Electronic Enrollment

Blues*Enroll*

2018 EHA open enrollment

LIVE FEARLESS
BlueCross BlueShield Nebraska

Electronic enrollment

- Blue Cross and Blue Shield of Nebraska partners with BENEFITFOCUS® to offer our groups an electronic enrollment option.
- The BENEFITFOCUS platform is branded as Blues*Enroll*, and it provides an internet-based enrollment solution for employers.
- Blues*Enroll* offers employers the ability to administer their benefit offerings and information through a web-based platform.

Blues*Enroll* is an online enrollment tool available through BENEFITFOCUS, an independent company not affiliated with Blue Cross and Blue Shield of Nebraska.

Capabilities

- With Blues*Enroll*, you can make employee changes electronically, 24 hours a day, 7 days a week, from anywhere with web access, eliminating the need to send paper forms.
- Blues*Enroll* is configured based on your group's business rules and provisions.

You can complete:

- Year-round life event changes
- New hire benefit elections
- New hire declinations
- Employee terminations
- Rehires
- Address changes

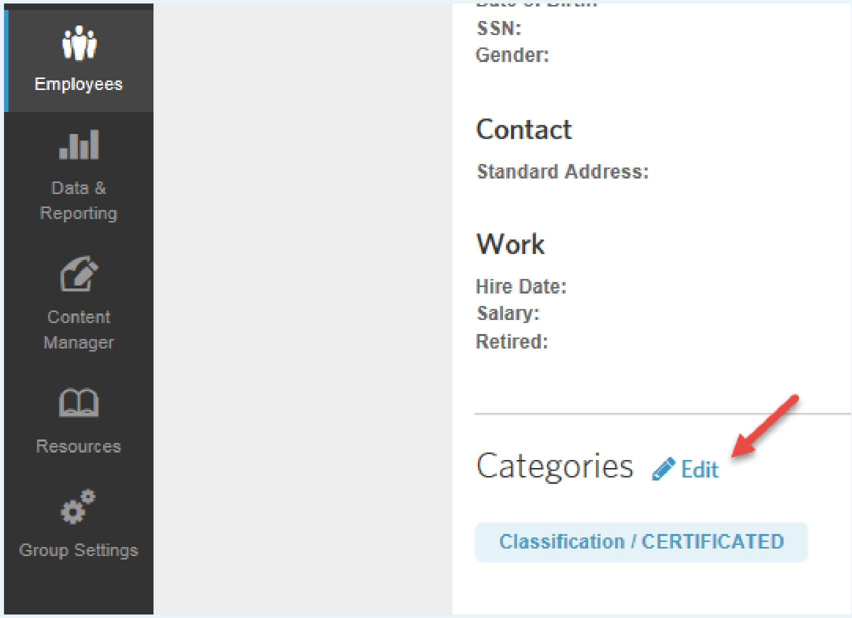
Helpful hints

The information outlined on the next few slides is being provided based on questions received through the open enrollment period in previous years.

If you have any questions, please contact the Electronic Enrollment team at **800-843-2373** or **eEnrollSupportTeam@nebraskablue.com**. We are always happy to help!

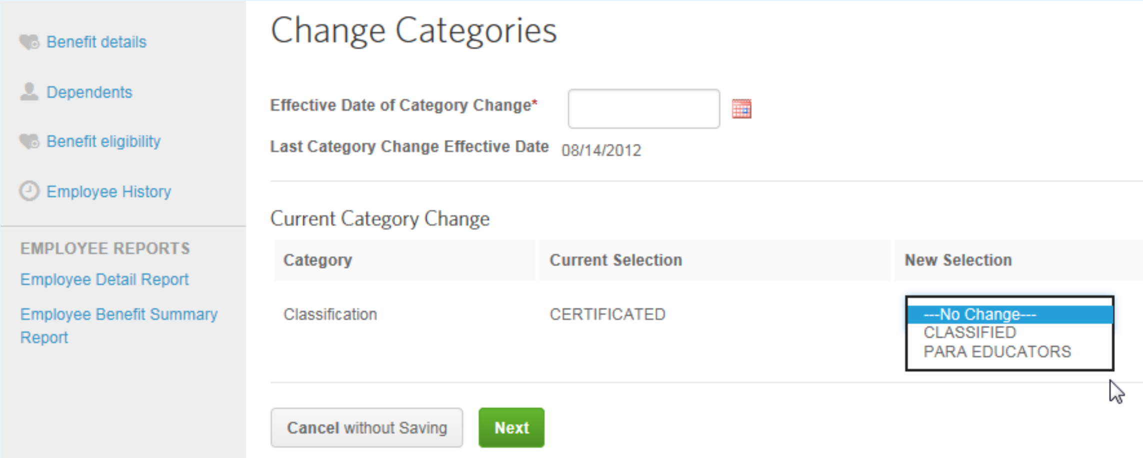
How to change categories

- Categories like Certified, Para, Admin, etc. can be changed by bringing up the member in Blues*Enroll*. When you do this, you will be on the Employee Overview tab.
- Go to the bottom of the page and select Edit under Categories.



How to change categories (continued)

- Enter the Effective Date of the change (e.g., 9-1-2018).
- Select the Category.
- Select Next.
- This completes the category change.



How to complete current and open enrollment changes

- Once the system is unlocked for open enrollment, you will see two tabs.

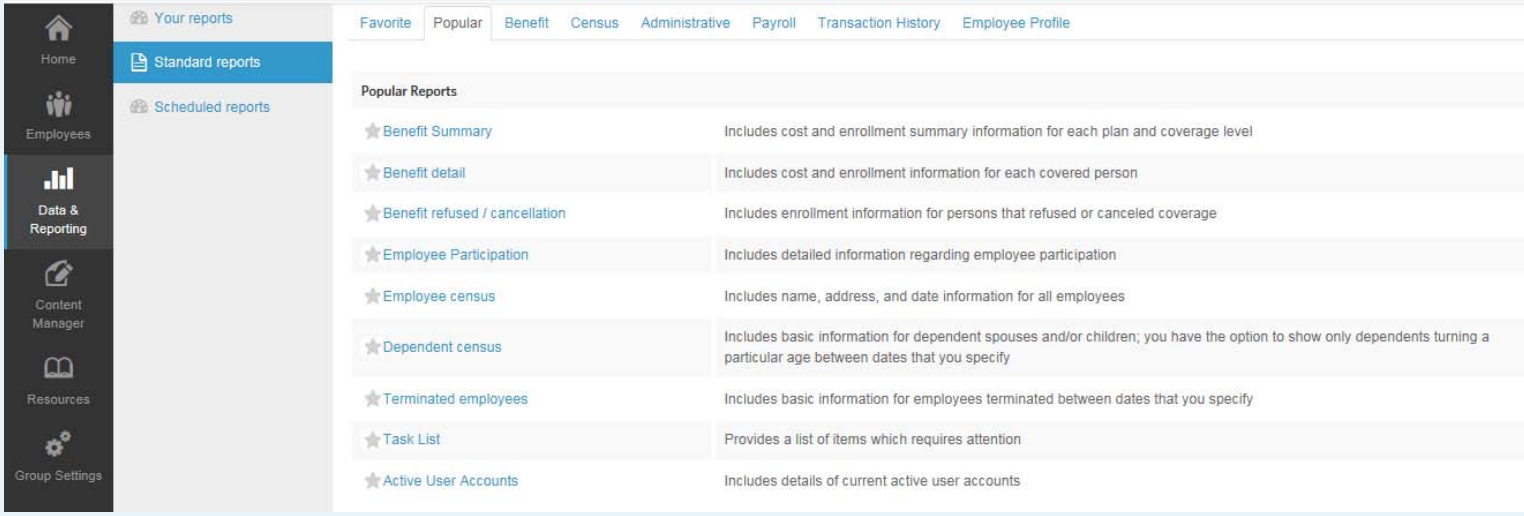
- The Current tab is for the Sept. 1, 2017 through Aug. 31, 2018 time period.
- The Open Enrollment tab is for the Sept. 1, 2018 through Aug. 31, 2019 time period.
- Be sure you select the correct tab based on the **EFFECTIVE DATE** of the changes you are completing.

How to complete current and open enrollment changes (continued)

- If you are adding a new enrollee in the Current tab effective Aug. 1, 2018 and you select medical and dental, these benefits will transfer to the Open Enrollment tab if you didn’t make any changes to your group’s plans from one plan year to the other. If you did make changes, then you need to be sure that you select the coverage in the Open Enrollment tab as well.
- Be sure to check the coverage set up in the Open Enrollment tab anytime you make a change under the Current tab. This will ensure that you have benefit set up continuously.
- If you are adding an employee during open enrollment who was eligible for coverage in the past, but declined, you will need to set up the employee, decline coverage in the Current tab and then elect benefits under the Open Enrollment tab.

Reports

Many reports are available under the Data & Reporting tab on the left side of the screen.



Reports (continued)

These reports may help you on a monthly basis:

- Under the Payroll tab, “Payroll Changes Report” shows the changes that were made during a specified period.
- Under the Benefit tab, “Benefit Detail” shows all active members at the time you run the report.

New administrator

If you have a new administrator that needs access to Blues*Enroll*, please send an email to scott.fowler@nebraskablue.com or linda.farahani@nebraskablue.com listing the following information for the administrator:

- Remove the previous administrator, if applicable, and add the new administrator
- Full name
- Job title
- Email address
- Phone number
- Fax number
- Effective date of the change

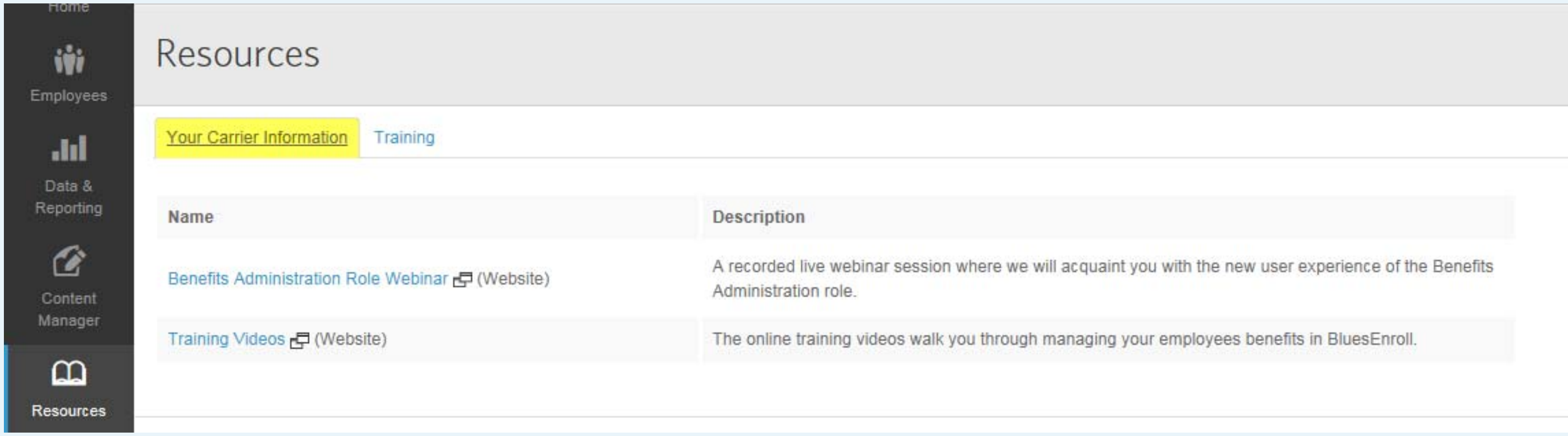
We will then send you an amendment detailing all the contact changes.

Training

- Once you are given access to Blues*Enroll*, you will receive an email with your login information.
- The email will prompt you to change your password. After that is completed, you will have access to the group and member information.
- Training material is available under the Resources tab. This material will help you when making changes and terminations, as well as when adding individuals in the system.

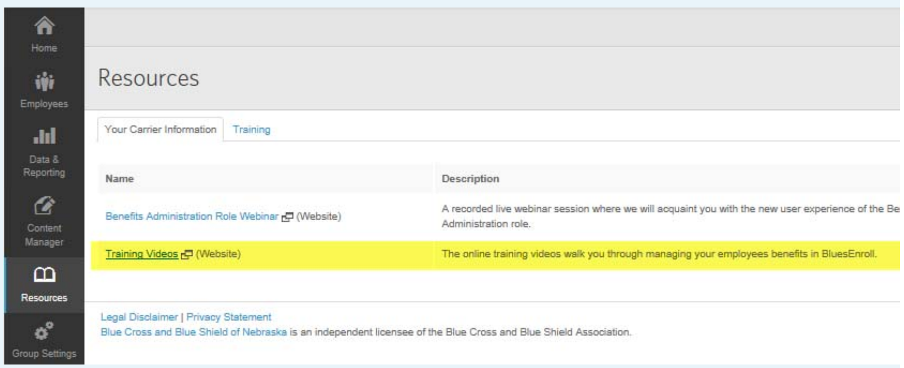
Resources

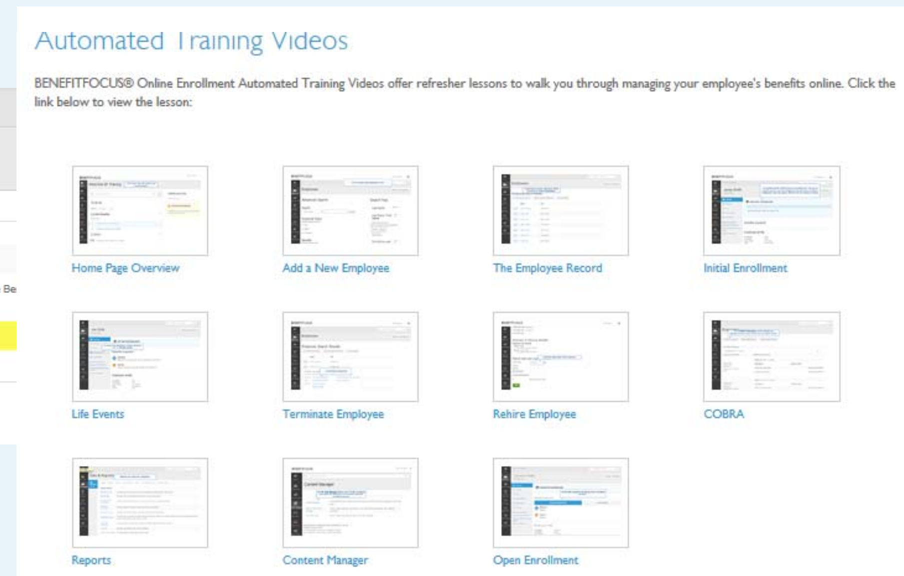
There is a Your Carrier Information tab and a Training Tab in the Resources category. The Carrier Information tab contains links to important training webinars and videos.



Training videos

The training videos show you how to manage employee updates in the system.



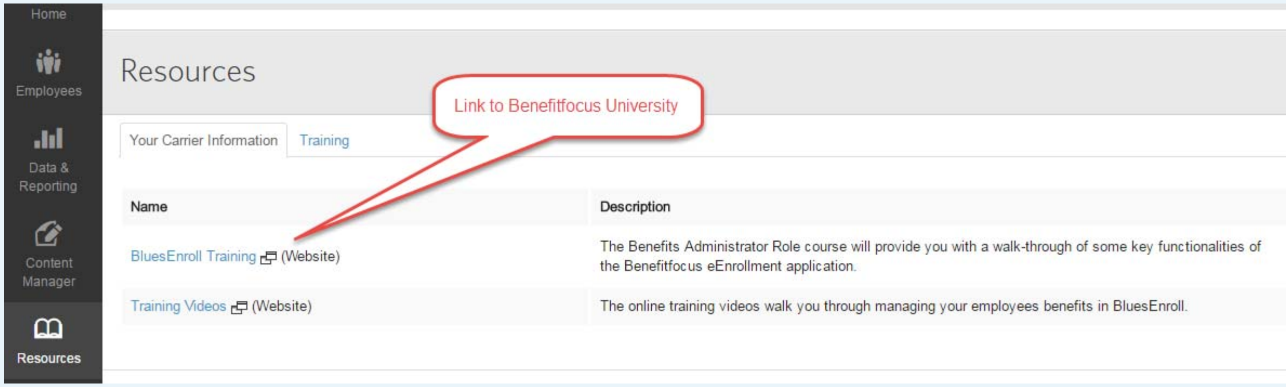


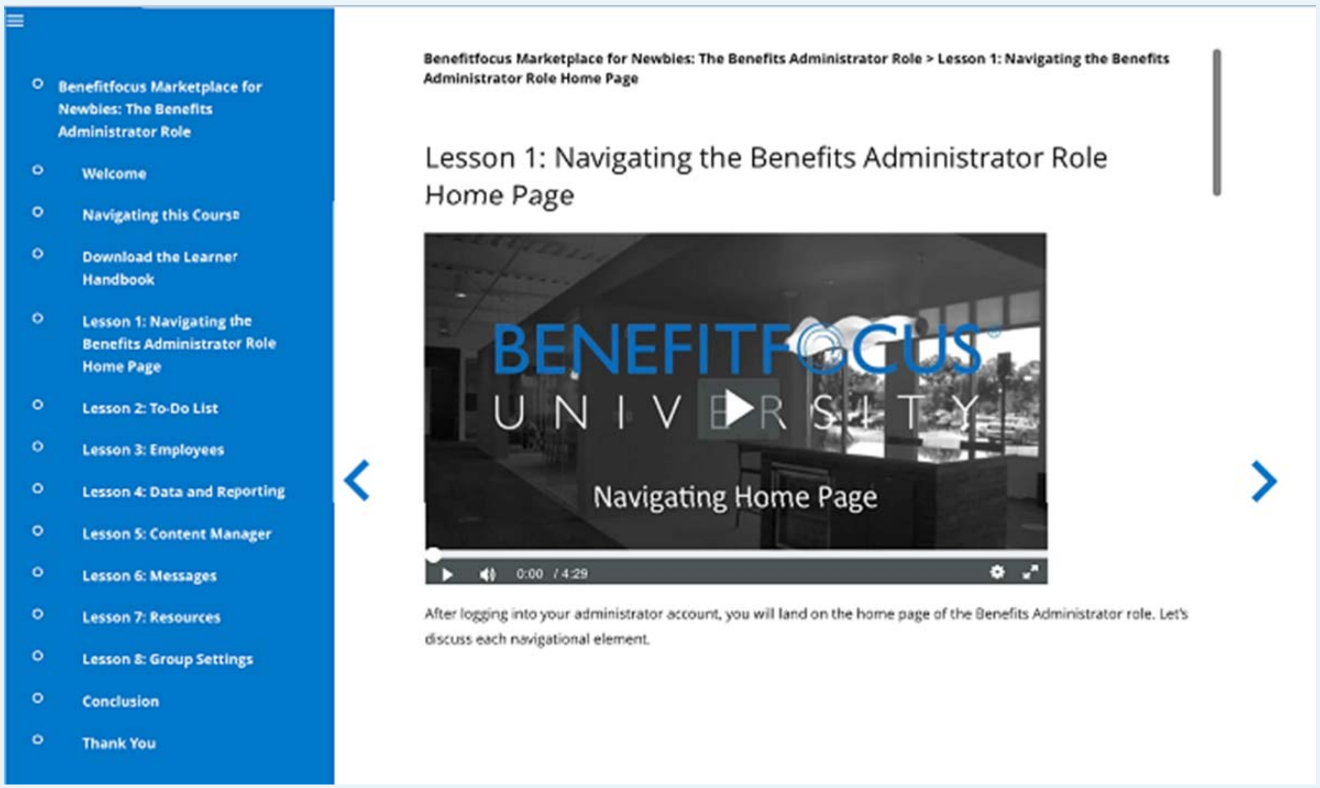
Resources (continued)

An administrator guide and quick tips are available in the Training tab. Remember, this information is not specific to your plan set up.

BENEFITFOCUS University

- Your Carrier Information also includes a link to BENEFITFOCUS University, which are various training videos.
- You will be able to run the videos as you work through the set up in Blues*Enroll*.
- The videos are very helpful if you are a new HR admin or if you need a refresher course.




Benefitfocus Marketplace for Newbies: The Benefits Administrator Role
Welcome
Navigating this Course
Download the Learner Handbook
Lesson 1: Navigating the Benefits Administrator Role Home Page
Lesson 2: To-Do List
Lesson 3: Employees
Lesson 4: Data and Reporting
Lesson 5: Content Manager
Lesson 6: Messages
Lesson 7: Resources
Lesson 8: Group Settings
Conclusion
Thank You
Benefitfocus Marketplace for Newbies: The Benefits Administrator Role > Lesson 1: Navigating the Benefits Administrator Role Home Page
Lesson 1: Navigating the Benefits Administrator Role Home Page
BENEFITFOCUS
UNIVERSITY
Navigating Home Page
0:00 / 4:29
After logging into your administrator account, you will land on the home page of the Benefits Administrator role. Let's discuss each navigational element.

Blues*Enroll* support

BCBSNE eEnroll support team

Available to assist in resetting your login credentials, navigating through the Blues*Enroll* system and answering questions you have concerning Blues*Enroll*. If you have questions about using Blues*Enroll* to enroll a member, please contact the Electronic Enrollment team at 800-843-2373 or eEnrollSupportTeam@nebraskablue.com.

BENEFITFOCUS® Blues*Enroll* support line for system problems

If you experience Blues*Enroll* system problems, please call the BENEFITFOCUS number shown in the bottom right corner of each screen in Blues*Enroll*.

EHA BCBSNE team

All other concerns should be directed to a member of your EHA BCBSNE team.

Thank you!