



eMCS and HCBO Automated Solutions

December 2009

*Season's greetings from
the Michigan Blues*

Happy Holidays!

Welcome to the December 2009 issue of **Automated Solutions**, the newsletter for Blues groups who use the electronic Membership Collection System and Health Care Benefits Online.

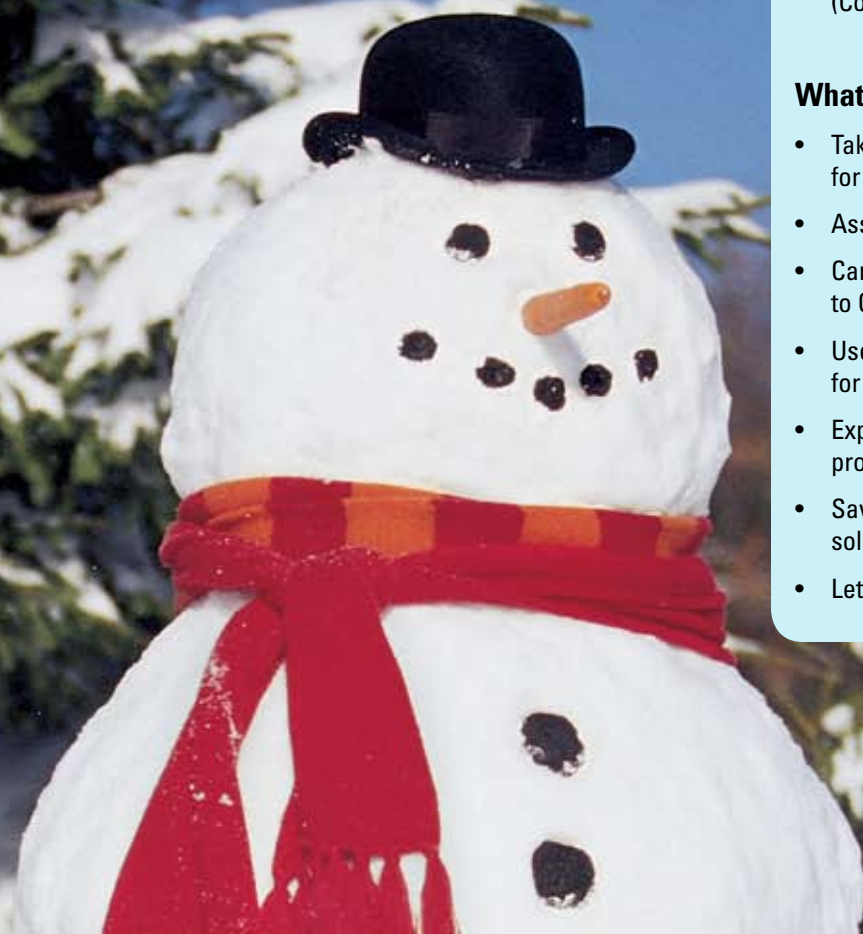
This newsletter gives easy instructions for managing group accounts and using the *Secured Services* features of **bcbm.com** and **MiBCN.com**.

The following are our online tools for updating membership data:

- **eMCS:** Blue Cross and BCN local groups
- **HCBO:** Blue Cross national groups
- **eMVP:** Blue Cross local groups (Coming soon)

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Take note of new restrictions for canceled records

To ensure the accuracy of canceled subscriber data, we've enacted some new restrictions in eMCS.

If you open a canceled record using the *Modify* command, you can now only modify the following in the Subscriber Information area:

- Primary and alternate addresses
- Phone numbers
- Badge number

- Subscriber and spouse health insurance claim number
- Spouse Social Security number
- Former occurrences

Also, users are restricted from modifying anything in the *Service Coverage History* and *Member* sections.

If additional adjustments are required, please contact your Blues sales representative.

Assign a backup administrator

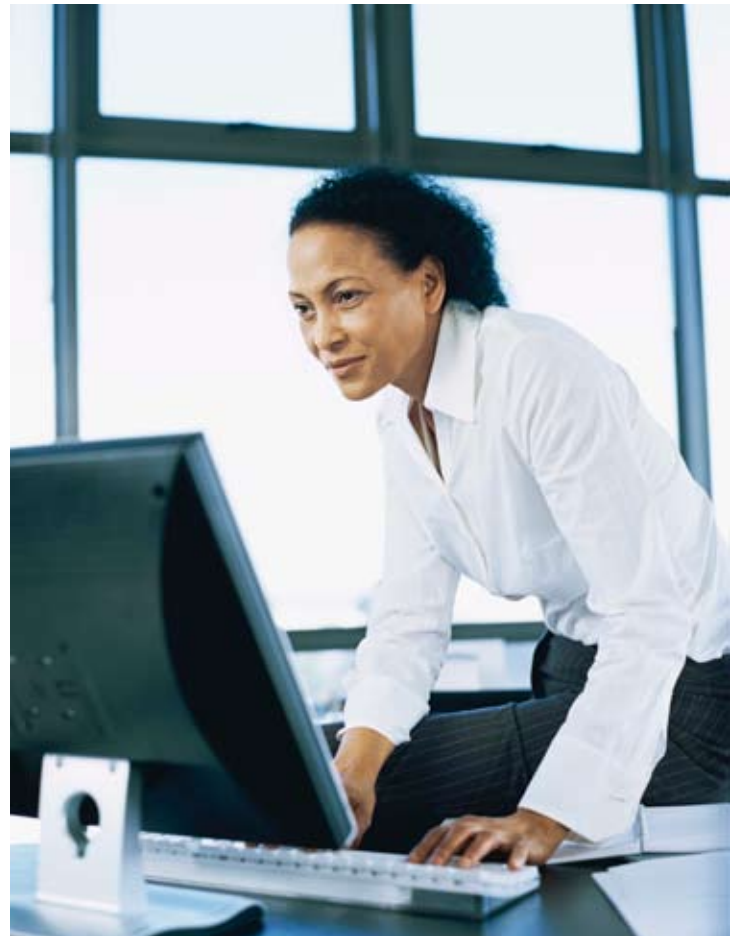
The Blues recommend that companies always assign two company administrators to their *Group Secured Services* profiles. This will allow uninterrupted service in the event one of your company administrators abruptly leaves your company or is otherwise unavailable.

Cancel former employees' access to *Secured Services*

To protect your company's data, we again recommend that you immediately terminate access for any user who has left your company or no longer needs access to *Group Secured Services*. Our records show that many company administrators neglect this step.

Following these steps to review your company's current *Group Secured Services* users and terminate the appropriate people:

1. Log in to *Group Secured Services*.
2. Click on *My Account*.
3. Click on *My Users*.
4. Click on *Show All Users*.
5. Click on the user name that you want to permanently terminate.
6. Click on *Lock Account*, and type the reason for revoking access (for example, no longer with the company, left department).
7. Click on *Permanently Terminate*, and type in the reason for the termination.



Use the 2010 bill run schedule for account management

If you need to make changes to your account, it's best to completely process them at least 24 hours before your bill run date. This ensures your changes show up on your bill for the upcoming billing cycle.

Adjustments entered after the bill run date won't appear until the following month's bill. That's one reason why we encourage you to process required changes as soon as you get an *Enrollment Change of Status* form from an employee.

The table below shows the 2010 bill run dates and related group billing cycles.

Bill Run Date	Billing Cycle Day	Bill Run Date	Billing Cycle Day
Dec. 3, 2009, through June 23, 2010		June 23, 2010, through Jan. 15, 2011	
Dec. 3, 2009	Jan. 1, 2010	June 23, 2010	July 15, 2010
Dec. 21, 2009	Jan. 15, 2010	July 8, 2010	Aug. 1, 2010
Jan. 8, 2010	Feb. 1, 2010	July 26, 2010	Aug. 15, 2010
Jan 26, 2010	Feb. 15, 2010	Aug. 10, 2010	Sept. 1, 2010
Feb. 9, 2010	March 1, 2010	Aug. 25, 2010	Sept. 15, 2010
Feb. 23, 2010	March 15, 2010	Sept. 8, 2010	Oct. 1, 2010
March 9, 2010	April 1, 2010	Sept. 23, 2010	Oct. 15, 2010
March 24, 2010	April 15, 2010	Oct. 7, 2010	Nov. 1, 2010
April 8, 2010	May 1, 2010	Oct. 25, 2010	Nov. 15, 2010
April 23, 2010	May 15, 2010	Nov. 9, 2010	Dec. 1, 2010
May 11, 2010	June 1, 2010	Nov. 22, 2010	Dec. 15, 2010
May 25, 2010	June 15, 2010	Dec. 8, 2010	Jan. 1, 2011
June 8, 2010	July 1, 2010	Dec. 23, 2010	Jan. 15, 2011

Experience new seamless process for HSA data entry

For our customers with health savings account products, we now automatically populate the HSA product code and effective date in the *eBusiness Financial and Analytic Data* screen. As a result, eMCS customers are no longer be required to access the eFAD screen.

We also have removed the *CDH Financial Information* button from the eMCS menu.

If you have any HSA-related questions, please contact your consumer-directed health care administration analyst at cdhadministration@bcbsm.com.

For eMCS questions, call our help line at 1-866-676-4858.



Save the date: Blue Cross to solicit grant proposals

In January, Blue Cross will begin accepting proposals for its 2010 Building Healthy Communities: Engaging Schools and Community Partners grant program. In an effort to combat childhood obesity, the grants will fund physical activity and nutrition programs.

The grants are designed to strengthen school and community efforts to reduce the risk of childhood obesity through prevention and partnership. They are an integral part of our social mission to promote access to high-quality health care and improve the health status of Michigan residents, particularly seniors and children.

The grant application will be available in mid-January. At that time, check bcbsm.com/buildhealth for grant details and downloadable forms. For additional information, contact the Blue Cross Social Mission staff at buildhealth2010@bcbsm.com.

Let us support you

Health Care Benefits Online specialists are available to assist national groups at 313-983-0924. You can fax membership documentation to an HCBO specialist at 313-225-0115. Indicate "HCBO" on the cover page.

Our local eMCS customers should call 1-866-676-4858 for assistance with membership updates or other account-related issues.



The Blues make a healthier Michigan its mission

Because we believe in a healthier, stronger Michigan, making access to health care easy and affordable has been our mission for more than 70 years. We support community-based initiatives and partner with doctors and hospitals to improve health outcomes and reduce costs.

Visit bcbsm.com/home/commitment to learn more about our social mission initiatives.

Other important telephone numbers

Blue Choice®

For claim inquiries, call Blue Choice Customer Service toll-free at 1-800-645-2583. In area code 616, call Blue Choice Customer Service toll-free at 1-800-972-8344.

For membership and billing questions, call Group Billing at 1-800-414-3458.

Blue Care Network

To reach the BCN customer help line, call 1-800-970-6684.

For help with eMCS, call 1-800-970-6684. If you can't process updates through eMCS, please fax the information to 1-877-218-1466 or 248-799-6327.

Automated Solutions

If you have any comments or suggestions for *Automated Solutions*, please call our eMCS help line at 1-866-676-4858.

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



Blue Cross
Blue Shield
Blue Care Network
of Michigan

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