



December 2007

eMCS Automated Solutions

What's Inside

Welcome to the December 2007 issue of Automated Solutions, Blue Cross Blue Shield of Michigan's newsletter for groups using the eMembership Collection System. With this being our final issue of 2007, we want to wish you a healthy and happy 2008.

This issue contains helpful tips and information about eMCS.

Contents include:

- 2008 BCBSM bill run schedule
- Secured Services helpful hints on automatic updates and terminating users' or company administrators' access
- eMCS help on modifying members and new hire effective dates

Thank you for choosing Blue Cross Blue Shield of Michigan, Michigan's most trusted name in health care.

Season's Greetings

We wish you a happy, healthy and prosperous 2008.

From all of us in Automated Group Reporting



Terminate access for former eMCS users.

Remember, company administrators have full control over who has access to your company's BCBSM or BCN membership through Secured Services and eMCS.

If a user leaves the company, or no longer needs to view or update the company's BCBSM or BCN membership, the company administrator needs to permanently revoke the user's access.

The company administrator can revoke access by logging on to the system and clicking:

1. *My Account*
2. *My Users*
3. *Show All Users*
4. The name of the user to terminate

Follow the prompts on the screen to continue the termination process.

Call our toll-free assist line.

Do you need assistance in updating BCBSM membership records? Call our toll-free assist line! **866-676-4858**

Did your company administrator leave?

Your company could be in a slight bind if your BCBSM Secured Services company administrator left on short notice without granting rights to someone else.

Here's what to do if that occurred:

- If you have the previous company administrator's login or e-mail address, call us so we can help you reset the password. We'll give you the first half of your new password, and send the second half to the former

company administrator's e-mail box. Then, you can revoke that person's access and assign another person as company administrator.

- Or send us a letter signed by your company's decision maker (that name must be in our marketing security database), and we can reset your password.

Please call us toll-free at 866-676-4858 for assistance.

Check your action code when modifying.

When modifying BCBSM member information, be sure to click on the action code *Modify* (located to left of the member's first name). Otherwise, when you press submit, eMCS will indicate that the change was successful — but the change will not be made.



Need to start over? Clear and restart.

If you're in the process of making a BCBSM add, cancel, or any change in eMCS, and you want to start over again; click the *Clear* button, and then click the *Add Contract*, *Cancel Contract*, or *Modify Contract* button.

Remove ineligible dependents!

You must remove all dependents that reached age 19 or 25 during 2007 and who are no longer eligible to be regular dependents.

To remove a dependent, do one of the following:

- Cancel the dependent from your employee's health plan.
- Move the dependent to family-continuation-rider status.

- Move the dependent to COBRA coverage.
- Move the dependent to sponsored-dependent status.

Please refer to the October 2007 edition of *Automated Solutions* for detailed instructions, or call our assist line at 866-676-4858 if you need help.

Turn on your auto update feature.

Calls to our help line indicate that your company has access to all your group numbers, but users may not have access to all the company's group numbers.

To prevent this type of discrepancy, users should ask the company administrator to make sure the automatic update feature is turned on. Only your administrator can activate that feature. The Secured Services eMCS help desk cannot do that for you.

Use our training DVD.

A free two-hour training DVD on using eMCS is available. You can easily select the lesson you want to view by using the menu in the opening scene. Please call 866-676-4858, and we'll send you a copy.



Check effective date when adding a new hire.

BCBSM's eMCS automatically calculates the effective date of new hires based on your company's new hire agreement with BCBSM.

After you click on Submit and OK, please check the Effective From date before confirming your new hire. Looking at the date will help ensure that you have the date you want.

2008 Bill Schedule

BCBSM bill run schedule for 1st and 15th of the month during 2008



Note: You should complete all processing the day prior to the bill run date.

Days Digit	Bill Run Date	Days Digit	Bill Run Date
Jan. 1, 2008	Dec. 6, 2007	Jan.15, 2008	Dec. 21, 2007
Feb. 1, 2008	Jan. 8, 2008	Feb. 15, 2008	Jan. 25, 2008
March 1, 2008	Feb. 7, 2008	March 15, 2008	Feb. 22, 2008
April 1, 2008	Mar. 6, 2008	April 15, 2008	Mar. 25, 2008
May 1, 2008	Apr. 4, 2008	May 15, 2008	Apr. 23, 2008
June 1, 2008	May 7, 2008	June 15, 2008	May 23, 2008
July 1, 2008	June 5, 2008	July 15, 2008	June 24, 2008
Aug. 1, 2008	July 9, 2008	Aug. 15, 2008	July 24, 2008
Sept. 1, 2008	Aug. 7, 2008	Sept. 15, 2008	Aug. 26, 2008
Oct. 1, 2008	Sept. 5, 2008	Oct. 15, 2008	Sept. 23, 2008
Nov. 1, 2008	Oct. 7, 2008	Nov. 15, 2008	Oct. 24, 2008
Dec. 1, 2008	Nov. 7, 2008	Dec. 15, 2008	Nov. 21, 2008
Jan. 1, 2009	Dec. 5, 2008	Jan. 15, 2009	Dec. 19, 2008



Thank you for choosing the Blues!



**Blue Cross
Blue Shield
Blue Care Network**
of Michigan

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Important telephone numbers

Blue Cross Blue Shield of Michigan

Please call 866-676-4858 if you have questions or problems with eMCS.

Blue Choice®

- For claim inquiries, call Blue Choice Customer Service at 800-645-2583.
- For claim inquiries in the 616 area code, call Blue Choice Customer Service at 800-972-8344.
- For membership and billing questions, call Group Billing at 800-414-3458.

Blue Care Network

To reach the BCN customer help line, call 800-970-6684. For help with processing through eMCS, call 248-799-6481. If you can't process updates through eMCS, please fax the information to 877-218-1466 or 248-799-6327.

If you have any comments or suggestions for Automated Solutions, please call David Saunders, editor, at 313-225-6258 or e-mail dsaunders@bcbsm.com.

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