*



Get a crash course in COBRA processing

Due to current economic conditions, we've received numerous inquiries about the coverage under the Consolidated Omnibus Budget Reconciliation Act, known as COBRA.

Below is a refresher on how to process COBRA contracts. Before you start, confirm whether you are moving an active BCBSM subscriber to COBRA or adding COBRA to a terminated contract. You can check the status of a contract by conducting a contract inquiry.

If you are moving an active Blues subscriber to COBRA (18-month eligibility)	
1	Click on <i>Modify Contract</i> , and open the desired subscriber's contract.
2	Type the 18-month COBRA expiration date in the <i>Badge field</i> . This is not a required field, but is reference information for you. It will be displayed on your invoice. You are allowed eight characters. Example: COBR1210
3	Enter the 12-digit service code. Enter the number 8 as the ninth digit. The "8" represents an 18-month COBRA contract.
4	Enter the effective date of coverage in the <i>Effective From</i> field. The date of coverage should be the same date that you cancelled the contract.
5	Enter the number 1 in the <i>PER</i> field.
6	Click on <i>Submit</i> .
7	Click on <i>OK</i> to continue.
8	Click on <i>Yes</i> to complete the modification process.

Go to Page 87 of the eMCS manual (*eMCS — the now generation, Version 11*) for more detailed instructions and illustrations. When you log in to eMCS, you'll find a link to the manual in the left-hand menu.

If you want to add COBRA to a cancelled contract (18-month eligibility)	
1	Click on <i>Reinstate Contract</i> , and open the desired subscriber's contract.
2	Change the ninth digit to the number 8. The "8" represents 18-month COBRA eligibility.
3	Enter the effective date of coverage in the <i>Date of Hire/Effective Date</i> field. The date of coverage should be the same date that you cancelled the contract.
4	Click on the drop-down arrow in the <i>Service Type</i> field, and change the type status so it is blank.
5	Click on <i>Submit</i> .
6	Click on <i>OK</i> to continue.
7	Click on <i>Yes</i> to complete the modification process.

More detailed instructions are on Pages 92-94 of the eMCS manual.

Keep your account current

If you need to make changes to your account, it's best to completely process them at least 24 hours before your bill run date. This ensures your changes show up on your bill for the upcoming billing cycle. Adjustments entered after the bill run date won't appear until the following month's bill. That's

one reason why we encourage you to process required changes as soon as you get an Enrollment Change of Status form from an employee.

The table below shows the 2009 bill run dates and related group billing cycles.

Bill Run Date Dec. 5, 2008 through June 4, 2009	Billing Cycle Day	Bill Run Date June 23, 2009 through Jan. 15, 2010	Billing Cycle Day
Dec. 5, 2008	Jan. 1, 2009	June 23, 2009	July 15, 2009
Dec. 19, 2009	Jan. 15, 2009	July 7, 2009	Aug. 1, 2009
Jan. 8, 2009	Feb. 1, 2009	July 21, 2009	Aug. 15, 2009
Jan 23, 2009	Feb. 15, 2009	Aug. 5, 2009	Sept. 1, 2009
Feb. 5, 2009	March 1, 2009	Aug. 21, 2009	Sept. 15, 2009
Feb. 20, 2009	March 15, 2009	Sept. 3, 2009	Oct. 1, 2009
March 5, 2009	April 1, 2009	Sept. 22, 2009	Oct. 15, 2009
March 24, 2009	April 15, 2009	Oct. 6, 2009	Nov. 1, 2009
April 7, 2009	May 1, 2009	Oct. 23, 2009	Nov. 15, 2009
April 22, 2009	May 15, 2009	Nov. 4, 2009	Dec. 1, 2009
May 6, 2009	June 1, 2009	Nov. 20, 2009	Dec. 15, 2009
May 21, 2009	June 15, 2009	Dec. 3, 2009	Jan. 1, 2010
June 4, 2009	July 1, 2009	Dec. 21, 2009	Jan. 15, 2010

Cancel former employees' access to Secured Services

The close of the year is a great time to do a little housekeeping. Please terminate access for any user who has left your company or no longer needs access to Secured Services. It's important to limit access to your company's information.

In a recent audit, we found that there are several thousand user IDs that have been locked for nonuse, but never terminated. You should review your locked user IDs and terminate those that should not be reactivated. It's a simple process. Just follow the steps below, or call an eMCS specialist at 866-676-4858 for assistance.

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

Let us support you

Blues' national groups now have a help line all their own. Specialists are available at 313-983-0924 to assist national groups with managing their account information online.

You can fax membership documentation to a Health Care Benefits Online specialist at 313-225-0115. Indicate "HCBO" on the cover page.

Our local eMCS customers should continue calling 866-676-4858 for assistance with membership updates or other account-related issues.



Other 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.

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