



### QLEs Requiring Carrier Approval and/or Documentation

#### Some Qualifying Life Events (QLEs) require documentation:

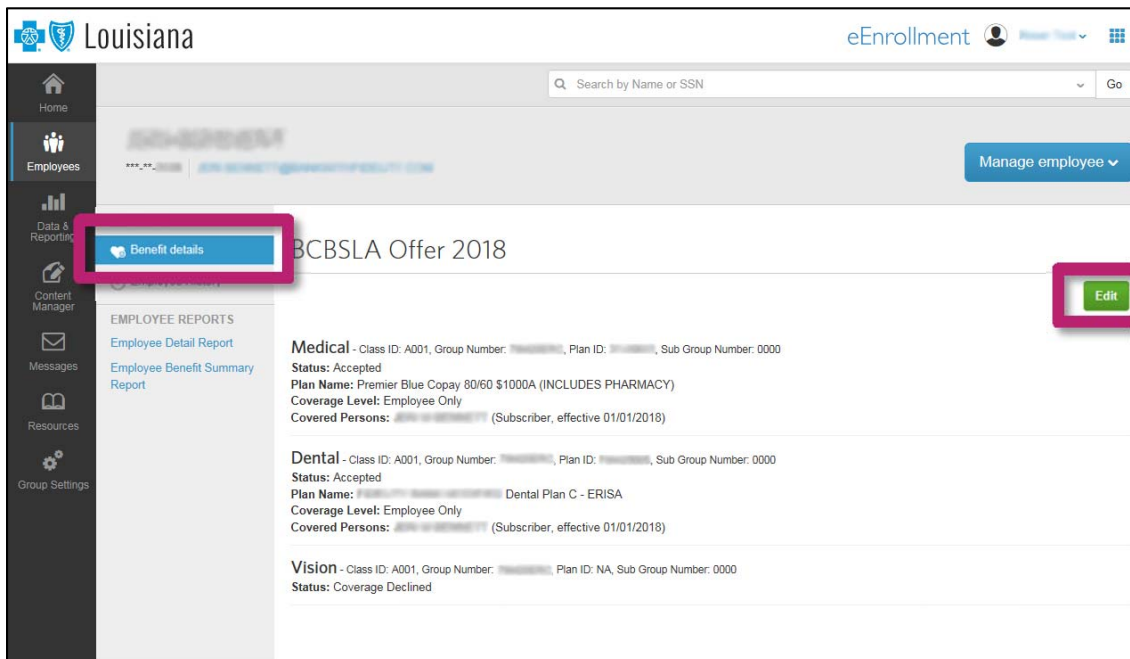
1. Overage dependent
2. Adoption (within 31 days of birth)
3. Adoption (not within 30 days of birth)
4. Qualified medical child support order or court order
5. Loss of Medicaid

When a group leader or producer enters one of these QLEs, eEnrollment will create a carrier approval task.

**Note:** The QLE must be entered using a group leaders/producers login in order for carrier approval task to generate. The task will not generate for review if entered as a carrier login.

#### To accurately document one of these QLEs, follow these steps:

1. Search for the employee with a QLE. On the **Benefit details** tab, click **Edit**.



#### eEnrollment | QLE Requiring Carrier Approval

2. On the next page, select the green **Edit due to Change Reason** box.

**Current Benefits**  
**BCBSLA Offer 2018**

**Medical**

**Changes Requiring a Change Reason**

**Change Reason** Other on 12/11/2017 (12/11/2017)

**Medical** Accepted

**Plan** Premier Blue Copay 80/60 \$1000A (INCLUDES PHARMACY)

**Coverage Level** Employee Only

**Persons Covered**

Name	Relationship	Effective Date
[REDACTED]	Subscriber	01/01/2018

Member ID: [REDACTED]  
Alternate ID: [REDACTED]

To edit a person's Name or SSN, click the person's name.

**Edit due to Change Reason** **Cancel Benefits for All**

3. On the next screen, select the QLE that applies. The highlighted QLEs will generate a carrier approval task. You will need to send documentation to Blue Cross for approval.

The screenshot shows a web interface for 'Current Benefits' under the 'BCBSLA Offer 2018'. The left sidebar contains navigation options: 'Overview', 'Benefit details', 'Employee History', and 'EMPLOYEE REPORTS' (with sub-items: 'Employee Detail Report', 'Employee Benefit Summary Report', and 'Employee Benefit Summary Report'). The main content area is titled 'Reason for Medical Change' and asks 'You are making a change to benefit elections. Why are you making this change?'. A dropdown menu is open, listing various reasons for change. The first option, '-Select a new change reason-', is selected. Several other options are highlighted in yellow: 'Adoption (not within 30 days of birth)', 'Adoption - Newborn (within 31 days of birth)', 'Court order', 'Disability of employee or dependent (Not Medicare)', 'Loss of Medicaid or CHIP Coverage', 'Loss of Medicare or Medicaid coverage', 'Loss of other coverage', 'QMCSO (Qualified Medical Child Support Order)', and 'Subscriber Requested Cancellation (31-60)'. At the bottom of the page, there is a language selection menu and a copyright notice for 2017.

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4. On the next page, complete the highlighted fields:

Overview

Benefit details

Employee History

EMPLOYEE REPORTS

Employee Detail Report

Employee Benefit Summary Report

## Current Benefits

### BCBSLA Offer 2018

#### \*Reason for Change

You have selected a QMCSO (Qualified Medical Child Support Order) change reason.

You are permitted to perform the following adjustments to your insurance coverage as a result of this life event:

- You CANNOT cancel your coverage.
- You are NOT permitted to change your plan.
- You may change your coverage level.
- You can add a Child via Court Order to your existing coverage.
- You can cancel coverage for any dependent.

Do you wish to continue with this change?

Yes

No

If yes, please enter the following:

Date of Support Notice\*

When were you notified about this life event?\*

Previous Next

5. On the next page, add the dependent(s) for each product separately.  
a. First, update the coverage level by clicking the **Edit** button.

Overview

Benefit details

Employee History

EMPLOYEE REPORTS

Employee Detail Report

Employee Benefit Summary Report

## Current Benefits

### BCBSLA Offer 2018

Reason for Change	QMCSO (Qualified Medical Child Support Order) on 04/01/2018	Edit
Medical	Accepted	
Plan	Premier Blue Copay 80/60 \$1000A (INCLUDES PHARMACY)	
Coverage Level	Employee Only	Edit
Persons Covered		

Name	Relationship	Effective Date
JERI M BENNETT	Subscriber	01/01/2018
	Member ID: 202291944	
	Alternate ID: AM0711657	

b. Then, enter a dependent based on chosen coverage level.

**BCBSLA Offer 2018**

Reason for Change	QMCSO (Qualified Medical Child Support Order) on 04/01/2018	Edit
Medical	Accepted	
Plan	Premier Blue Copay 80/60 \$1000A (INCLUDES PHARMACY)	
Coverage Level	Employee and Child(ren)	Edit

• The coverage level selected requires at least 1 dependent(s).

**Persons Covered**  
Add Dependent

If the relationship of the new dependent is not listed, you may need to update the Coverage Level.

First/Middle\*Last\*

Relationship\*

Gender\*

Date of Birth\*

SSN

Address

Email

6. After adding the dependent(s), you may be asked to confirm you have documentation and the member meets the requirements to add the dependent(s).

Overview

Benefit details

Employee History

EMPLOYEE REPORTS

Employee Detail Report

Employee Benefit Summary Report

### Current Benefits

#### BCBSLA Offer 2018

Reason for Change	QMCSO (Qualified Medical Child Support Order) on 04/01/2018	Edit
Medical	Accepted	
Plan	Premier Blue Copay 80/60 \$1000A (INCLUDES PHARMACY)	
Coverage Level	Employee and Child(ren)	Edit

#### Persons Covered

**Child via Court Order Information**  
You have chosen to add John Smith as a Child via Court Order.

Provide supporting documentation of the court order or custody agreement to be considered eligible for group insurance. You may be asked to provide acceptable documentation before this person can be covered.

Choose one\*

I acknowledge that the above requirements are met.

The above requirements are not known to be met.

Next

- Once the dependent(s) has been added to the product, there is a series of others questions about the dependent. Finally, confirm the QLE requirements and documentation you will need to submit. This will appear for each product the dependent(s) is added to.

### Current Benefits

#### BCBSLA Offer 2018

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**Reason for Change** QMCSO (Qualified Medical Child Support Order) on 04/01/2018 Edit

**Medical** Accepted

**Plan** Premier Blue Copay 80/60 \$1000A (INCLUDES PHARMACY)

**Coverage Level** Employee and Child(ren) Edit

**Persons Covered** Edit

Name	Relationship
[REDACTED]	Subscriber
	Member ID: [REDACTED]
	Alternate ID: [REDACTED]
John Smith	Child via Court Order

**Employee Agreements** Edit

Compliance Terms Acknowledgement and Agreement  
I Agree

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**Medicare** None Edit

**Additional Insurance** None Edit

**Effective Date** 05/01/2018

**Carrier Approval Required**

This member's election(s) are pending carrier approval for the following reason:

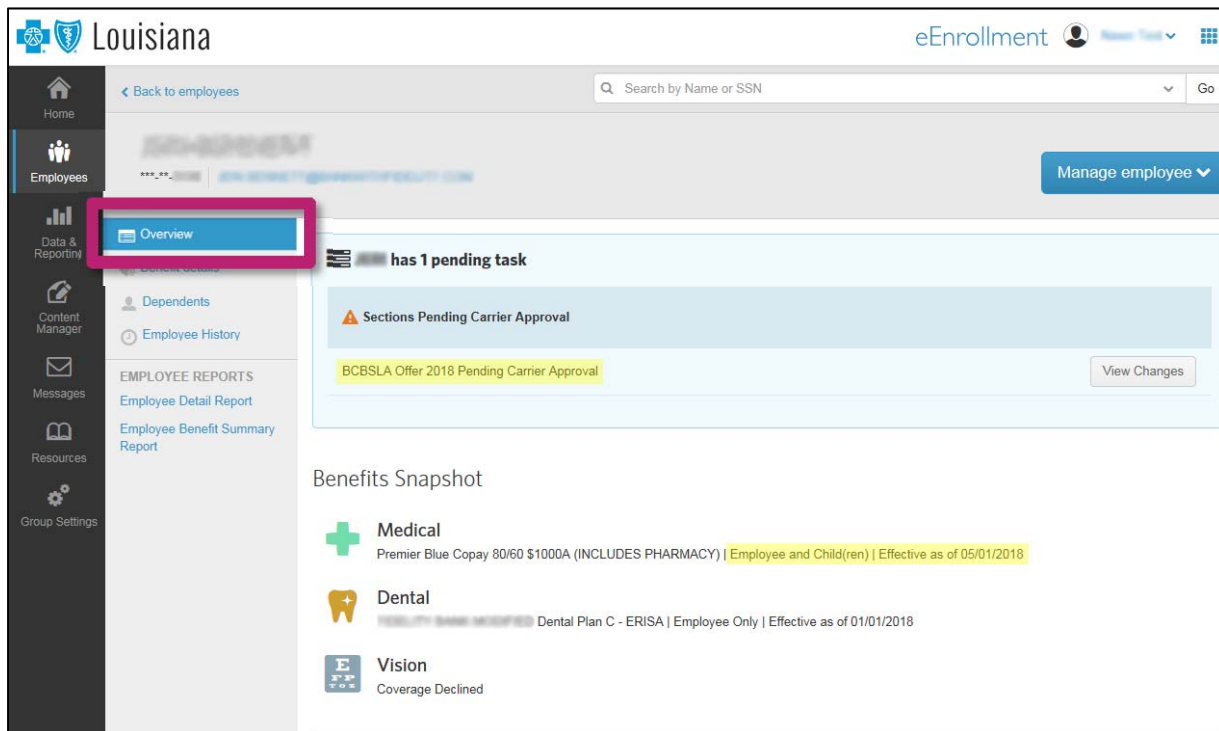
- QMCSO (Qualified Medical Child Support Order)

TEST

Next

- After adding the dependent(s) to all products, save all changes. This will allow them to be processed.

- Once saved, you will be taken to the Overview page.  
You will see a pending task called **BCBSLA Offer Pending Carrier Approval**.



eEnrollment will send a report to Blue Cross, which will request you send proper documentation to review and approve. Send that documentation, including the group name and number, subscriber name and ID, dependent name and required documentation, to:

- Lafayette Region - [LafLCEBTeam@bcbsla.com](mailto:LafLCEBTeam@bcbsla.com)
- Capitol Region - [BatonRougeEBTeam@bcbsla.com](mailto:BatonRougeEBTeam@bcbsla.com)
- NOLA Region - [NOLAHoumaEBTeam@bcbsla.com](mailto:NOLAHoumaEBTeam@bcbsla.com)
- North and Central Region - [ShrevMonAlexEBTeam@bcbsla.com](mailto:ShrevMonAlexEBTeam@bcbsla.com)

If QLE is approved, the task will disappear and the dependent(s) will remain on the member's policy (like the screenshot above).

If QLE is denied, the task will disappear and coverage for dependent(s) will not show on the overview screen. The contract will revert back to pre-QLE coverage.