



# eMCS<sup>and</sup> HCBO Automated Solutions

April 2010

## Look forward to a new *Automated Solutions*

This fall, we are integrating *Automated Solutions* with *Blues Advantage*, our group customer newsletter. You'll get one publication that has your membership processing tips as well as access to articles that provide:

- Comprehensive coverage of Blues benefits and products
- In-depth features about the health care industry and its trends

This new publication is exclusively for our Blues groups. We'll share more details with you as we get closer to the launch date.

Welcome to the April 2010 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 **bcbsm.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

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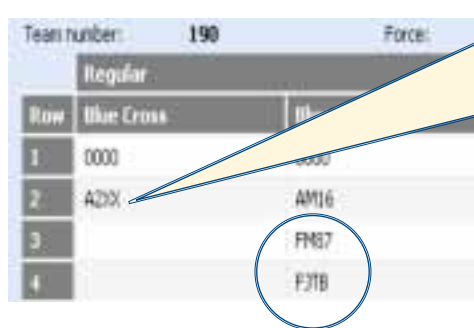


## Enter “0000” in Blue Cross field for freestanding benefits

Please use the correct service keys when you enter employees requesting only a freestanding benefit.

You should not use a Blue Cross key with a freestanding Blue Shield key. The eMCS accepts this bad combination on the membership record. However, the ID card will not process, and you will have to correct the record later.

Freestanding benefits start with the letter “F” and are four characters long. You can verify your group keys by selecting *Group Display* from the *Group Inquiry* menu. The first four numbers of the service key (the Blue Cross portion) must be zeroes. You must enter “0000.” No zeroes are displayed when you view your service keys in *Group Display*. The Blue Cross portion will be blank.



A freestanding family key (FM87 and FJTB circled here), is in the Blue Shield portion of the Group Display Service Code box. The Blue Cross field is blank in this screen. You will only see this if your group has a freestanding program, such as vision only or prescription only.

When adding a freestanding service key to a member’s record, you must add zeros in the Blue Cross service code text box. See the example at left.

Service Coverage History				
	Service Code		Effective From	Effective To
C	0000	FD8D 0200	04/01/07	

## Do not enter false Social Security numbers as place holders

If you don’t have the Social Security number for a new employee, do not enter a false SSN in order to add the individual with your group plan. An eMCS user who enters a fictitious SSN for a new employee creates potential claims problems.

If you are awaiting an employee’s SSN, please call 866-676-4858 and we will provide you with a contract number.

### Avoid street abbreviations in BCN entries

When you add or change a BCN member’s address, please don’t use street name abbreviations that aren’t approved by the United States Postal Service. Incorrect abbreviations may cause a delay in the delivery of time-sensitive materials to your BCN participants.

## Access all group numbers with automatic updates feature

There is a critical step to ensuring your users have access to all your group numbers. You must turn on the automatic update feature for each individual user. Only the company administrator can activate this feature. Our eMCS help desk cannot do it for you.

Instructions for implementing automatic updates detailed in the *BCBSM Secured Services Company Administration Guide*.

To access this manual:

1. Go to **bcbsm.com**.
2. Click on *I Am A Group*.
3. Log into *Secured Services*.
4. Click *Help* located at the very bottom of the home page.
5. Click *Company Administration Guide* located under User Guides.

## Learn to correct a subscriber's Social Security number

You can correct an employee's Social Security number through eMCS or eMVP if it has been incorrectly keyed into the system. Here's how to enter the change in either system:

### Blue Cross Blue Shield of Michigan groups

1. Cancel the current contract with the incorrect number. Use today's date as date of cancellation. Follow the instructions for cancelling a contract in the *BCBSM Secured Services Company Administration Guide*.
2. Open the cancelled contract following the instructions for modifying a contract in the administration guide.
  - In eMCS, go the *Former Occurrences* section located on bottom left of screen. Click on *Add New* and enter the correct Social Security number.
  - **In eMVP**, click on the *Cross Reference* tab and add the new contract ID.
3. Add the subscriber again following the *Add New Contract* procedure, using the correct Social Security number.
  - In eMCS, make sure you change the service type to *Open Enrollment* and add the subscriber with the same date you used to cancel.
  - In eMCS, add the incorrect SSN in the *Former Occurrences* section.
  - **In eMVP**, click on the *Cross Reference* tab and add the former contract.

**Important note:** Blue Cross groups must also submit the SSN change on an *Enrollment Change of Status* form in addition to entering it in eMCS or eMVP. Once completed, mail the ECOS form to Blue Cross. Submitting the ECOS form is required so that we can discard invalid records containing incorrect Social Security numbers and ensure proper claims payment.

Mail the form to:

Membership and Billing — MC 1704  
Blue Cross Blue Shield of Michigan  
P.O. Box 2260  
Detroit, MI 48231-2260

### Blue Care Network groups

If you enter an incorrect Social Security into eMCS, please contact BCN's Group Inquiry Unit at 1-800-970-6684. Please do not re-enter the contract information as this may cause claims and billing discrepancies.



