ELECTRONIC ENROLLMENT REMINDERS

These reminders will answer your questions when submitting electronic eligibility files. 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 to the file off cycle, such as an access to care request.

Please copy **electronicenrollment.support@bcbsma.com** on all emails to your specialist and/or auditor.

POTENTIAL TERMINATION REPORT

After you submit each eligibility file, we generate a potential termination report for you. Make sure to 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 we don't term for absence. The report is included in the standard reporting package, along with your activity and exception reports. The account, broker, or vendor is responsible for reviewing and taking action on the potential termination report. If the report is not reviewed and acted upon by the account or their designee, there may be a delay in ID cards being sent out on time during open enrollment periods. Reach out to your electronic enrollment specialist or auditor with any questions.

UPDATING SOCIAL SECURITY NUMBERS

Before submitting a change to an employee's Social Security number, email our electronic enrollment team at **electronicenrollment.support@bcbsma.com** so 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, or cancellations) outside of your approved retroactive time frames, contact your sales account service representative. Our electronic enrollment systems have been configured to maintain retroactive guidelines. The system will not process any request beyond the allowed retroactive time frames.

UNDERWRITING APPROVAL FOR DISABLED DEPENDENTS AND ADOPTION

Before changing a dependent status to "disabled," or adding a dependent through an adoption, these transactions need to be reviewed and approved by our Underwriting department. If they aren't reviewed and approved, your transaction will automatically stop, and you won't be able to take any further action. For assistance, contact your sales account service representative.

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FILE AND MANUAL PROCESSING

- Don't send two files on the same day. If the incorrect file is sent, reach out to your assigned electronic enrollment specialist.
- Avoid processing a member in the self-service tool on the same day a file is being processed.
- Review your file reports after your file has processed and take action when needed. These reports are located in the report folder on the Blue Cross secure site, **sftp.bluecrossma.com**.

UPDATE YOUR CONTACT INFORMATION

To ensure that we continue to reach the correct contact(s) with your reports and address any questions regarding the eligibility of your employees and their dependents, please let us know if you have updated contact information.

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 copy your specialist or auditor. If they're out of the office, a backup 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**).

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