



June 2009

# eMCS Automated Solutions

## eMCS expands its production schedule

- The Blues have added Saturday to the processing schedule for eMCS changes.
- Changes you enter Monday through Friday will show in eMCS the following business day.
- Changes you enter on Saturday will show in eMCS the following Monday.

## Member portal gets enhanced Web capabilities

We encourage our customers to live and be well. That's why we're enhancing our **bcbsm.com** member portal.

New enhancements, scheduled for summer 2009, will provide members with even more online access to health benefits, wellness information and resources. We've partnered with some of the best names in the business — StayWell Custom Communication, Medco and WebMD — so that members can easily manage their benefits online.

Among many new options, members will be able to:

- Manage their health plan with personalized, interactive health tools

- Compare cost and quality information about doctors, hospitals and medications
- Order and refill prescriptions
- View their benefit information, claims details and explanation of benefit payments

Currently, local members have online access to their account information at **bcbsm.com** via *Member Secured Services*. National members can access secured services through **bcbsm.com/hcbo**.

We'll keep you updated on our progress as the launch date of the new enhancements draws near.

Welcome to the June 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**.

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## Medicare issues mandate for Social Security numbers

A new federal law requires Blue Cross Blue Shield of Michigan and Blue Care Network to report Social Security or Health Insurance Claim numbers to the Centers for Medicare and Medicaid Services. We are asking for your help to obtain the numbers from your members; please submit them to us through eMCS or HCBO by the deadlines listed below.

- Immediately, we need Social Security numbers or HICNs for **all actively employed subscribers age 55 and older and members (covered spouses and dependents age 55 and older)** with effective dates of coverage on or after Jan. 1, 2009.
- We also continue to need Social Security numbers or HICNs for **all members** who are Medicare-eligible because of end stage renal disease or disability — regardless of age. For disabled members younger than 45 years old, we must submit their HICNs.
- Beginning Jan. 1, 2011, we must report Social Security numbers for **all members 45 and older (including covered spouses and dependents)**.

**The legislation includes steep penalties for noncompliance — \$1,000 each day for each individual. If the Blues are required to pay any penalty, we will seek reimbursement from you, pursuant to your contract or agreement with us.**

If you have questions about the mandatory reporting provision, please contact your Blues sales representative or Blues-contracted agent. To learn more about the federal law, go to the CMS Web site at [cms.hhs.gov/Mandatory InsRep](http://cms.hhs.gov/MandatoryInsRep).\* The new mandate is outlined in section 111 of the Medicare, Medicaid and SCHIP Extension Act of 2007. It took effect Jan. 1, 2009.

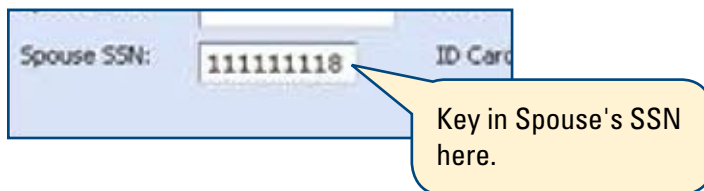
*\*The Blues do not control this Web site or endorse its general content.*

### Instructions for Social Security Number Entry

Review the instructions below for adding Social Security numbers through eMCS and Health Care Benefits Online.

#### To add a spouse's Social Security number through eMCS:

1. Click *Modify Contract*.
2. Enter subscriber's SSN and group number.
3. Click *Continue*.
4. Locate *Spouse SSN* text box.
5. Key in spouse's SSN.
6. Click *Submit*.



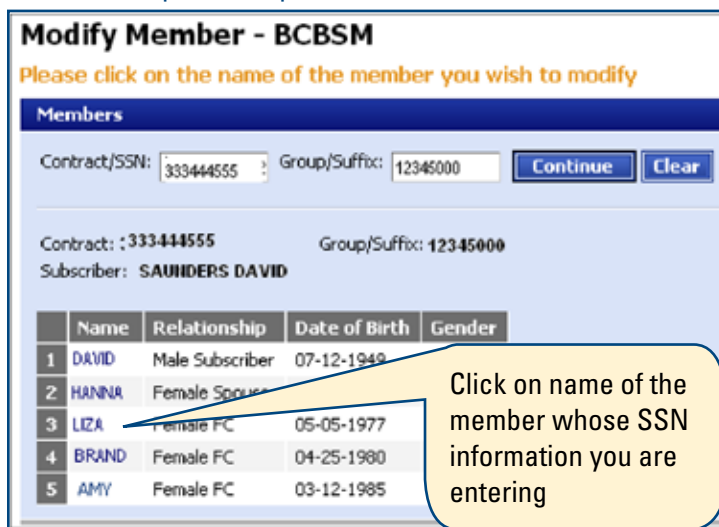
Spouse SSN: 111111118 ID Card

Key in Spouse's SSN here.

#### To add a SSN for an existing dependent:

1. Click *Modify Member Maintenance*.
2. Enter subscriber's SSN and group number. Click *Continue*.
3. Click on name of member whose SSN you are adding. (See step 3 example below.)
4. Enter the SSN in Member SSN text box. (See step 4 example below.)
5. Click *Submit*.

#### Screen example for step 3:



**Modify Member - BCBSM**  
Please click on the name of the member you wish to modify

Members

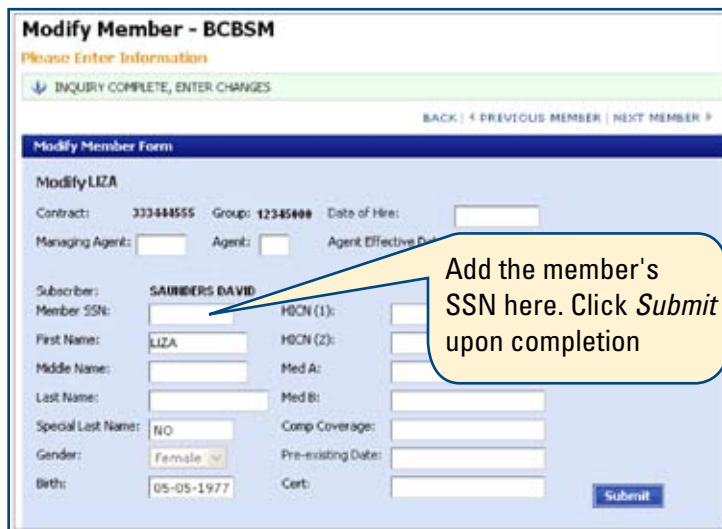
Contract/SSN: 333444555 Group/Suffix: 12345000

Contract: :333444555 Group/Suffix: 12345000  
Subscriber: SAUNDERS DAVID

	Name	Relationship	Date of Birth	Gender
1	DAVID	Male Subscriber	07-12-1949	
2	HANNA	Female Spouse		
3	LIZA	Female FC	05-05-1977	
4	BRAND	Female FC	04-25-1980	
5	AMY	Female FC	03-12-1985	

Click on name of the member whose SSN information you are entering

#### Screen example for step 4:



**Modify Member - BCBSM**  
Please Enter Information  
INQUIRY COMPLETE, ENTER CHANGES

BACK | < PREVIOUS MEMBER | NEXT MEMBER >

**Modify Member Form**

Modify LIZA

Contract: 333444555 Group: 12345000 Date of Hire:

Managing Agent:  Agent:  Agent Effective Date:

Subscriber: SAUNDERS DAVID

Member SSN:  HICN (1):

First Name: LIZA HICN (2):

Middle Name:  Med A:

Last Name:  Med B:

Special Last Name: NO Comp Coverage:

Gender: Female Pre-existing Date:

Birth: 05-05-1977 Cert:

Add the member's SSN here. Click *Submit* upon completion

**To add a Social Security number for a spouse or dependent in HCBO:**

1. Enter the subscriber's Social Security number.
2. Click *Correct*.
3. Click *Update* next to the name of the appropriate dependent.
4. Add Social Security number. (See example below.)
5. Click *Change* in Update Type field.
6. Use current date as effective date.
7. Click *Preview*.
8. Click *Save*.

Screen example for steps #4 through #8:

**Update Information**

Plan Name: 719 - Michigan  
 Identification Number:  
 Auto Generated ID:  
 Subscriber Name:  
 Coverage Period: Nov 01, 2009 - Present

**Dependent Information**

First Name: Bruce  
 Middle Initial:  
 Last Name: Bull  
 Gender:  Male  Female  
 Social Security Number:   
 Date of Birth: April 29 1957  
 Birth Sequence Code (multiple births only):  
 Relation: Spouse/Partner  
 Student Status:  
 Medicare: No Medicare  
 Medicare HIC #:

**Update Information**

Update Type: Change  
 Effective Date of Update: May 05 2011  
 [PREVIEW] [SAVE] [CANCEL]

**Key in Social Security number**

**Select Change, then click Preview and Save.**

## Subscriber contracts are only a few clicks away

You can view all of the contracts related to a subscriber by clicking on *View Contract* under *Contract Inquiry*. The most current contract appears first. Click the *Forward* button to view any other contract. Click *Top* to return to the current contract.

**Contract Inquiry - BCBSM** Related Tools: Group Benefits

YOU ENTERED: 898989898 THE GRP SUEMTD NBR IS 333444555

TOP FORWARD

**Subscriber Information**

Contract/SSN: \* Group/Suffix: [Continue] [Clear]

Contract/SSN: 898989898 Group/Suffix: 12345 001 Cluster Code:  
 Status Code: Active Paid To Date: 03/01/09 File Reference Check:  
 Subscriber Name: SAUNDERS DAVID Marital Status: Single

Street Address City State Zip Bad Address  
 Primary Address: 123 MARI ST HOLLAND MICHIGAN 49423  
 Alternate Address:  
 Home Phone: Day Phone: Ext.

Subscriber HIC: Badge Number: 216

**Contract Inquiry - BCBSM** Related Tools: Group Benefits

LAST SUBSCRIBER RECORD TO DISPLAY

TOP

**Subscriber Information**

Contract/SSN: \* Group/Suffix: [Continue] [Clear]

Contract/SSN: 898989898 Group/Suffix: 12345 000 Cluster Code:  
 Status Code: Employee Termination Paid To Date: File Reference Check:  
 Subscriber Name: SAUNDERS DAVID Marital Status: Single

Street Address City State Zip Bad Address  
 Primary Address: 123 MARI ST HOLLAND MICHIGAN 49423  
 Alternate Address:  
 Home Phone: Day Phone: Ext.

Subscriber HIC: Badge Number: 610  
 Spouse HIC: New Hire Classification Code:  
 Spouse SSN: ID Card:

## Incorrect Social Security numbers lead to claims problems

If you don't have the Social Security number for a new employee, do not enter a false SSN in order to add the individual with your group plan. An eMCS user who enters a fictitious SSN for a new employee creates potential claims problems.

If you are waiting for an employee's SSN, please call 866-676-4858 and we will provide you with a contract number.

## BCBSM makes a healthier Michigan its mission

Because we believe in a healthier, stronger Michigan, making access to health care easy and affordable has been our mission for more than 70 years. We support community-based initiatives, and we partner with doctors and hospitals to improve health outcomes and reduce costs.

Visit [bcbsm.com/home/commitment](http://bcbsm.com/home/commitment) to learn more about our social mission initiatives.

## Let us support you

HCBO specialists are available to assist national groups at 313-983-0924. You can fax membership documentation to an HCBO 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 toll-free at 800-645-2583. In area code 616, call Blue Choice Customer Service toll-free 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 800-970-6684. 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.*



Blue Cross  
Blue Shield  
Blue Care Network  
of Michigan

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