Electronic Enrollment

BluesEnroll

2018 EHA open enrollment
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 BluesEnroll, and it provides an internet-based enrollment solution for employers.

• BluesEnroll offers employers the ability to administer their benefit offerings and information through a web-based platform.
Capabilities

- With BluesEnroll, 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.

- BluesEnroll 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 BluesEnroll. 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.
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 BluesEnroll, 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 BluesEnroll, 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 BluesEnroll.

• The videos are very helpful if you are a new HR admin or if you need a refresher course.
Lesson 1: Navigating the Benefits Administrator Role Home Page

After logging into your administrator account, you will land on the home page of the Benefits Administrator role. Let’s discuss each navigational element.
BluesEnroll support

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

BENEFITFOCUS® BluesEnroll support line for system problems
If you experience BluesEnroll system problems, please call the BENEFITFOCUS number shown in the bottom right corner of each screen in BluesEnroll.

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