

**Group Administrator Instructions
Online Enrollment**

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1. Overview of Online Enrollment

GroupAccess, Blue Cross and Blue Shield of Alabama's secure Internet-based Group Management system, offers group administrators an additional way to submit their new employee's applications for coverage. This Internet application is called Online Enrollment.

If you know of other administrators of your health benefits who could benefit from access to this online application, encourage them to register for access.

If they are not currently a registered *GroupAccess* users, they will need to go to www.bcbsal.com, select "New User" under the "I am an Employer" section and complete the required information.

2. Purpose of Instruction Manual

The purpose of this manual is to help group administrators understand their part in

- Enrolling employees using the Internet;
- Reviewing and approving and denying new employee enrollment applications and;
- Submitting enrollment applications to Blue Cross and Blue Shield for processing.

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3. Using the Application

3.1. Accessing the System

Sign into *GroupAccess* at www.bcbsal.com and select “Enroll an Employee - Standard Non-binding Arbitration”* from the *GroupAccess* menu.*



* Please note that depending on the type of group that you have, your link may say “Enroll an Employee - Binding Arbitration” or “Enroll an Employee - Self Funded Binding Arbitration” or “Enroll an Employee - Standard Non-binding Arbitration”.

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Application Status Overview

The initial screen displayed in Continuous Online Enrollment is the *Application Status Overview* screen. This screen provides you with an overall count of the applications in process in each status for the groups you administer. To view the applications, click on the appropriate status heading.

There are additional ways to limit or expand the results for this page.

The default for **Group Number** is *All Groups*. To limit your overview to a specific group, select a group number from the dropdown. Select the **Go** button after you change groups. If you only administer one group, then the *All Groups* selection and the group number selection produce the same results.

Group Number:

The default for **Period** is applications received in the last 31 days. You may expand your search by selecting a different time period from the dropdown. Select the **Go** button after you change your selection.

Period:

If there are multiple group administrators for Online Enrollment, you may view their applications by selecting the **View Applications for all Administrators** checkbox. Select the **Go** button after you change your selection.

View applications for all administrators

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3.2. Enrolling New Employees

As a group administrator of Online Enrollment, you have two ways to administer the application process. You may

- provide a link for your employees to use to complete an application and submit it for your review and approval;
- enroll the employee yourself.

3.2.1. Send Enrollment Link to Employee

Employees must be provided with a link to use Online Enrollment. This link is specific to your company and to your name. It should only be sent to the employees whose applications you will review and approve.



Select the “Send Enrollment Link to Employee” link. Copy and paste the link into an e-mail or as a link on your internal website.

The enrollment link could be sent in an email to your new employees so that they may sign up for insurance. You could compose an email to all employees whose applications you will be monitoring and send them this link. Here is an example e-mail:

Group Administrator	CC:	
All Employees	BC:	
Online Enrollment for Health Insurance		
Please use the following Internet link to sign up for group health insurance with Blue Cross and Blue Shield of Alabama. The deadline for completing your application is 08/30/2003. Please contact me if you have any questions.		
http://internetdev/scripts/SaISAPI.dll/EnrollOnline.class/org.bcbsal.inet.Dispatch?application=org.bcbsal.enrollonline.EmployeeEnrollApplication&group=46144&adminNum=1481		

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3.2.2. Entering an Application for an Employee

If you choose to enter your employee's application or if your employees do not have access to a computer, you may complete the enrollment application for them.

- ▶ Send Enrollment Link to Employee
- ▶ Enter or Modify Employee Application



Select the "Enter or Modify Employee Application" link. The **Enter or Modify Employee Application** screen will display.

Enter or Modify Employee Application

[▶ Send Enrollment Link to Employee](#)
[▶ Application Status Overview](#)

All Groups

Use the following link to modify existing or enter new Applications for Enrollment for your employees:

Group 12345 [Complete Application for Enrollment](#)



Select the "Complete Application for Enrollment" link for the appropriate group. This will bring up a new window to enter the employee's Social Security number. Enter the employee's application and close the new window when you have finished.

Select the "Application Status Overview" link to return to the *Application Status Overview* screen and see all the applications.

Employee applications that are entered by a Group Administrator will be marked as such.

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3.3. Monitoring Employee Applications

After your employees have begun enrolling online, it is your responsibility to monitor the applications. The *Application Status Overview* page gives you an overview of all applications. Each column heading is a link and may be selected to see the applications that make up that status.

Status Explanations

- *Declined by Customer* – This is a count of any employee who declined coverage. These applications require no further action by you and are not forwarded to Blue Cross for any processing.
- *Pending Approval* – This is a count of applications that have been completed and submitted to the group administrator. You need to assign divisions, approve and submit these applications to Blue Cross for processing.
- *Group Administrator Approved* – This is a count of applications that you have approved, but not yet submitted to Blue Cross for processing.
- *Group Administrator Denied* – This is a count of applications that you have denied. These applications will not be forwarded to Blue Cross for any further processing.
- *Released to Blue Cross* – This is a count of applications that have been assigned divisions, approved and submitted to Blue Cross. No further action is required on your part.

Applications that have been completed by or for the employee and submitted to the group administrator will display in the *Pending Approval* status count. Whenever there is a count in the *Pending Approval* status column, you should proceed by selecting the column heading.

Applications that have been approved by the group administrator and are ready to be released to Blue Cross will display in the *Group Administrator Approved* column. Whenever there is a count in the *Group Administrator Approved* column, you should proceed by selecting the column heading.

Application Status Overview						▶ Send Enrollment Link to Employee
						▶ Enter or Modify Employee Application
Group Number:	All Groups	Go	Period:	Last 31 Days	Go	
<input type="checkbox"/> View applications for all administrators						
	Declined by Customer	Pending Approval*	Group Admin. Approved*	Group Admin. Denied	Released to Blue Cross	
TEST COMPANY - 12345	0	1	0	0	6	

* Pending Approval - Applications pending approval must be reviewed and approved
* Group Administrator Approved - Approved applications must be released in order for Blue Cross to process

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3.4. Applications where the Employee Declined Coverage

Application Status Overview ▶ Send Enrollment Link to Employee
▶ Enter or Modify Employee Application

Group Number: Period:

View applications for all administrators

	Declined by Customer	Pending Approval*	Group Admin. Approved*	Group Admin. Denied	Released to Blue Cross
TEST COMPANY - 12345	0	1	0	0	6

* Pending Approval - Applications pending approval must be reviewed and approved
* Group Administrator Approved - Approved applications must be released in order for Blue Cross to process

If an employee declines coverage with Blue Cross and Blue Shield of Alabama, then his or her application will display in the *Declined by Customer* column. To see these applications, select the *Declined by Customer* column heading. This will bring up a list of all applications in this status.

Employee Name	Waiting Period	Status
TOODARIGHT, ILENE - 102-90-9091 Group: <input type="text"/> Health Division:* <input type="text" value="Not Selected"/> Dental Division:* <input type="text" value="Not Selected"/> Full-time Hire Date:* <input type="text"/> (MMDDYYYY) Application Release Date: Enrollee Type* What is this? <input type="radio"/> New Hire <input type="radio"/> Special Enrollee - Event Date: <input type="text"/> Event Type: <input type="text"/> Make Special Enrollee Effective on <input checked="" type="radio"/> Event Date or <input type="radio"/> First of Month Following Event Date <input type="radio"/> Late Enrollee - Effective Date: <input type="text"/> Special Instructions: (up to 250 characters)	<input checked="" type="radio"/> Apply waiting period <input type="radio"/> Waive waiting period	Employee Declined Coverage on 03/29/2005

The application may be viewed and printed by selecting the employee name. We encourage you to print a copy of the application for your files at this time. This information will only be retained in the Online Enrollment system for a short time.

If the employee declined coverage by mistake, he or she may log back into the system, accept coverage, complete the application and re-submit. This application would then display in the *Pending Approval* column of the *Application Status Overview* page.

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3.5. Applications Pending Group Administrator Approval

Application Status Overview

▶ Send Enrollment Link to Employee
▶ Enter or Modify Employee Application

Group Number: Period:

View applications for all administrators

	Declined by Customer	Pending Approval*	Group Admin. Approved*	Group Admin. Denied	Released to Blue Cross
TEST COMPANY - 12345	0	1	0	0	6

* Pending Approval - Applications pending approval must be reviewed and approved
* Group Administrator Approved - Approved applications must be released in order for Blue Cross to process

If an employee accepts coverage with Blue Cross and Blue Shield of Alabama, then his or her application will display in the *Pending Approval* column. To see these applications, select the *Pending Approval* column heading. This will bring up a list of all applications that should be reviewed, completed with the required additional information and then approved.

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The screenshot shows a web form for an employee named HUGO. The form includes fields for Health Division, Dental Division, Full-time Hire Date, Enrollee Type, Waiting Period (Apply or Waive), Application Release Date, and Status (Pending Application). A 'Special Instructions' text area is at the bottom. Six numbered callout boxes with arrows point to specific fields: Step 1 (Divisions), Step 2 (Hire Date), Step 3 (Enrollee Type), Step 4 (Waiting Period), Step 5 (Status), and Step 6 (Special Instructions).

1. Assign Divisions

The first step in approving applications is to assign divisions. The group administrator needs to use the drop down boxes and assign a Health Division and/or a Dental Division to this application. After selecting the division, you must **Save Changes**.

Note: If an employee has selected a coverage that he or she is not entitled to receive, you must contact the employee and ask him/her to modify the application. Any changes that the employee makes to the coverage selection will automatically display on this page.

2. Enter Full-Time Hire Date

Enter the employee's full-time hire date.

3. Select Enrollee Type

Select the enrollee type for the new employee and provide any applicable information needed.

4. Determine Waiting Period

If the employee is a new hire, Blue Cross will automatically apply the waiting period required before coverage becomes effective. If you want to waive this waiting period, please select the "Waive waiting period" option.

5. Approve Applications

The final step in approving employee's applications is to change the status of the completed applications. You may approve applications when all required information has been entered, by changing the status to "Approved Application".

6. Special Instructions

You may include optional comments for Blue Cross about each application.

You may view the employee's completed application by selecting the employee name. This will display the application in PDF format. When you have completed working the Pending Applications, select the "Return to Application Status Overview" link. Pending applications that have been approved then display in the *Group Admin. Approved* column of the *Application Status Overview* page.

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3.6. Applications Approved by the Group Administrator

Group Number: All Groups ▾ Go	Period: Last 31 Days ▾ Go				
<input type="checkbox"/> View applications for all administrators					
	Declined by Customer	Pending Approval*	Group Admin. Approved*	Group Admin. Denied	Released to Blue Cross
TEST CONSTRUCTION - 12345	2	0	1	1	6

This column displays the applications that have been approved by the group administrator and are ready to be released to Blue Cross. To see these applications, select the *Group Admin. Approved* column heading. This will bring up a list of all applications in this status.

If you determine that an application in this list should not be released, you may change the status to one of the following.

- *Denied* – If you change the application status to *Denied*, this indicates that this employee should not apply to Blue Cross for insurance. Applications that you deny will never be forwarded to Blue Cross.
- *Pending* – If you change the application status back to *Pending*, this application will then display in the Pending applications.

Select the drop down to change the status and then remember to **Save Changes**.

Select the **Release Approved Apps** button to process and send all approved applications to Blue Cross.

Release Approved Apps

After applications are released, you will receive a confirmation message.

When you have completed working the *Group Admin. Approved* Applications, select the “Return to Application Status Overview” link. The released applications can now be found in the *Released to Blue Cross* column.

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3.7. Applications Denied by the Group Administrator

Group Number: All Groups <input type="button" value="Go"/>	Period: Last 31 Days <input type="button" value="Go"/>				
<input type="checkbox"/> View applications for all administrators					
	Declined by Customer	Pending Approval*	Group Admin. Approved*	Group Admin. Denied	Released to Blue Cross
TEST CONSTRUCTION - 12345	2	0	1	1	6

If you deny an employee's application by changing the status of the application to *Denied*, the application will display in the *Group Admin. Denied* column. To see these applications, select the *Group Admin. Denied* column heading. This will bring up a list of all applications in this status.

The application may be viewed and printed by selecting the employee name. You may also change the status at anytime. Remember to **Save Changes** if you modify the status.

When you have completed viewing the *Group Admin. Denied* Applications, select the "Return to Application Status Overview" link. Employee applications that the group administrator denied will not be forwarded to Blue Cross.

Please remember to let your employee know that their Request for Coverage was not approved.

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3.8. Applications Released to Blue Cross

Group Number: All Groups	Go	Period: Last 31 Days	Go		
<input type="checkbox"/> View applications for all administrators					
	Declined by Customer	Pending Approval*	Group Admin. Approved*	Group Admin. Denied	Released to Blue Cross
TEST CONSTRUCTION - 12345	2	0	1	1	6

After an application has been released to Blue Cross for processing, it will display in the *Released to Blue Cross* column. If changes need to be made to an application after it is released to Blue Cross, please contact your Customer Accounts Rep for assistance. To see these applications, select the *Released to Blue Cross* column heading. This will bring up a list of all applications in this status.

The applications may be viewed and printed by selecting the employee name.

When you have completed viewing the *Released to Blue Cross* Applications, select the “Return to Application Status Overview” link.

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3.9. Printing Employee Applications

To print a single application, simply select the employee name. Each employee name is a link and will bring up the application in Adobe PDF format.

Note: Printing an enrollment application requires that you have access to the Adobe Acrobat Reader software on your computer. Adobe Acrobat Reader software may be downloaded for free from www.adobe.com.

To print multiple applications at the same time, select the “Print Applications” link.

- ▶ Send Enrollment Link to Employee
- ▶ Enter or Modify Employee Application
- ▶ Return to Application Status Overview
- ▶ Print Applications



All employee names for the selected status will display. Select one or multiple applications to view and print. Selecting a large number of applications may be very slow depending on your computer size and speed. If you have problems, try selecting the applications in ranges instead.

3.10. Making Changes to an Employee Application

An employee can sign back into Online Enrollment and make changes to his or her application as long as the group administrator has not approved the application. Any changes made automatically are reflected in the application. The employee does not have to resubmit the application.

If the employee application has been submitted to Blue Cross, the group administrator will need to contact his or her CAD rep to request that the application be returned for changes. Once the changes are made, the group administrator will need to resubmit the application to Blue Cross for processing.

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3.11. Applications Returned by Blue Cross

After the employee applications are released to Blue Cross, the Customer Accounts department reviews them. If additional information is needed to consider this application for coverage, Blue Cross will return the application to the group administrator.

In this case, the group administrator will receive an e-mail indicating whose application was returned.

BlueCross_GroupAccess	CC:	
Group Administrator	BC:	
Application Correction Request - Continuing Group Enrollment		
The application for HUGO FIRST with Group 12345 that was submitted to Blue Cross and Blue Shield of Alabama through Online Enrollment has been returned to you for additional information. To locate this information, take the following steps:		
<ol style="list-style-type: none">1) Sign in to GroupAccess at https://www.bcbsal.org/GroupAccess.2) Select the Online Application for Enrollment(ENR1) option.3) Select Pending Approval.4) Locate the specific application and read the Notes From Blue Cross.5) Make adjustments to the application as needed.6) Continue through the approval process and release the corrected application to Blue Cross for processing.		

The application will be placed in *Pending Approval* column. Follow the steps outlined in the e-mail to retrieve and release the application to Blue Cross. Pay special attention to any notes from Blue Cross. You may also include special instructions to Blue Cross before you resubmit the application.

Special Instructions: (up to 250 characters)	
Notes from Blue Cross: Please correct the employee's hire date and resubmit	

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3.12. Applications Denied by Blue Cross

After the employee applications are released to Blue Cross, the Customer Accounts department reviews them. If certain circumstances, Blue Cross may deny the application.

When this is the case, the group administrator will receive an e-mail indicating whose application was denied along with applicable comments. Applications denied by Blue Cross are no longer editable by group administrators.

BlueCross_GroupAccess	CC:	
Group Administrator	BC:	
Application Denied - Continuing Group Enrollment		
The application for HUGO FIRST with Group 12345 that was submitted to Blue Cross and Blue Shield of Alabama through Online Enrollment has been denied. Please see the comments below concerning this denial. If you have any questions, contact your Customer Accounts Representative, Jane Doe, at jdoe@bcbsal.org .		
Comments:		
This employee is not eligible		

If you feel this denial is in error, please contact your Customer Accounts representative.

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3.13. Additional Information and FAQ

How will I know if an employee has been approved by for coverage?

Notification that an application has been approved by Blue Cross and Blue Shield of Alabama will be the receipt of the ID card within 5-7 business days of the date that Blue Cross receives all required information from the group administrator.

Who should I contact if I have questions about applications submitted through Online Enrollment?

Please contact your Customer Accounts Representative.