



October 2008

# eMCS Automated Solutions

## New customer help line opens for national groups

Blues' national groups now have a help line all of their own. Specialists are available at **313-983-0924** to assist national groups with managing their account information online.

You can fax membership documentation to an HCBO specialist at 313-225-0115. Indicate "HCBO" on the cover page.

Our local eMCS customers should continue calling 866-676-4858 for assistance with membership updates or other account-related issues.

## Make membership changes overnight

It's important to us that you get your membership changes made quickly and accurately. Rather than wait for the processing of an Enrollment Change of Status, you can make the change yourself through eMCS and have the update occur within 24 hours.

To help you with this, we have customer service specialists waiting to guide you through changes you want to make. We also have a free training DVD we can share with you. Don't hesitate to call us at 866-676-4858.

Welcome to the October 2008 issue of **Automated Solutions**, the newsletter for Blues groups who use the electronic Membership Collection System (eMCS) and HCBO.

This guide gives easy instructions for managing group accounts and using the *Secured Services* features of **bcbsm.com** and **mibcn.com**.

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## Learn to navigate the PER field

The only time you need to enter a number in the *PER* text box is when you add a new service code. The *PER* field indicates the monthly interval in which a group is billed. For example, if there is a 1 in the field, it means your group is billed each month.

This field is in the *Service Coverage History* area. It's to the right of the *Effective To* field. An example is shown on Page 87 of your *eMCS – the now generation, Version 10* manual. To access the manual, enter eMCS and proceed to the second screen. The manual link is located at the bottom of the left-hand menu.

## Use this Contract Inquiry tip

Have you ever attempted to view a Blues contract in eMCS and received an error message, such as "Contract Not Found?"

Next time, enter your employee's Social Security number (group submitted ID) in the contract number text box, and leave the group suffix number text field blank. To view past contracts of this member, click on *Forward* in the top, right corner of the *View Contract* screen.

# Explore new company history features

You can find out what happened and when to your various group suffix numbers at the click of a mouse. New functions have been added to the *My Company* display screen that now make it possible for you to view your company's access history by group numbers.

Some company administrators may have recently received this message:

Blue Cross Blue Shield of Michigan has recently removed your company's access to one or more customers within the BCBSM *Group Secured Services* Web site for the following reason: Group/Suffix or BCN Facets ID codes were removed.

As illustrated in the following screen shots, you can now find out what we removed.

**Click Ownership Grant History or External Access Grant History.**

Access	Type	Name	Physical Address	Percent	Date Assigned/Updated
113922	OID	113922	---	113922	2006.10.24 4:26 PM EDT
12133222	BCN Facets Group	Companie	One Campus Martius DTM 1104-3204 , Detroit, MI, 48226	113922	2007.08.20 4:57 PM EDT
59355100	BCN Facets Group	JERRY & COLLEEN COMPANY INC	12345678 MY STREET , PLANT, MI, 48058	113922	2007.08.28 1:24 PM EDT
59355101	BCN Facets Group	JERRY & COLLEEN COMPANY INC	12345678 MY STREET , PLANT, MI, 48058	113922	2007.08.18 12:45 PM EDT
59366100	BCSM Group Suffix	JERRY & COLLEEN COMPANY INC	12345678 MY STREET , PLANT, MI, 48058	113922	2007.08.28 1:24 PM EDT

**Ownership Grant History**  
A detailed history of ownership granted to this company is listed below.

Status  
Found: 40 Result

Event Date	Event	Grantor Name	Reason	Access	Show Access
2007.08.29 3:09 PM EDT	BCBSM Data Sync	BCBS Group	--	99366100	Show Access
2007.08.29 3:09 PM EDT	BCBSM Data Sync	BCBS Group	--	99395100	Show Access
2007.08.29 12:16 PM EDT	BCBSM Data Sync	BCBS Group	--	99366100	Show Access
2007.08.28 1:24 PM EDT	BCBSM Data Sync	BCBS Group	--	59366100	Show Access
2007.08.28 1:24 PM EDT	BCBSM Data Sync	BCBS Group	--	59385100	Show Access
2007.08.20 4:57 PM EDT	BCBSM Data Sync	BCBS Group	--	12133222	Show Access
2007.08.20 4:57 PM EDT	BCBSM Data Sync	BCBS Group	--	12133222	Show Access
2007.08.16 6:05 PM EDT	BCBSM Data Sync	BCBS Group	--	59366102	Show Access
2007.08.16 6:05 PM EDT	BCBSM Data Sync	BCBS Group	--	59395102	Show Access
2007.08.16 5:54 PM EDT	Service Owner Admin Action	BCBS Group	--	139853, 97414171, 00139853 ...	Show Access
2007.08.16 4:10 PM EDT	BCBSM Data Sync	BCBS Group	--	59366103	Show Access
2007.08.16 4:10 PM EDT	BCBSM Data Sync	BCBS Group	--	59395103	Show Access
2007.08.16 3:43 PM EDT	BCBSM Data Sync	BCBS Group	--	59366101	Show Access
2007.08.16 3:43 PM EDT	BCBSM Data Sync	BCBS Group	--	59395101	Show Access

**Grant Detail** screen: This example shows that this group was removed from the eMCS system. Access is granted or revoked when BCBSM adds a group number or removes it from the database.



## Enter the correct COBRA code

We've noticed some inaccurate COBRA records being entered by eMCS users. We offer some tips below, but please call 866-676-4858 if you need assistance.

When moving an employee, employee's spouse, ex-spouse or child to COBRA, **you must adjust the ninth digit** in the service code line in Blue Traditional® or PPO contracts. This is also referred to as the "common code" area of the service code.

COBRA eligibility is based on the member's status with your group. For members to be eligible for COBRA, they must work for a group that has **20 or more full-time and part-time active employees on their payroll**. COBRA is not available when the employer group is below 20.

Groups must still cancel the member's coverage when the COBRA eligibility period expires. You can monitor your

COBRA members by clicking on the Group Invoice menu and typing in the respective group and suffix numbers. To monitor the benefit expiration date easier, we recommend that you type "COBR" and the month and year (example: COBR0906) the member will lose benefits in the "BADGE" field in the member's record screen.

Members who are eligible for Medicare at the time of COBRA election, have the choice of selecting Original Medicare or Medicare Supplemental coverage. If they choose Medicare Supplemental coverage, **do not adjust the ninth digit in the service code**. To identify your COBRA member, type COBR and the month and year the member will lose benefits in the "BADGE" field in the member's record screen.

Eligibility Period (Begins date they lose coverage)	Who's Eligible	Service Code
18 months	Employees who lose coverage because of termination or reduction in hours	Enter an <b>8</b> as the ninth digit
29 months	Employees who are terminating employment due to a permanent disability	Enter a <b>9</b> as the ninth digit
36 months	Spouses or dependents who lose coverage for any of the following reasons: <ul style="list-style-type: none"> <li>• Death of covered employee</li> <li>• Employee becomes entitled to Medicare</li> <li>• Divorce or legal separation</li> <li>• Loss of "dependent child" status</li> </ul>	Enter a <b>6</b> as the ninth digit

## Rules for group cancellation

We want to always be your health care choice. But, if you do decide to cancel your Blues coverage, remember that you need to notify us in writing 30 days in advance of the date you want your contract to end. This is stated in your Group Operating Agreement. Underwriting must approve any exceptions to this notification rule.

**Canceling all active subscribers through eMCS is not the appropriate way to cancel group or suffix coverage.** If you are canceling your Blues group coverage, you must notify your Blues agent or account service representative, who will file a cancellation report for you. Canceling individual active memberships will be addressed through the cancellation notification process. It is within processing guidelines to transfer employees to other suffixes within the group.

If you have already removed the records of all active subscribers in a group/suffix, please notify your Blues agent or account service representative immediately.

This procedure applies to any contract cancellation due to:

- Coverage termination because of layoff, reduction of hours or if the employee no longer wants coverage
- Transfer to another group or suffix
- Retirement
- Death

The cancellation notification also enables us to promptly address any outstanding credit or debit balances.

## Update your Web browser

The Blues' *Secured Services* and eMCS run best when you have installed Internet Explorer 7.0. Please take a moment to update your computer.



## Thank you for choosing the Blues!



Nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association

## Important telephone numbers

If you are a local group, please call 866-676-4858 with any questions or problems you have with the eMCS.

National groups should call 313-983-0924.

### Blue Choice®

For claim inquiries, call Blue Choice Customer Service at 800-645-2583. If you are in the 616 area code and have claim inquiries, 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 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.

### Automated Solutions

If you have any comments or suggestions for Automated Solutions, please call our eMCS help line at 866-676-4858.

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