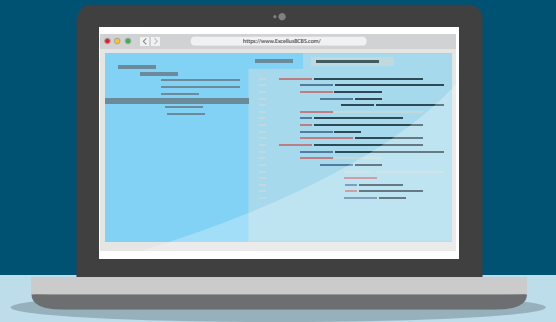


# ENROLLMENT INQUIRY SUPPORT TOOL PROCESS



## Tips on how to use the process

The purpose of this tool is to streamline all your eligibility maintenance requests, enrollment inquiries, billing/reconciliation requests, and other support requests. By submitting your inquiries and requests via this tool, they are securely transmitted directly to the request management system that is utilized to assign and process requests within our Enrollment department.

## Security

You will need to log in prior to using the Enrollment Inquiry & Support tool. When submitting requests, the tool will auto populate certain fields based on the user's profile. The form itself utilizes Secure Sockets Layer (SSL) technology (the industry standard for secure transactions) to transmit the information to our request management system.

## Completing the Form

The most common reason for an inquiry is likely to be Eligibility Maintenance. This reason for inquiry should be chosen for subscriber/member activity, new enrollments, and member additions to an existing contract, changes, terminations, etc.

All appropriate paperwork must accompany the request and required fields must be completed.

If retroactive review is required, please reference the Retroactive Process Tip Sheet, and include a completed Exception Request Form.

## Attachments

Please be sure that all selected attachments are uploaded to the request prior to clicking the "agree and submit" button.

Attach your documentation. Depending on the browser and version being used, attachment functionality may vary slightly. Web browsers such as Google Chrome allow multiple attachments to be submitted on the same request. Certain browsers may only allow one attachment. If your browser has an "upload" button, be sure to fully upload the attachments to the form.

## Tracking System and Notifications

You will be given a case ID immediately when your case is submitted on the web portal. Your dashboard will be updated with the case ID in real-time with the latest status. Upon completion, the secure email you receive will contain the case ID, company name, group number(s), subscriber name and subscriber ID if applicable and entered in the request. It will also contain resolution comments. The case ID is used for tracking purposes. If you have any questions concerning status of a specific inquiry, please use the case ID to check status on your user dashboard. If further assistance is required, contact your account service consultant or dedicated support line with this case number.

## Additional Information Required

If your inquiry does not contain the necessary information to complete the request, you will receive a secure ZixIT email. Replying to the secure ZixIT email timely will keep the case open and send the additional information provided to the reviewer. If additional information is not received timely, the request will be closed, and a subsequent case will need to be submitted. To prevent enrollment delays, it is critical that the initial request contains all required information. Use the Group Maintenance Guide to answer questions on enrollment guidelines, billing, online bill pay, and many other related issues.

*This guide is available online under the Resources section.*

A nonprofit independent licensee of the Blue Cross Blue Shield Association

Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, origin, age, disability, or sex. Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros. 注意：如果您说中文，我们可为您提供免费的语言协助。请参见随附的文件以获取我们的联系方式

B-5212/15869-22M

