



MASSACHUSETTS

ELECTRONIC ENROLLMENT REMINDERS

These reminders will help you answer common questions when submitting electronic eligibility files. Please keep this fact sheet on hand for reference.



ENROLLMENT SPECIALISTS AND AUDITORS

Throughout the enrollment process, you may work with our electronic enrollment specialists and/or electronic enrollment auditors.

Electronic Enrollment Specialists

Responsibilities include, but aren't limited to, working with clients/vendors to establish, test, and implement new enrollment file exchanges. Once the file exchanges are in production, the specialist will manage any changes or concerns related to the file.

Electronic Enrollment Auditors

Responsibilities include working on errors from the client/vendor enrollment files, and confirming any missing or inaccurate information needed to process errors. The auditor is also the point person for the client/vendor to make any updates/changes to the file off cycle, such as an access to care request.

Please "cc" ElectronicEnrollment.Support@bcbsma.com on all of your emails to your specialist and/or auditor.



POTENTIAL TERMINATION REPORT

We generate a potential termination report for you after you submit each eligibility file. Please review this report closely for updates, since it lists any employee or dependent who is active in our system but was left off the file as Blue Cross does not term for absence. The report is included in the standard reporting package, along with your activity and exception reports.



UPDATING SOCIAL SECURITY NUMBERS

Before submitting a change to an employee's Social Security number, please email our Electronic Enrollment Team at ElectronicEnrollment.Support@bcbsma.com, so that we can update it directly in our eligibility system. This will prevent any mismatches in eligibility, or delays in processing transactions.



RETROACTIVE TRANSACTIONS

Before submitting any transactions (e.g., additions, changes, and cancellations) outside of your approved retroactive time frames, please contact your sales account service representative. Our electronic enrollment systems have been configured to maintain the Blue Cross retroactive guidelines. Anything beyond the allowed retroactive timeframes the system will not allow the request to process.



UNDERWRITING APPROVAL FOR DISABLED DEPENDENTS AND ADOPTION

Before submitting the following transactions, they need to be reviewed and approved by our Underwriting Department: 1) changing a dependent status to "disabled," and 2) adding a dependent through an adoption. If they aren't, your transaction will automatically stop, and you won't be able to take any further action. For assistance, please contact your sales account service representative.

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GENDER

Currently our internal membership system only accepts male and female genders. We recognize that not everyone identifies as male or female, so we're assessing what it would take to update our systems. The gender that's submitted doesn't have to match the member's birth gender. The member can choose the gender with which they most closely identify. We ask members to contact Member Service, and update their profile with their pronouns.



UPDATE YOUR CONTACT INFORMATION

Please let us know when you have new or updated contact information, so you can continue to receive your reports, and we can confirm the eligibility of your employees and their dependents. Email **ElectronicEnrollment.Support@bcbsma.com**, and "cc" your specialist and auditor.

Questions?

If you have any questions for your assigned electronic enrollment specialist and/or auditor, please email our Electronic Enrollment Team at **ElectronicEnrollment.Support@bcbsma.com**, and "cc" your specialist and auditor. This will ensure that if they're out of the office, a back-up contact will be able to assist you. If there's an access to care issue, be sure to write "Access to Care" or "ATC" in the subject line.

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).