



BlueCross BlueShield of Illinois

December 2009

Dear Group Administrator:

Welcome to Blue Cross and Blue Shield of Illinois!

Enclosed is a copy of your Offer Acceptance and Initial Premium form. These premium rates are effective at 11:59 p.m. on December 31, 2009 and are guaranteed until your policy renewal date.

Your enrollment information is being processed. Member ID cards will be mailed to your employees' home address in the next few weeks. Your first bill(s) will be mailed to you in the next few weeks. If you sign up for Blue Access[®] for Employers, our Online Bill Payment feature will enable you to review, update, and pay your bills online.

Certificate booklets will be sent to you under separate cover. Please distribute the appropriate Certificate Booklets to your employees based on their product selection. Encourage your employees to review their Certificate Booklet for important coverage information.

Please note the following important information regarding the administration of your benefits program:

- **If you currently have any former employees on Illinois State continuation of coverage, please contact our Membership Full Service Unit at 800-541-2767 to update their status and your respective monthly premium billing for these individuals.**
- **If you currently have any individuals within your group plan that have Medicare eligibility due to working-aged, disability or ESRD, please complete our enclosed Medicare as Secondary Payor form and fax to 312-946-3799, attention: BCBSIL Group Acceptance, within 10 business days of receipt of this packet.**
- **If your policy renews in April 2010, we will need some information to be able to prepare your renewal. Please fax a current Wage and Tax form (UI340) to 312-946-3799, attention: BCBSIL Group Acceptance, no later than Jan. 15, 2010. Please indicate all employees identified as full-time, part-time or terminated.**
- **If your former coverage had an effective date other than the first of the month, please note that there will be an adjustment to your BCBSIL premium statement to reflect the billing cycle change.**

To help you get the information you need, attached is a list of key phone numbers and Web resources. Visit www.bcbsil.com to obtain our most commonly used forms and other information. If you have any immediate questions about your group's status or need supplies/forms not available on our Web site, call the Blue Cross Group Answer Line toll free at 866-726-2767.

Thank you for choosing Blue Cross and Blue Shield of Illinois for your group benefits programs.

Sincerely,

Blue Cross and Blue Shield of Illinois
Group Sales Department

Note this is contingent on your UniCare policy remaining in effect through December 31, 2009. If your UniCare policy lapses due to nonpayment of premiums and the expiration of an active UniCare grace period, BCBSIL (or its affiliate) will not extend coverage pursuant to this offer.



BlueCross BlueShield of Illinois

Blue Cross and Blue Shield of Illinois Key Contacts

Blue Care Connection® (BCC) (800) 232-7108

For PPO, BlueEdge and BlueChoice Select Members ("P" and "OM" Group Numbers)

When members receive covered inpatient hospital services, coordinated home care, skilled nursing facility or private duty nursing from a participating provider in the state of Illinois, the provider will be responsible for contacting the BCC pre-notification line. When using non-participating Illinois providers and out-of-state providers, members are required to contact the BCC pre-notification line 1 business day prior to any elective inpatient admission or within 2 business days after an emergency or maternity admission. Failure to pre-notify with the BCC when required will result in benefits being reduced by \$1,000.

PPO Customer Service (800) 541-2767

For PPO and BlueChoice Select Members ("P" and "OM" Group Numbers)

For PPO and BlueChoice Select claim and membership information

HMO Member Services (800) 892-2803

For HMO Members ("B" Group Numbers)

For HMO claim and membership information

Dental PPO and Dental Indemnity - Customer Service (800) 367-6401

For Dental PPO and Dental Indemnity claim and membership information

Dental HMO Customer Service (800) 323-7201

For Dental HMO claim and membership information

Fort Dearborn Life Insurance Company (800) 348-4512

For eligibility, membership, billing and claim information

Blue Cross and Blue Shield of Illinois Web Site Resources – www.bcbsil.com

Fort Dearborn Life Insurance Company Web Site Resources – www.fdl-life.com

| Employer Group Resources: | Member Resources: |
|--|--|
| <p>Employer Portal – No password required:</p> <ul style="list-style-type: none"> • Provider Search - customize directories • Downloadable forms: employee & group applications, Enrollment Change Request, COBRA Election & Notification, medical claim, dental claim • Product information <p>Blue Access for Employers – upon receipt of password:</p> <ul style="list-style-type: none"> • Check employee eligibility • Enroll a new employee/dependent • Change employee name/address • Request replacement ID cards • Cancel/reinstate a member • Transfer employees among BCBSIL products • Member re-add • Category transfer • View product information • View standard customer reports • View current premium bill • Check payment status • Confirm changes since last premium bill • View weekly invoice detail • View monthly settlement • View account summary information | <p>Member Portal – No password required:</p> <ul style="list-style-type: none"> • Provider Search - customize directories • Formulary list • Customer service inquiry • Wellness information <p>Blue Access for Members – upon receipt of password:</p> <ul style="list-style-type: none"> • Check claim status • View explanation of benefits • Confirm member information • Change medical groups (HMO members) • Obtain temporary ID cards • Opt out of receiving paper EOB statements • Access health and wellness information and self-care programs |