



**BlueCross BlueShield
of Texas**

ACA Small Group Enrollment Tool Job Aid

Tool Enhancements/ Enrollment Process Overview



For Producers and General Agents

Effective October 2017

Document Purpose

This job aid provides a quick overview of the eSales ACA Small Group Enrollment tool enhancements. These enhancements are effective October 20th, 2017.

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Other Reference Materials

Below is a listing of other relevant reference materials:

- eSales ACA Small Group Enrollment User Guide

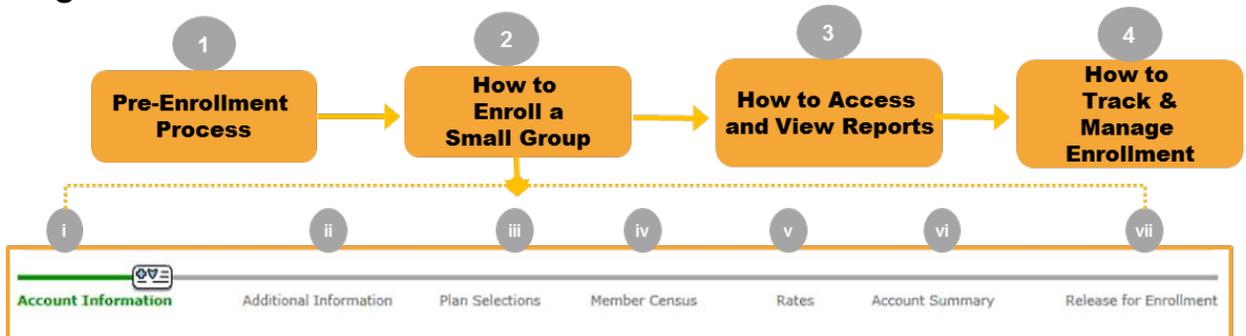
Resources/Contacts

- For technical issues with the eSales enrollment tool, please contact our ITG Service Center at **1-888-706-0583**.
- For questions or concerns regarding the eSales Enrollment tool, send inquiries to:

ACASmallGroupEnrollmentSupport@bcbsil.com

ACA Small Group Enrollment Process

In this job aid, we will discuss the enhancements that have been made to the enrollment process applicable to General Agents and Producers.



Steps to Enroll a Small Group:

1. Pre-Enrollment Process
2. How to Enroll a Small Group
 - i. Account Information
 - ii. Additional Information
 - iii. Plan Selections
 - iv. Member Census
 - v. Rates
 - vi. Account Summary
 - vii. Release for Enrollment
3. How to Access and View Reports
4. How to Track and Manage Enrollment
 - i. Enrollment Status
 - ii. More Information Required
 - iii. Underwriting Approval Received
 - iv. My Enrollments

Key Enhancements

While discussing the changes, we have aligned the enhancements with the enrollment process steps as discussed on the previous page. This will help you to identify where the enhancements have been included in the process.

Electronic Funds Transfer (EFT) Mandatory for Initial Premium Binder Payments with 11/1/2017 Effective Dates and Beyond



Step 1: Pre-Enrollment Process

- A new **EFT Status** field in the case header is now visible in every enrolling screen so that you can easily see the status of a binder payment transaction.
- For cases enrolling without a quote, the **EFT Status** field will be visible once all information has been added to the Account Information page and “Continue” button is clicked.

Enrollment			Enrollment Home	
Account Name: TX Producer Test	Market Segment: Small Group	Account Number: 216308	Effective Date: 11/01/2017	
Producer: ITG Test Broker2	Status: Pre-enrollment	Quote Number: 788298	Case ID: 7282	
Created By: External	EFT Status: Not Processed			
Reports	Documents List	Attachments	Log	History
Discontinue	DocuSign Envelope ID: <input type="text"/>			Import

Key Enhancements (contd.)

Plan Selections: Member Census –Manual Entry



Coverage Elections: When Life is selected, Annual will now default for Salary Period. A minimum Salary amount of \$10,000.00 is required to be entered.

The screenshot shows a web form titled "Life Coverage". At the top, there is a red alert message: "Alert: The Salary entered is less than \$10,000. Annual Salary is required." Below the alert, there are several input fields: "Term Life" with a dropdown menu showing "Y", "Job Class Type" with a dropdown menu showing "All Active Full Time", "Salary Period" with a dropdown menu showing "Annual", and "Salary" with a text input field containing "5000". A green arrow points from the alert message to the "Salary" field. At the bottom of the form, there are two green buttons: "Previous" and "Continue". Below the buttons, there is a legend: "* - Required fields" and "* - Required when BlueCare DHMO has been selected as the Dental Plan".

Key Enhancements (contd.)

Rates: Bank Routing Number Verification



Step 2: How to Enroll a Small Group > v. Rates

When entering the Bank Routing Number and Bank Routing Number Confirmation, in the **Electronic Payment Information** section, the tool will only accept numerical values and limit the number to nine digits.

Electronic Payment Information

Electronic Funds Transfer (EFT) will be used to transfer the amount to Blue Cross and Blue Shield of IL.

*Bank Account Number: <input type="text" value="99999999999999999999"/>	*Bank Account Number Confirmation: <input type="text" value="99999999999999999999"/>
*Bank Routing Number: <input type="text" value="888888888"/>	*Bank Routing Number Confirmation: <input type="text" value="888888888"/>
*Bank Name: <input type="text" value="TEST BANK"/>	*Account Holder Name: <input type="text" value="TEST ACCOUNT HOLDER"/>

Key Enhancements (contd.)

Rates: Payment Amount Confirmation



Step 2: How to Enroll a Small Group > v. Rates

You will be required to re-enter the payment amount to verify the initial binder payment to be withdrawn from the group's bank account upon enrollment approval. The Payment Account Confirmation field is located in the **Billing Address/Contact Information** section

Billing Address/Contact Information

*Address 1:

Address 2:

*City:

*State:

Country:

*Zip Code:

*Payment Amount:

*Payment Amount Confirmation:

Transaction Number:

Payment Status: Not Processed

Rates: email Notification- Unsuccessful Payment Transaction



For unsuccessful Electronic Funds Transfer (EFT) payments, an automated email will be sent to the following recipients:

GA Cases

To: GA CC: N/A BCC: MktgTechEnrollment@bcbsil.com

NON-GA Cases

To: Broker CC: N/A BCC: MktgTechEnrollment@bcbsil.com

From: Blue Cross Blue Shield of Texas [<mailto:none@bcbstx.com>]
Sent: Wednesday, October 04, 2017 3:49 PM
To: Amy Stevens <Amy_Stevens@bcbsil.com>
Cc: Sucheta Mungale <Sucheta_Mungale@bcbstx.com>
Subject: AMY TX10.4 INT Account # 220035 - Unsuccessful Electronic Funds Transfer (EFT) Payment

Blue Cross and Blue Shield of Texas (BCBSTX) was unable to process the one time Electronic Funds Transfer (EFT) Payment for AMY TX10.4 INT Account # 220035.

When the EFT Payment is unsuccessful the initial premium payment will be due once the initial bill is received by the group.

For additional information regarding this transaction, please reference the log located in the ACA SG Enrollment Tool.

Please do not reply to this email. For questions, please contact the Service Center at 1-800-399-5831.

Key Enhancements (contd.)

Release for Enrollment: Attachments



Step 2: How to Enroll a Small Group > vii. Release for Enrollment

Beginning with November 2017 Effective Dates, the **Binder Check** and **Binder Check Routing Sheet** will no longer be a document needed to submit groups for enrollment. All binder payments must use the Electronic Funds Transfer functionality within the tool itself.