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

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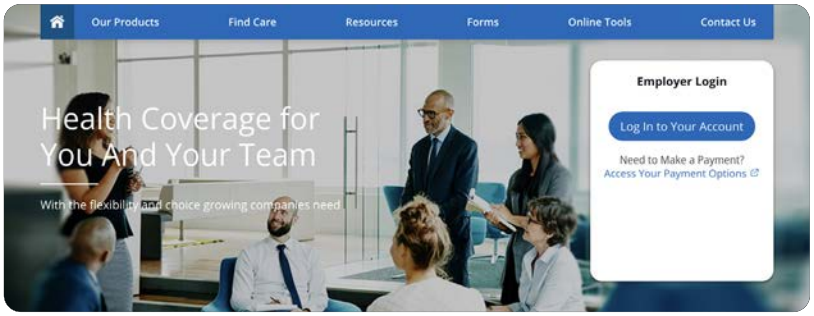
Getting Started

Welcome to Blue Access for Employers[SM] (BAE[SM]). This guide will help you use BAE to:

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

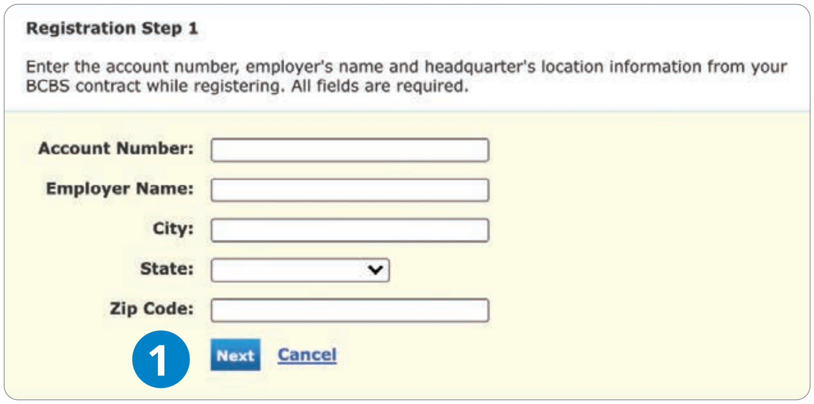


Getting Started with BAE

Go to **bcbstx.com/employer** to register.

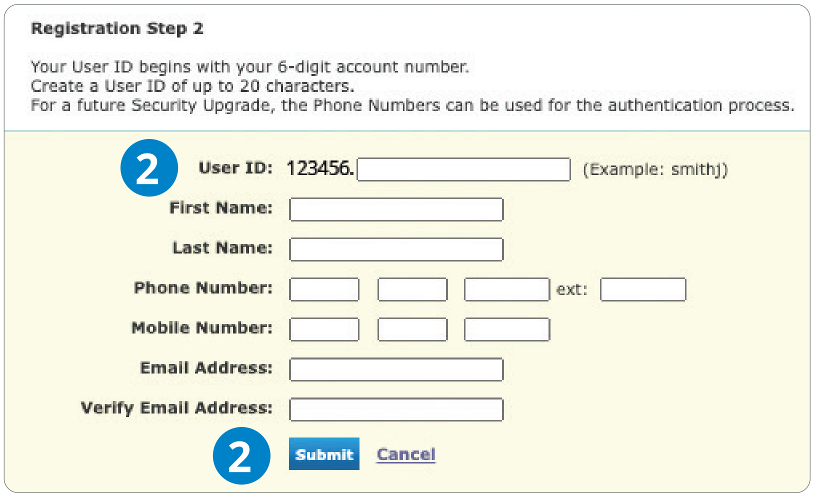
1 Click **Next** after entering the following fields:

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



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



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.

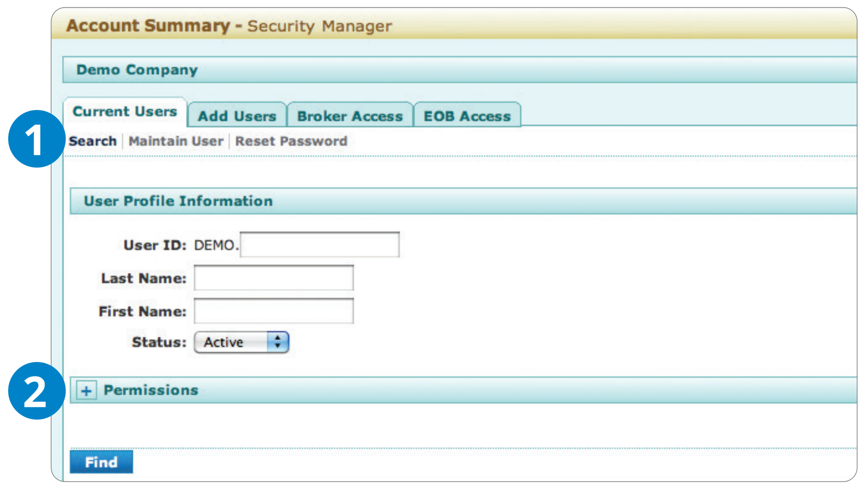
If you have any questions or problems with your registration, please contact the Internet Help Desk at 888-706-0583.

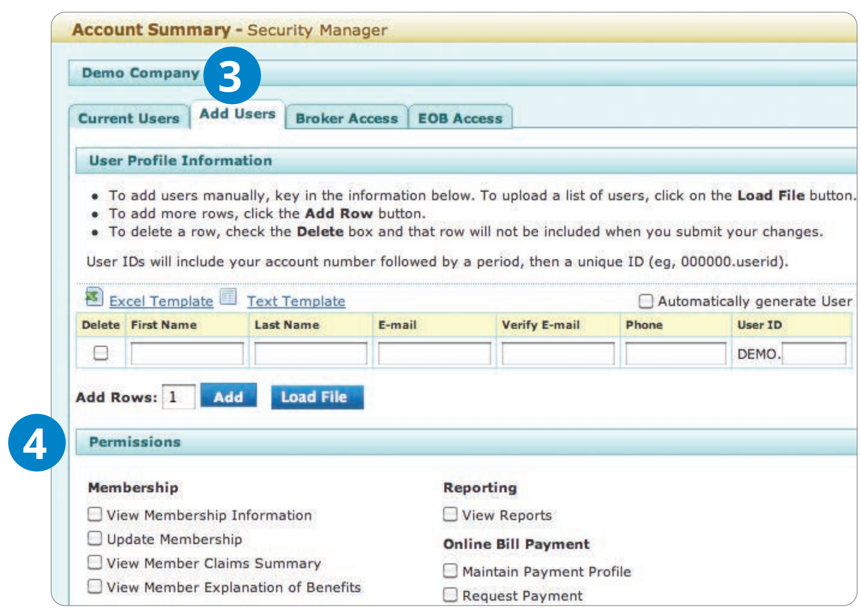
Security Manager Tool

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

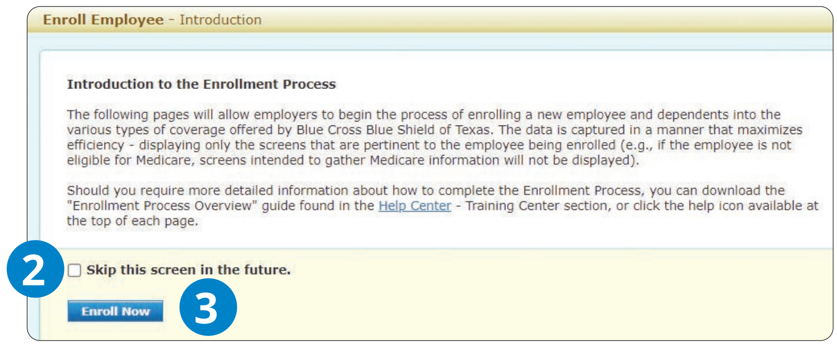
1. On the BAE home page, click the **Enroll Employee** tab under **Enrollment**.

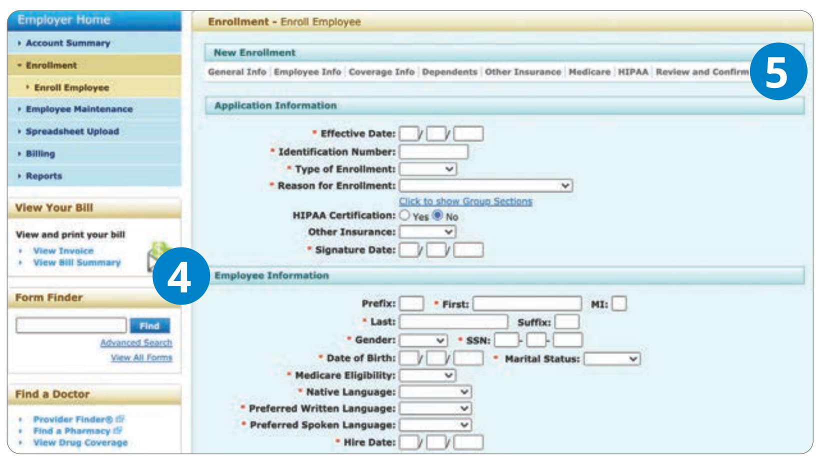
2. Read the enrollment process description. To bypass this screen in the future, select the **Skip this screen in the future** check box.

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.



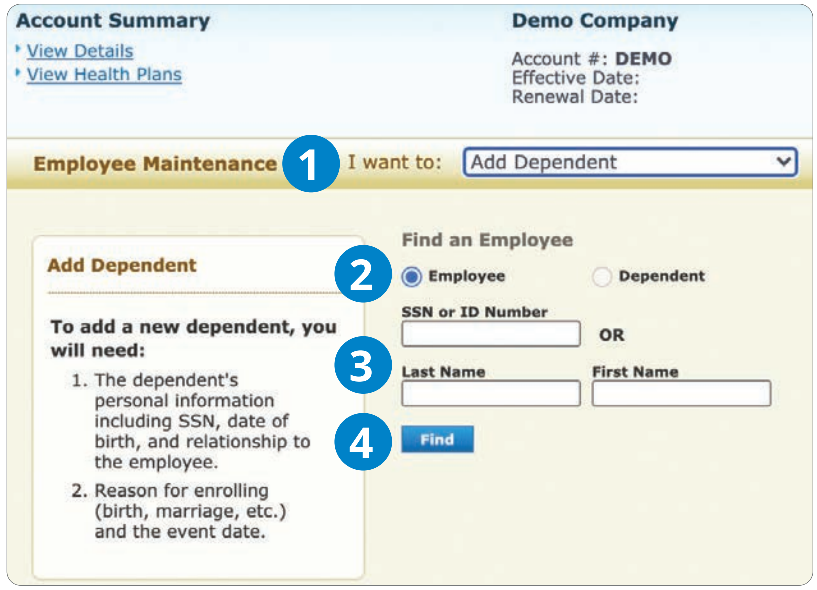


Enroll Dependents

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**.

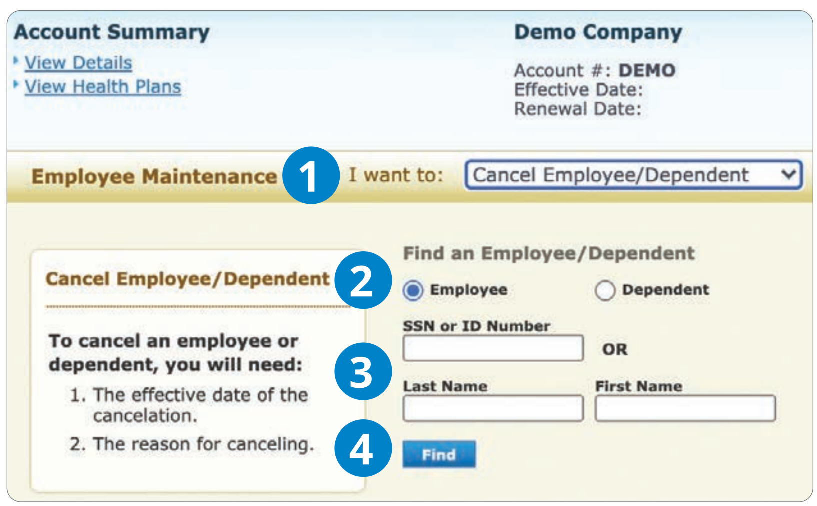


Canceling Employees or Dependents

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**.



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.

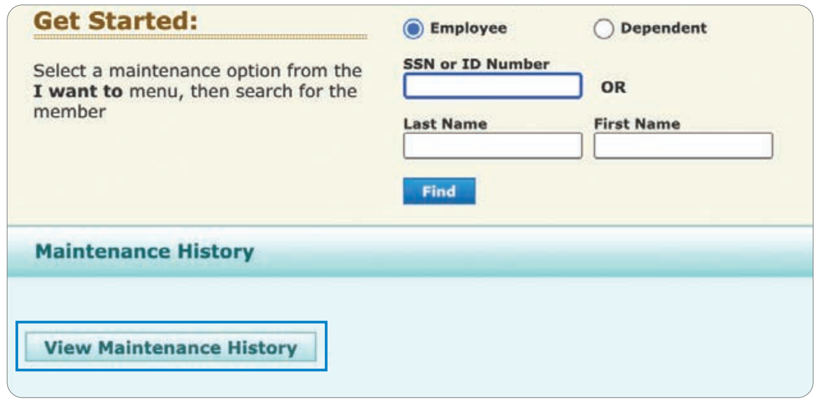
When finished, click **Submit**.

Additional Employee Maintenance Actions

- Reinstate 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.

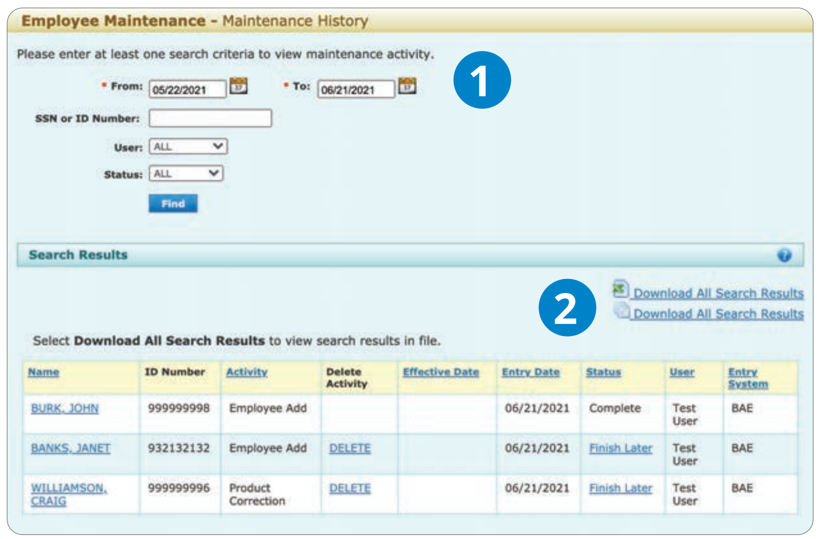


1 **Employee Maintenance – Maintenance History**

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.

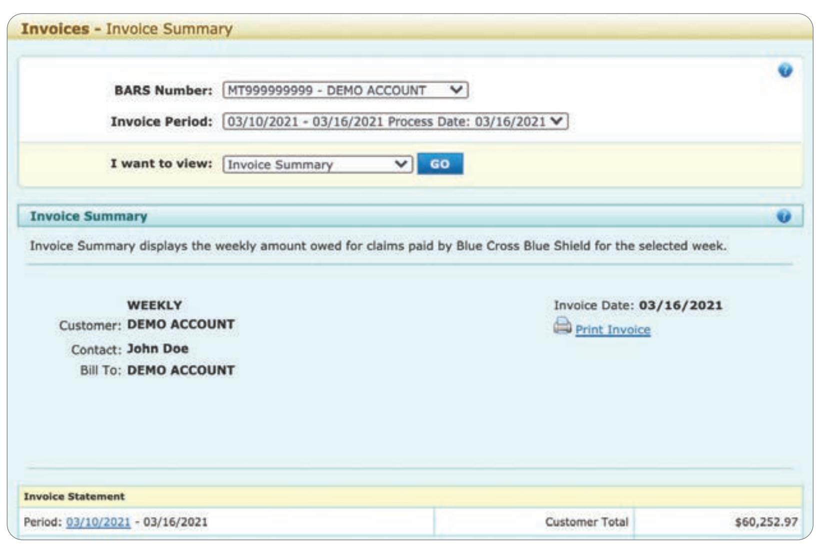


Billing

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.

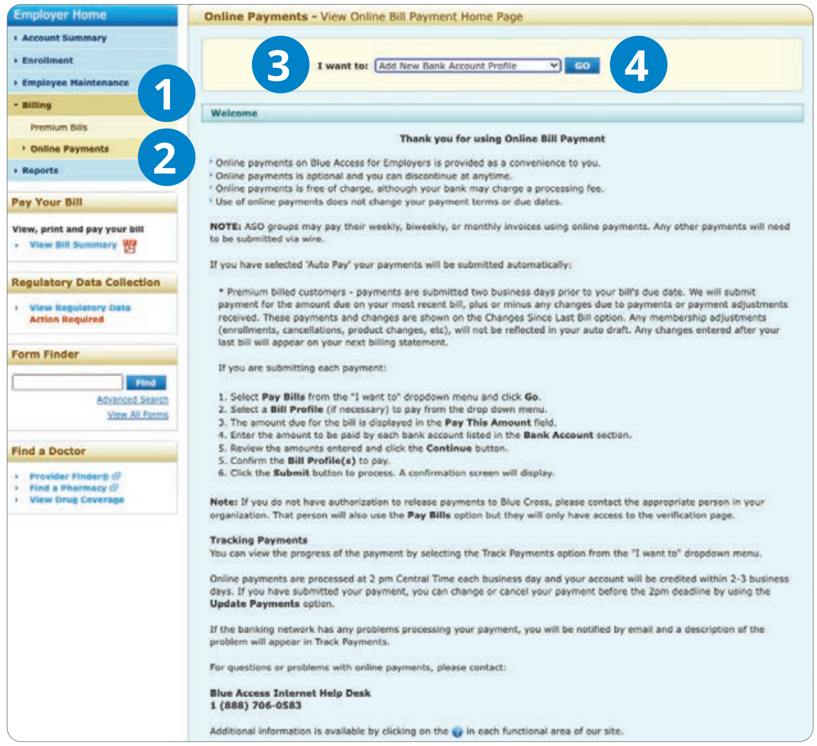


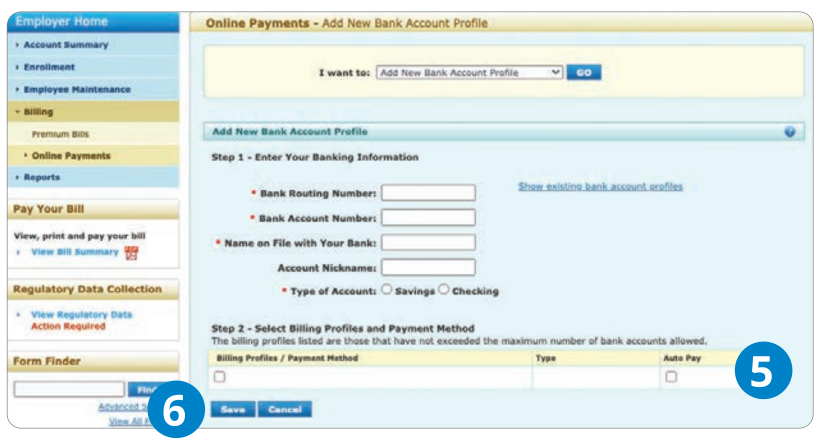
Online Bill Payment

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

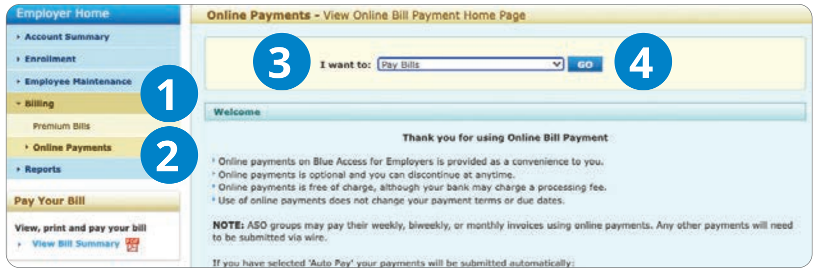
1. Click **Billing** in the left menu bar on the home page.
2. Click **Online Payments**.
3. Select **Add New Bank Account Profile** from the drop-down menu.
4. Click **Go**, accept the Terms of Use Agreement (first time only) and follow the prompts.
5. If you want to submit payments automatically, check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

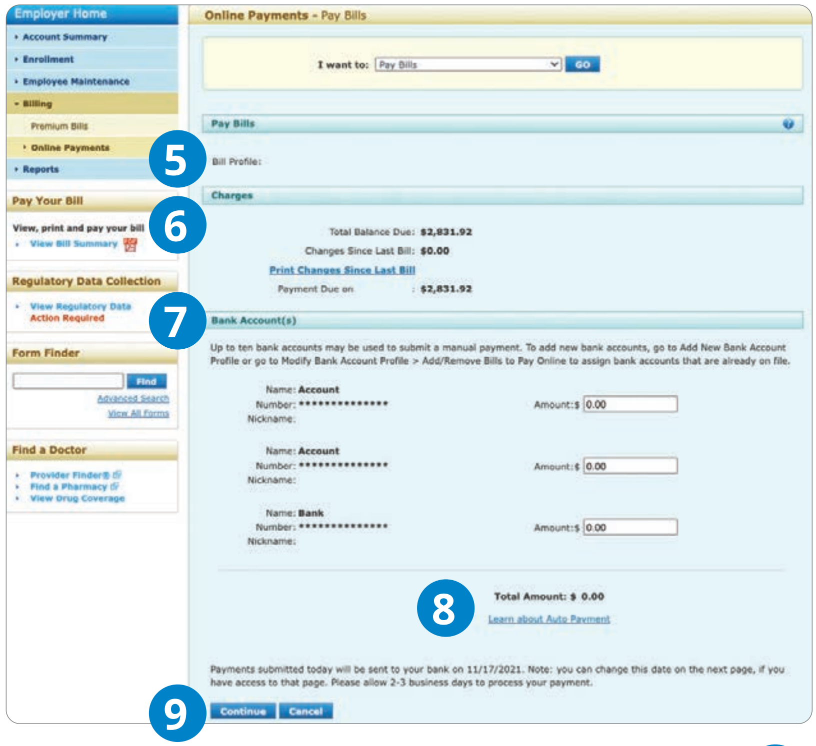




Paying Your Bill

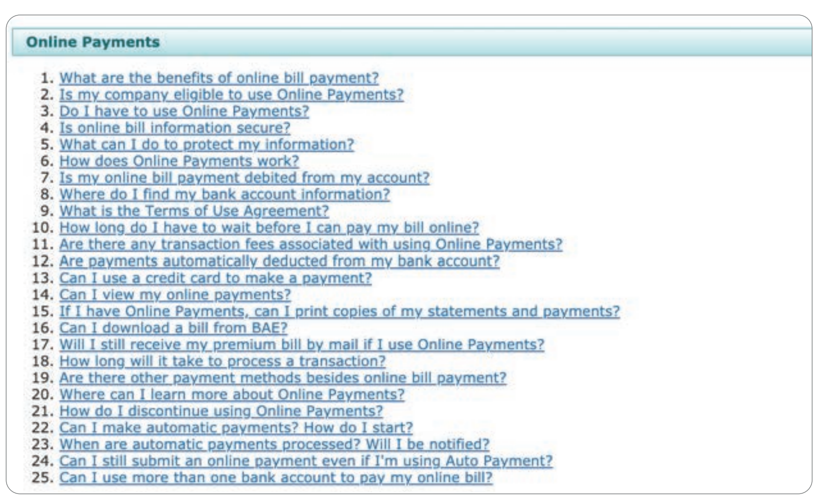
1. Click **Billing** in the left menu bar on the home page.
2. Click **Online Payments**.
3. Select **Pay Bills** from the drop-down menu.
4. Click **Go**.
5. Select a **Bill Profile** (if applicable) from the drop-down menu.
6. The amount due for the bill is displayed under **Charges**.
7. Enter amount 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.





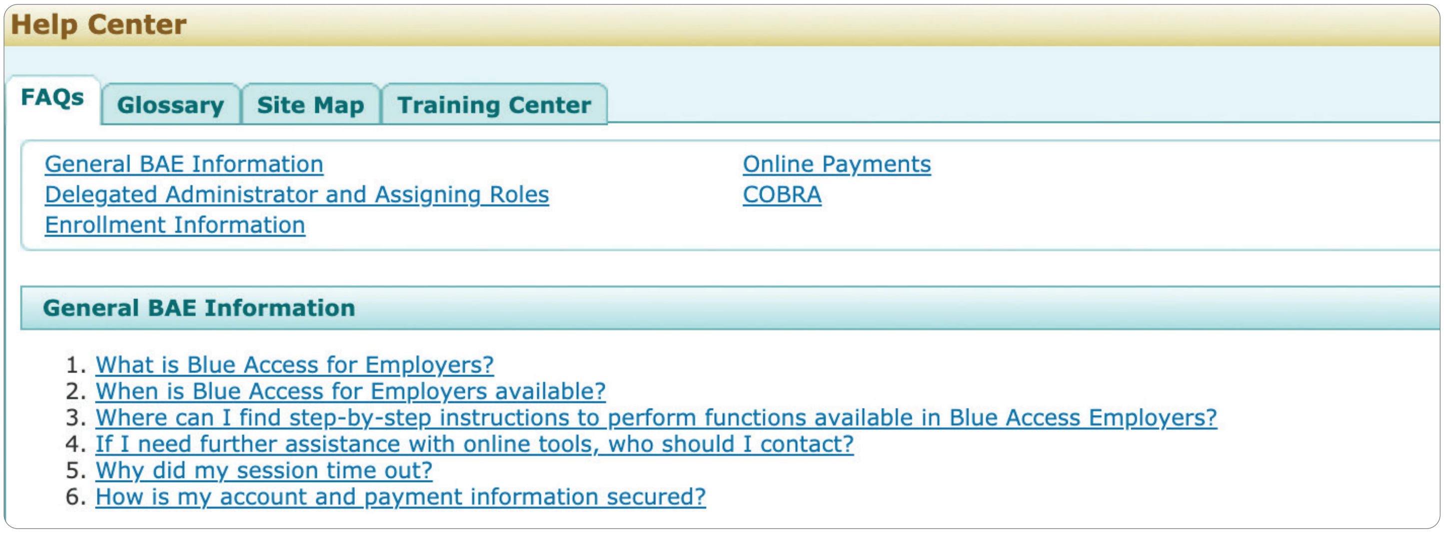
Online Bill Payment Support

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.



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

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