

# Frequently Asked Questions

## Producer Access to Blue Access® for Employers

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### 1. How do I get direct access to Blue Access for Employers (BAE)?

Producers will have direct access from the producer Web site into BAE for their small group, mid market, and large group, fully-insured accounts. No additional action is needed by the Producer other than having access to Blue Access® for Producers. In short, certain security and account settings must all be in place in order for Producer BAE access to work. Producers may call the Internet Help Desk at (888) 706-0583 with questions about access.

### 2. What can I do in BAE for my accounts?

Included features:

- Membership inquiry
- Membership maintenance
- View pending activities
- Order ID cards
- View account/product summary
- View billing
- View Reports (If applicable)

Excluded features:

- Security Manager
- User Profile
- Online Bill Pay

### 3. Am I required to perform membership maintenance?

Producers are not required to perform membership maintenance for their accounts. Use of the Producer BAE access is completely voluntary and should be based on an agreement between the Producer and each account. A Producer should decide carefully if membership maintenance fits within his or her business goals and objectives. If those services are right for the Producer and the account, then the Producer will be responsible for contacting the account, to inform the account, and to initiate the services. Producers are required to follow the current Underwriting guidelines whether the submission of membership is made on Blue Access for Employers or via paper.

### 4. How will I access each of my BAE accounts?

Each producer will sign into Blue Access® for Producers using his or her user name and password. After login, the Producer will click on "View and manage your accounts," located on the left side of the page, to display the BAE account search page. The search page will show the producer's current accounts (first 200 alphabetically) where the Producer is listed as the active broker of record, or as the General Agent (IL only). The Producer can also search for a specific account by entering account number or account name. If the Producer has more than 200 accounts and the specific account does not appear on the list of current accounts, please enter the specific account name or number in the search field.

### 5. How do I change access from one account to another?

Producers will be able to return to their account listing and select or search for a different account, by selecting View Next Account from the "Fast Path" drop down menu.

### 6. How do I return to Blue Access for Producers after accessing BAE?

To return to Blue Access for Producers, click on the "Producer Portal" link located in the upper right corner of each page in BAE.

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#### **7. Can I grant BAE access to my added users?**

Yes. A Producer can grant two levels of BAE access to added users by using the Password Manager feature in the Producer portal. A Producer can delegate BAE inquiry access, BAE maintenance access, or both. Added-, or sub-users, will be able to use BAE according to the access role that the Producer has assigned. **Important:** When creating a sub-user, make sure to assign another role for accessing the producer portal in addition to the BAE roles. This will ensure added users can access Blue Access for Producers and Blue Access for Employers.

#### **8. Is BAE access available for all Producers?**

This feature will be available to Producers who are contracted and appointed to sell group business, who have access to Blue Access® for Producers, and who are listed as the agent or record or broker of record (AOR/BOR) for the account.

Certain account settings must be in place in order for Producer BAE access to work. Access is not available for certain account types, including ASO accounts; split-funded accounts; accounts where commission is split by product; accounts where a single Producer did not sell all products; and accounts that have revoked Producer BAE access.

New Producers may use the feature immediately after registering for the producer portal. Access and availability inquiries should be directed to the Internet Help Desk at (888) 706-0583.

#### **9. What if I have a group with Life or Dental HMO?**

Blue Access for Employers allows all medical products to be enrolled online. Should you have FDL and/or HMO Dental, membership changes must be submitted according to the product/provider page on Blue Access for Employers.

#### **10. If I have a group under 50 lives, how do I enter the Medical information?**

In Blue Access for Employers, once the health information is entered, the system will generate a PDF of the medical questions. This form needs to be filled out sent/faxed to the FSU for processing.

#### **11. How do I sign up for Blue Access for Producers?**

Go to [www.bcbsil.com/producer](http://www.bcbsil.com/producer) and click on "Request a Password." Three pieces of information are required to validate a Producer. Upon validation, a temporary password is e-mailed to the Producer to complete the registration process. Producers may use the BAE feature immediately after logging into the producer portal. Access and availability inquiries should be directed to the Internet Help Desk at (888) 706-0583.

#### **12. How will broker of record (BOR) changes impact my access?**

When an employer group makes a broker of record (BOR) change, the current producer should immediately report all unfinished or pending BAE activities to the group.

A BOR change request will change BAE access: the former producer will lose access to the group in BAE and the new producer will gain access to the group in BAE.

#### **13. Who should I call with questions about the feature, account access, etc?**

Producers should call the Internet Help Desk at (888) 706-0583.

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#### **14. What if I do not want to provide account maintenance and inquiry services to my accounts?**

Use of the Producer access to BAE and the ability to perform membership inquiry and maintenance are completely voluntary. The Producer has the responsibility to communicate this feature to his or her accounts. Accounts will not be actively notified of this feature by Blue Cross and Blue Shield. Each Producer should decide carefully if membership maintenance fits in with his or her business goals and objectives. If those services are right for the Producer and an account, then the Producer will be responsible for contacting the account to initiate the services. At the same time, every qualified account can revoke its Producer's direct BAE access, either online, or by phone by contacting the account's Blue Cross and Blue Shield representative or the Internet Help Desk.

#### **15. Do you have any BAE training guides or reference materials?**

Producers will be able to access BAE training guides and reference materials through Blue Access for Producers. Information will be available in the Blue Access Materials section of the secure Producer portal.

#### **16. How will errors and omissions be handled?**

Producer errors and omissions will be covered according to existing Blue Cross and Blue Shield policies, agreements, and administrative procedures. BAE is also equipped with edit messages to help the user.

#### **Terms of use**

Producer BAE access is completely voluntary and is not mandatory. The Terms of Use for Blue Access® for Producers has been updated to include the BAE access feature. A Producer is free to use all the features within Blue Access for Producers except BAE access if he or she so chooses. However, all Producer portal users will be required to accept a revised Terms of Use agreement, once BAE access is available, in order to proceed into the portal.

#### **IMPORTANT: Please Note**

Blue Cross and Blue Shield of Illinois reserve the right to revoke access to ANY user at ANY time.