



BlueCross BlueShield of Texas



Employer Quick Start Guide

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation,
a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

Table of Contents

- Getting Started 1
- Security Manager Tool 2
- Enroll Employees 3
- Enroll Dependents 4
- Request/Print ID Cards..... 5
- View Maintenance History 6
- Billing 6
- Online Bill Payment 7
- Paying Your Bill..... 8
- Virtual Help Center 9



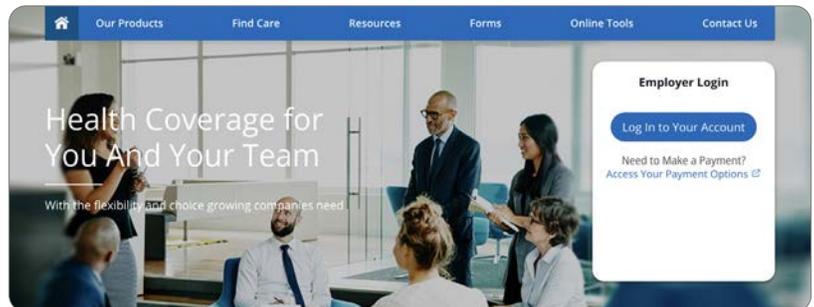
Getting Started

Welcome to Blue Access for EmployersSM (BAESM). This guide will help you use BAE to:

- Enroll employees and dependents
- Manage ID cards
- Make online payments

Getting Started with BAE

Go to bcbstx.com/employer to register.



1 Click **Next** after entering the following fields:

- Six-digit Account Number
- Employer Name
- City
- State
- ZIP Code

Registration Step 1

Enter the account number, employer's name and headquarter's location information from your BCBS contract while registering. All fields are required.

Account Number:

Employer Name:

City:

State:

Zip Code:

1 [Next](#) [Cancel](#)

2 Enter your User ID. Then, click **Submit** after you confirm the information in the following fields:

- First Name
- Last Name
- Phone Number
- Mobile Number
- Email Address
- Verify Email Address

Registration Step 2

Your User ID begins with your 6-digit account number. Create a User ID of up to 20 characters. For a future Security Upgrade, the Phone Numbers can be used for the authentication process.

2 **User ID:** 123456. (Example: smithj)

First Name:

Last Name:

Phone Number: ext:

Mobile Number:

Email Address:

Verify Email Address:

2 [Submit](#) [Cancel](#)

After we process your information, we'll send you a temporary BAE password. Then, just log in to BAE, accept the terms of use and set your own password to get started.

Only Delegated Administrators can register for BAE and assign roles to other users in their company.



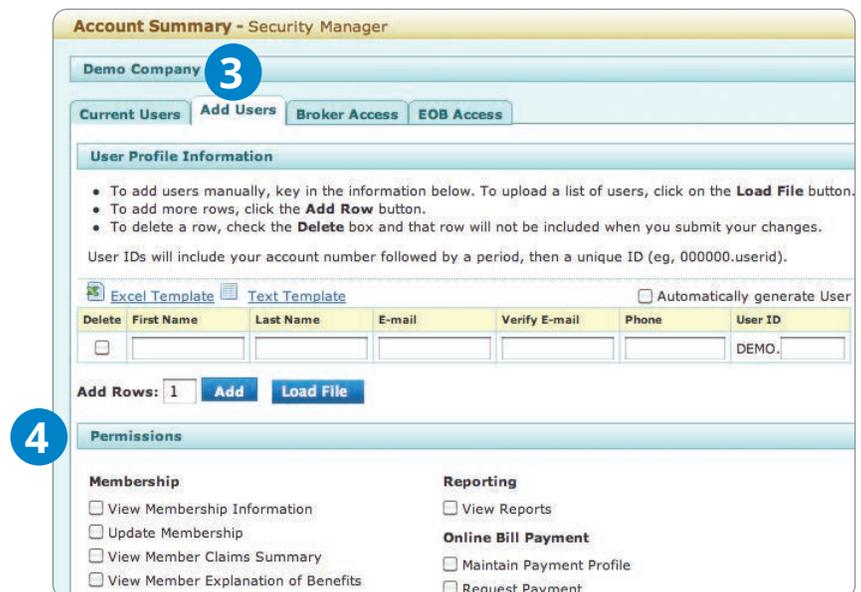
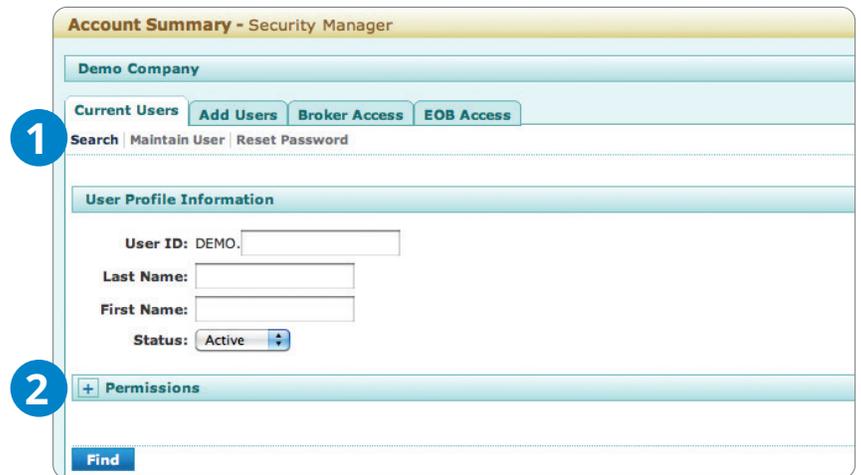
If you have any questions or problems with your registration, please contact the Internet Help Desk at 888-706-0583.

Security Manager Tool

Manage user access with the Security Manager Tool. From the BAE home page, click on the **Security Manager** tab at the top right of the page or from the left navigation menu under Account Summary.

From this page you can designate an alternate administrator and add, revoke or maintain access for other users.

- 1 Search for users by name or permissions.
- 2 Assign security permissions.
- 3 Click the **Add Users** tab.
- 4 Select and adjust permissions for each user's role.



Enroll Employees

- 1 On the BAE home page, click the **Enroll Employee** tab under **Enrollment**.
- 2 Read the enrollment process description. To bypass this screen in the future, select the **Skip this screen in the future** check box.
- 3 Click the **Enroll Now** button.
- 4 Enter the employee's information on each screen presented.
- 5 Click the **Confirm** button on the **Review and Confirm** screen.

Employer Home

Enrollment - Enroll Employee

New Enrollment

General Info | Employee Info | Coverage Info | Dependents | Other Insurance | Medicare | HIPAA | Review and Confirm

Application Information

Effective Date: []/[]/[]

Identification Number: []

Type of Enrollment: []

Reason for Enrollment: []

Click to show Group Sections

HIPAA Certification: Yes No

Other Insurance: []

Signature Date: []/[]/[]

Enroll Employee - Introduction

Introduction to the Enrollment Process

The following pages will allow employers to begin the process of enrolling a new employee and dependents into the various types of coverage offered by Blue Cross Blue Shield of Texas. The data is captured in a manner that maximizes efficiency - displaying only the screens that are pertinent to the employee being enrolled (e.g., if the employee is not eligible for Medicare, screens intended to gather Medicare information will not be displayed).

Should you require more detailed information about how to complete the Enrollment Process, you can download the "Enrollment Process Overview" guide found in the [Help Center](#) - Training Center section, or click the help icon available at the top of each page.

Skip this screen in the future.

Enroll Now

Employer Home

Enrollment - Enroll Employee

New Enrollment

General Info | Employee Info | Coverage Info | Dependents | Other Insurance | Medicare | HIPAA | Review and Confirm

Application Information

Effective Date: []/[]/[]

Identification Number: []

Type of Enrollment: []

Reason for Enrollment: []

Click to show Group Sections

HIPAA Certification: Yes No

Other Insurance: []

Signature Date: []/[]/[]

Employee Information

Prefix: [] First: [] MI: []

Last: [] Suffix: []

Gender: [] SSN: []-[]-[]

Date of Birth: []/[]/[] Marital Status: []

Medicare Eligibility: []

Native Language: []

Preferred Written Language: []

Preferred Spoken Language: []

Hire Date: []/[]/[]

Form Finder

Find

Advanced Search

View All Forms

Find a Doctor

Provider Finder

Find a Pharmacy

View Drug Coverage

Enroll Dependents

- 1 On the BAE home page, select the **Add Dependent** option from the drop-down menu.
- 2 Select the **Employee** radio button.
- 3 Enter the employee's ID number or last name and first initial of first name.
- 4 Click the **Find** button.

The **Find** button will return a Search Results table. Select the employee whose dependent you're adding and follow the prompts in the dependent enrollment screens.

When finished, click **Confirm**.

Account Summary **Demo Company**
Account #: DEMO
Effective Date:
Renewal Date:

[View Details](#)
[View Health Plans](#)

Employee Maintenance 1 I want to: Add Dependent

Add Dependent 2 **Find an Employee**

Employee Dependent

SSN or ID Number OR

Last Name First Name

4 Find

To add a new dependent, you will need:

1. The dependent's personal information including SSN, date of birth, and relationship to the employee.
2. Reason for enrolling (birth, marriage, etc.) and the event date.

Canceling Employees or Dependents

- 1 On the BAE home page, select the **Cancel Employee/Dependent** option from the drop-down menu.
- 2 Select the **Employee** or **Dependent** radio button and click **Find**.
- 3 Enter the employee's or dependent's ID number or last name and first initial of first name.
- 4 Click the **Find** button.

The **Find** button will return a Search Results table. Select the employee whose dependent you're canceling and follow the prompts in the dependent cancellation screens.

When finished, click **Submit**.

Account Summary **Demo Company**
Account #: DEMO
Effective Date:
Renewal Date:

[View Details](#)
[View Health Plans](#)

Employee Maintenance 1 I want to: Cancel Employee/Dependent

Cancel Employee/Dependent 2 **Find an Employee/Dependent**

Employee Dependent

SSN or ID Number OR

Last Name First Name

4 Find

To cancel an employee or dependent, you will need:

1. The effective date of the cancellation.
2. The reason for canceling.

TIP: Enter the cancel date as the first day without coverage unless otherwise specified in the account's membership guidelines.

Request/Print ID Cards

Order Replacement and Temporary ID Cards

- 1 On the BAE home page, select the **Request/Print ID Card** option from the drop-down menu.
- 2 Select the **Employee** or **Dependent** radio button.
- 3 Enter the ID number or last name and first initial of first name.
- 4 Click the **Find** button.

The **Find** button will return a Search Results table. Select the employee or dependent who needs a member ID card and follow the prompts in the **Request/Print ID Card** screens. When finished, click **Submit**.

The screenshot shows a web interface for requesting ID cards. At the top, there is an 'Account Summary' section with links for 'View Details' and 'View Health Plans', and a 'Demo Company' section with fields for 'Account #: DEMO', 'Effective Date:', and 'Renewal Date:'. Below this is a yellow 'Employee Maintenance' banner with a dropdown menu labeled 'I want to:' set to 'Request/Print ID Card'. The main content area is titled 'Request/Print ID Card' and includes a 'Find an Employee/Dependent' section with radio buttons for 'Employee' (selected) and 'Dependent'. There are input fields for 'SSN or ID Number', 'Last Name', and 'First Name', with an 'OR' separator between the SSN and Last Name fields. A blue 'Find' button is at the bottom right. A list of instructions is provided: '1. Request a new ID card to be mailed to the employee's home or an alternate address.' and '2. Print/Email a temporary ID card.'

Additional Employee Maintenance Actions

- Reinstatement Employee/Dependent (with or without a gap in coverage)
- Update Personal Details
- Update Plan Coverage
- Update Classifications
- Update Primary Care Physician
- View Personal Details
- View History
- Enroll in COBRA

View Maintenance History

From the BAE home page, click the View Maintenance History button under the Maintenance History banner toward the bottom of the page.

1 Employee Maintenance - Maintenance History

BAE will default to the most recent month's transaction history. Adjust the date span and choose all, complete or in-process from the status menu to customize your search.

2 Download Search Results

You can download your maintenance history to an Excel or Text file. Each format will support up to 8,000 transactions.

Get Started: Employee Dependent

Select a maintenance option from the **I want to** menu, then search for the member

SSN or ID Number OR

Last Name First Name

Find

Maintenance History

View Maintenance History

Employee Maintenance - Maintenance History

Please enter at least one search criteria to view maintenance activity.

From: 05/22/2021 To: 06/21/2021

SSN or ID Number:

User: ALL

Status: ALL

Find

Search Results

Select **Download All Search Results** to view search results in file.

[Download All Search Results](#) [Download All Search Results](#)

Name	ID Number	Activity	Delete Activity	Effective Date	Entry Date	Status	User	Entry System
BURK, JOHN	999999998	Employee Add			06/21/2021	Complete	Test User	BAE
BANKS, JANET	932132132	Employee Add	DELETE		06/21/2021	Finish Later	Test User	BAE
WILLIAMSON, CRAIG	999999996	Product Correction	DELETE		06/21/2021	Finish Later	Test User	BAE

Billing

Fully insured (premium) accounts can view or download their monthly premium statements.

Administrative Services Only (ASO)

Administrative Services Only (ASO) accounts can view or download their weekly invoices and monthly settlements.

Invoices - Invoice Summary

BARS Number: MT999999999 - DEMO ACCOUNT

Invoice Period: 03/10/2021 - 03/16/2021 Process Date: 03/16/2021

I want to view: Invoice Summary **GO**

Invoice Summary

Invoice Summary displays the weekly amount owed for claims paid by Blue Cross Blue Shield for the selected week.

WEEKLY
 Customer: DEMO ACCOUNT Invoice Date: 03/16/2021
 Contact: John Doe [Print Invoice](#)
 Bill To: DEMO ACCOUNT

Invoice Statement

Period: 03/10/2021 - 03/16/2021	Customer Total	\$60,252.97
---------------------------------	----------------	-------------

Online Bill Payment

You are eligible to use Online Bill Payment if you are a premium billed account or if you are an ASO account that receives weekly, bi-weekly or semi-monthly invoices on BAE.

Getting Started

- 1 Click **Billing** in the left menu bar on the home page.
- 2 Click **Online Payments**.
- 3 Select **Add New Bank Account Profile** from the drop-down menu.
- 4 Click **Go**, accept the Terms of Use Agreement (first time only) and follow the prompts.
- 5 If you want to submit payments automatically, check the **Auto Pay** box.
- 6 Click **Save**.

Employer Home

- Account Summary
- Enrollment
- Employee Maintenance
- Billing**
- Premium Bills
- Online Payments**
- Reports

Pay Your Bill

View, print and pay your bill

- View Bill Summary

Regulatory Data Collection

- View Regulatory Data
- Action Required

Form Finder

Find

Find a Doctor

- Provider Finder
- Find a Pharmacy
- View Drug Coverage

Online Payments - View Online Bill Payment Home Page

I want to: Add New Bank Account Profile GO

Welcome

Thank you for using Online Bill Payment

Online payments on Blue Access for Employers is provided as a convenience to you.

- Online payments is optional and you can discontinue at anytime.
- Online payments is free of charge, although your bank may charge a processing fee.
- Use of online payments does not change your payment terms or due dates.

NOTE: ASO groups may pay their weekly, biweekly, or monthly invoices using online payments. Any other payments will need to be submitted via wire.

If you have selected 'Auto Pay' your payments will be submitted automatically:

- Premium billed customers - payments are submitted two business days prior to your bill's due date. We will submit payment for the amount due on your most recent bill, plus or minus any changes due to payments or payment adjustments received. These payments and changes are shown on the Changes Since Last Bill option. Any membership adjustments (enrollments, cancellations, product changes, etc), will not be reflected in your auto draft. Any changes entered after your last bill will appear on your next billing statement.

If you are submitting each payment:

- Select **Pay Bills** from the "I want to" dropdown menu and click **Go**.
- Select a **Bill Profile** (if necessary) to pay from the drop down menu.
- The amount due for the bill is displayed in the **Pay This Amount** field.
- Enter the amount to be paid by each bank account listed in the **Bank Account** section.
- Review the amounts entered and click the **Continue** button.
- Confirm the **Bill Profile(s)** to pay.
- Click the **Submit** button to process. A confirmation screen will display.

Note: If you do not have authorization to release payments to Blue Cross, please contact the appropriate person in your organization. That person will also use the **Pay Bills** option but they will only have access to the verification page.

Tracking Payments

You can view the progress of the payment by selecting the Track Payments option from the "I want to" dropdown menu.

Online payments are processed at 2 pm Central Time each business day and your account will be credited within 2-3 business days. If you have submitted your payment, you can change or cancel your payment before the 2pm deadline by using the **Update Payments** option.

If the banking network has any problems processing your payment, you will be notified by email and a description of the problem will appear in Track Payments.

For questions or problems with online payments, please contact:

Blue Access Internet Help Desk
1 (888) 706-0583

Additional information is available by clicking on the in each functional area of our site.

Employer Home

- Account Summary
- Enrollment
- Employee Maintenance
- Billing**
- Premium Bills
- Online Payments**
- Reports

Pay Your Bill

View, print and pay your bill

- View Bill Summary

Regulatory Data Collection

- View Regulatory Data
- Action Required

Form Finder

Find

Online Payments - Add New Bank Account Profile

I want to: Add New Bank Account Profile GO

Add New Bank Account Profile

Step 1 - Enter Your Banking Information

Bank Routing Number:

Bank Account Number:

Name on File with Your Bank:

Account Nickname:

Type of Account: Savings Checking

[Show existing bank account profiles](#)

Step 2 - Select Billing Profiles and Payment Method

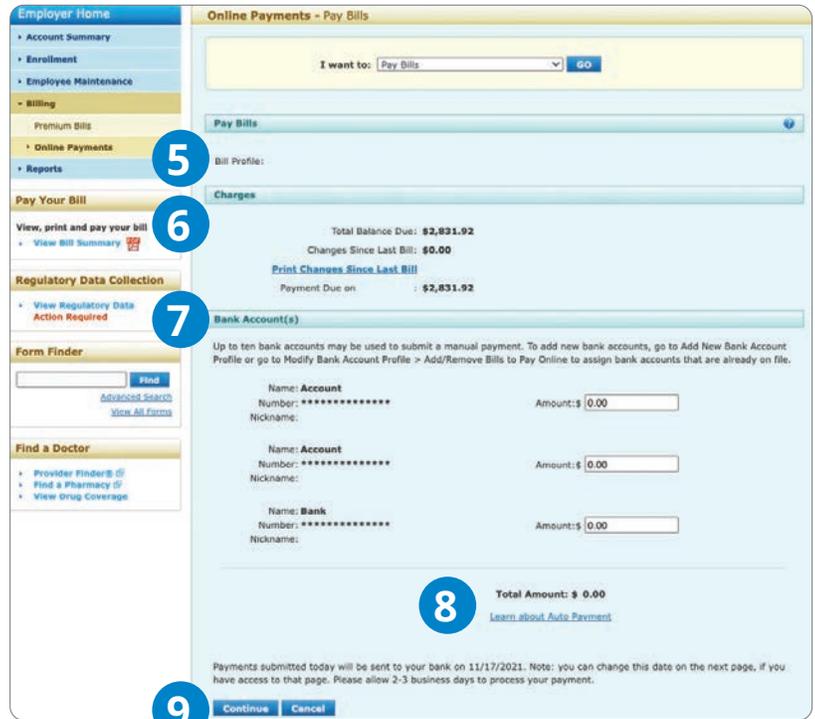
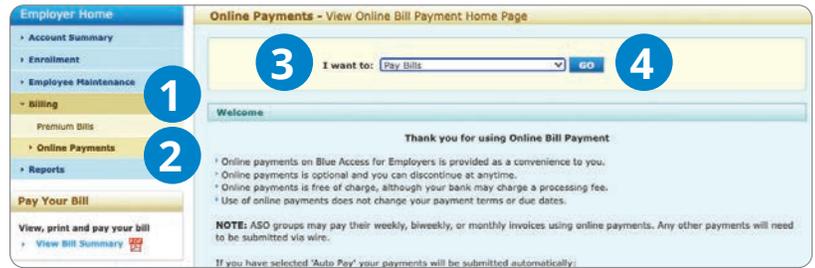
The billing profiles listed are those that have not exceeded the maximum number of bank accounts allowed.

Billing Profiles / Payment Method	Type	Auto Pay
<input type="checkbox"/>		<input type="checkbox"/>

Save Cancel

Paying Your Bill

- 1 Click **Billing** in the left menu bar on the home page.
- 2 Click **Online Payments**.
- 3 Select **Pay Bills** from the drop-down menu.
- 4 Click **Go**.
- 5 Select a **Bill Profile** (if applicable) from the drop-down menu.
- 6 The amount due for the bill is displayed under **Charges**.
- 7 Enter amount to be paid in the **Bank Account(s)** section.
- 8 Confirm **Total Amount** field equals amount to be paid.
- 9 Click **Continue** to process. A confirmation screen will display.



Online Bill Payment Support

- 1 Click the **Help Center** link at the top of the page.
- 2 The **Online Payments** section is in the **FAQ** tab, and provides additional details on how to:
 - Add a new bank account profile
 - Modify a bank account profile
 - Pay bills
 - Update payments
 - Track payments
 - View Terms of Use
 - Discontinue online bill payment



Virtual Help Center

Our Virtual Help Center gives you helpful guidelines for our online tools.

Help Center

- FAQs
- Glossary
- Site Map
- Training Center

General BAE Information	Online Payments
Delegated Administrator and Assigning Roles	COBRA
Enrollment Information	

General BAE Information

- [What is Blue Access for Employers?](#)
- [When is Blue Access for Employers available?](#)
- [Where can I find step-by-step instructions to perform functions available in Blue Access Employers?](#)
- [If I need further assistance with online tools, who should I contact?](#)
- [Why did my session time out?](#)
- [How is my account and payment information secured?](#)



Blue Access for Employers Services Help Desk: 888-706-0583

Monday–Friday, 7 a.m. to 10 p.m. CT

Saturday, 7 a.m. to 3:30 p.m. CT

For faster service say, “Employer” then, “Website” at the prompt.

Include error codes when submitting service requests. Holiday availability varies.

bcbstx.com/employer

