



MASSACHUSETTS

ELECTRONIC SELF-SERVICE FREQUENTLY ASKED QUESTIONS

Our convenient, easy-to-use Electronic Self-Service tool is your key to managing your employees' health care coverage. To help you make the most of this tool, here are the answers to commonly asked questions.

WHO TO CONTACT

We're here to make it easier to manage your employees' health care coverage. There are several resources available to you:



For Questions About the Electronic Self-Service Tool:

Please contact the Enrollment Help Desk at 1-800-650-9808, or Enrollment.Helpdesk@bcbsma.com.



For Questions About your Electronic Enrollment File:

Please contact your dedicated Electronic Enrollment Specialist.



For General Business-Related Questions:

Please contact your dedicated Account Service Representative.

QUESTIONS ABOUT THE TOOL

When can I use the tool?

The Electronic Self-Service tool is available during these hours:

- Monday through Friday, 6:30 a.m. to 1:00 a.m. ET.
- Saturday, 7:00 a.m. to Sunday, 1:00 a.m. ET.
- Sunday, 7:00 a.m. to 5:00 p.m. ET.

We perform routine nightly and weekend maintenance to ensure our systems are operating at optimum performance levels. During these times, the Electronic Self-Service tool won't be available.

What is the recommended browser when using the Electronic Self-Service tool?

To take full advantage of the tool, we recommend using Google Chrome as your Internet browser.

Is the Electronic Self-Service tool case sensitive?

Only your password for signing in to the tool is case sensitive. For all other transactions, you may enter upper or lower case.

When can I update a member's primary care provider (PCP)?

You can update a member's PCP anytime. To complete your request, you'll need the correct PCP identification number. Most changes will be effective on the same day as the update. However, for some plans, such as HMO Blue New England, the change will be effective on the first day of the following month.

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RESETTING YOUR PASSWORD, USERNAME, AND PERMISSIONS

How do I change my password?

OPTION 1

1. Select **Forgot Password** on the Electronic Service Tool for Employers home page.
2. Enter your username and answer the **Hint Question** you chose when you first registered.
3. Check your email for a message from **Enrollment.Helpdesk@BCBSMA.com** with a temporary password.
4. The next time you sign in, you'll be prompted to update the temporary password.

OR

OPTION 2

1. Call the Enrollment Help Desk, and ask to **reset your password**.
2. Check your email for a message from **Enrollment.Helpdesk@BCBSMA.com** with a temporary password.
3. The next time you sign in, you'll be prompted to update the temporary password.

How do I change my username?

Your username is generated for you, and can't be changed.

Can I grant access to permission to other users?

If you're the plan sponsor or superuser for the account, you can delegate access to other users within your company.

You can do this in the **User Management** tab within the tool.

To learn more, watch the training video.



GET STARTED

Visit the Electronic Self-Service tool at employer.bluecrossma.com.

Blue Cross Blue Shield of Massachusetts complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, or gender identity.

ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call Member Service at the number on your ID card (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma. Llame al número de Servicio al Cliente que figura en su tarjeta de identificación (TTY: 711).

ATENÇÃO: Se fala português, são-lhe disponibilizados gratuitamente serviços de assistência de idiomas. Telefone para os Serviços aos Membros, através do número no seu cartão ID (TTY: 711).