

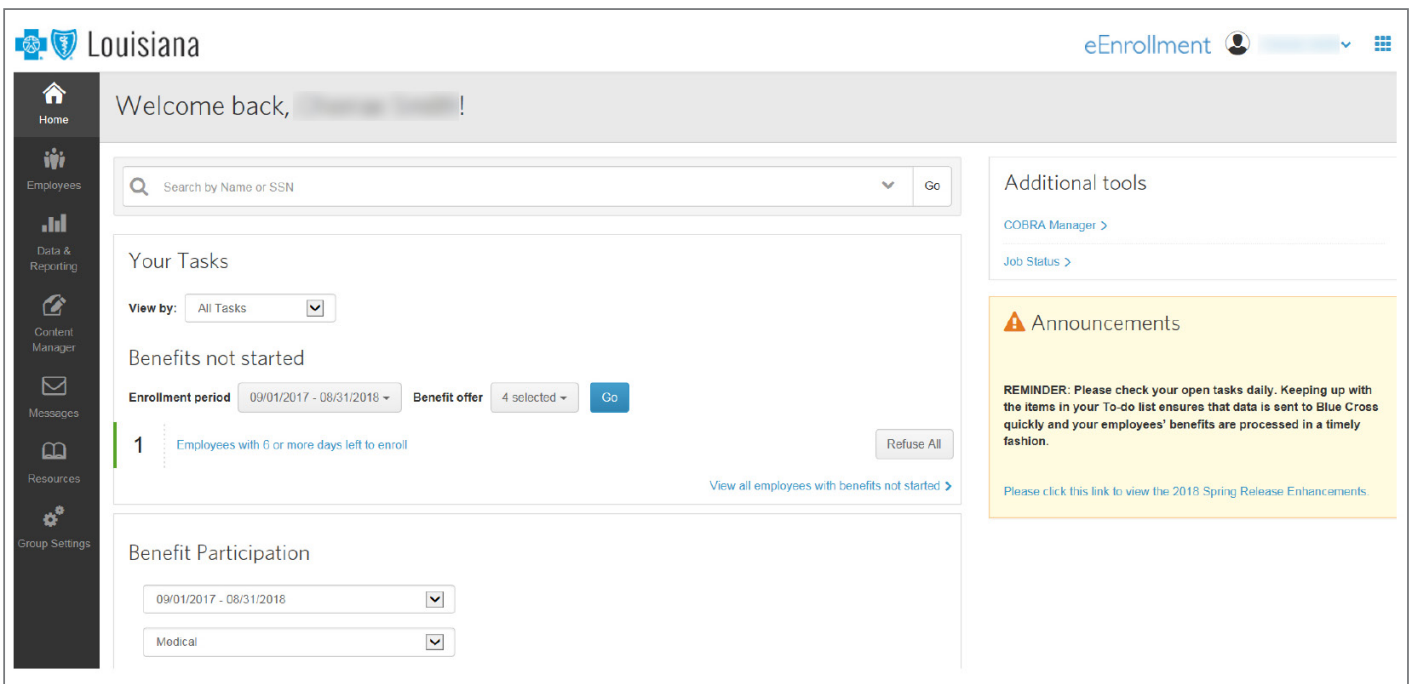


# Managing Your Group's Benefits Just Got Easier with eEnrollment

## Frequently Asked Questions

### Q. How do I manage my daily tasks in eEnrollment?

- A. From the eEnrollment home page, view and work on your open tasks daily. Completed tasks ensure data is sent to Blue Cross quickly and your employees' benefits are processed timely.



### Q. What are pending tasks in eEnrollment?

- A. Pending tasks are tasks that have been started but not submitted. Until a pending task is completed, no information on that employee or his or her dependents will be sent to Blue Cross.

## **Q. Do any Qualifying Life Events (QLE) require documentation? If yes, how should they be submitted?**

**A.** There are five (5) QLEs that require documentation:

1. Over-age dependent
2. Adoption (within 31 days of birth)
3. Adoption (not within 30 days of birth)
4. Qualified medical support order
5. Loss of Medicaid

Send an email to the appropriate Regional Enrollment Team based on your location. Include the group name and number, subscriber name and contract number, dependent name and required documentation.

1. New Orleans/Houma: [NOLAHoumaEBTeam@bcbsla.com](mailto:NOLAHoumaEBTeam@bcbsla.com)
2. Baton Rouge: [BatonRougeEBTeam@bcbsla.com](mailto:BatonRougeEBTeam@bcbsla.com)
3. Lafayette/Lake Charles: [LafLCEBTeam@bcbsla.com](mailto:LafLCEBTeam@bcbsla.com)
4. Shreveport/Monroe/Alexandria: [ShrevMonAlexEBTeam@bcbsla.com](mailto:ShrevMonAlexEBTeam@bcbsla.com)

**Note:** *The group may still get a letter requesting the documentation. If it has already been submitted, please disregard the letter.*

## **Q. Can I enter/see Out of Area Dependents in eEnrollment?**

**A.** No, Out of Area Dependents cannot be entered or seen in eEnrollment. Those dependents are handled via paper.

## **Q. Is the number sign (e.g. Suite #100) accepted in eEnrollment?**

**A.** Yes! eEnrollment will accept the number sign, as well as name suffixes, e.g. Jr. or Sr.

## **Q. Is SSN required for a dependent?**

**A.** The dependent's SSN is not required, but enter it if possible. If you do not have the dependent SSN, leave it blank. Do not duplicate the subscriber's SSN or add a string of numbers (111-11-1111); eEnrollment applies IRS rules for SSN and duplicates or fake numbers will create an error.

## **Q. Can I enroll and terminate an employee on the same day in eEnrollment ?**

**A.** The system will allow this to happen, but we advise against it. Please enroll the employee and let it process overnight before terminating the employee.

## **Q. Will eEnrollment allow me to enter a dependent over the age of 26?**

**A.** Yes, but the transaction will kick out as an error. If a child on a policy turns 26, he will terminate at the end of the month he turns 26. If the child is over 26 and is eligible under handicapped status, follow the steps in the QLE Carrier Approval Steps document.

## **Q. If I have a dependent who is later hired as an employee, how are they entered into eEnrollment?**

**A.** First cancel their coverage as a dependent then enter them as a new hire.

## **Q. In eEnrollment, can you save and move forward without entering the required fields?**

**A.** No. In order to save, you must enter all required fields.

**Q. What is the cutoff time to enter transactions into eEnrollment?**

**A.** All transactions entered by 2 p.m. will be sent to Blue Cross that day. After 2 p.m., the screen will look the same, but transactions will not be sent to Blue Cross until the following day at 2 p.m.

**Q. Will eEnrollment allow me to “Cancel Before Effective?”**

**A.** Yes! To CBE an employee, use the Terminate Employee option from the Manage Employee drop-down menu and enter the effective date as the termination date.

**Q. Am I still required to submit a letter for Variable Hour Employees?**

**A.** For variable hour employees, send a letter with effective date and termination date to the appropriate Regional Enrollment Team based on your location:

1. New Orleans/Houma: [NOLAHoumaEBTeam@bcbsla.com](mailto:NOLAHoumaEBTeam@bcbsla.com)
2. Baton Rouge: [BatonRougeEBTeam@bcbsla.com](mailto:BatonRougeEBTeam@bcbsla.com)
3. Lafayette/Lake Charles: [LafLCEBTeam@bcbsla.com](mailto:LafLCEBTeam@bcbsla.com)
4. Shreveport/Monroe/Alexandria: [ShrevMonAlexEBTeam@bcbsla.com](mailto:ShrevMonAlexEBTeam@bcbsla.com)

**Q. When adding a dependent, I see “Date of Event” and “Date You Were Notified.” Which field is used to calculate coverage effective date?**

**A.** **Date of Event** is used to calculate effective date. **Date You Were Notified** is for group purposes only.

**Q. Am I required to enter beneficiaries into eEnrollment?**

**A.** Beneficiaries are not required in eEnrollment. The beneficiary information in eEnrollment is for group use only. Beneficiary information entered in eEnrollment will not be sent to Blue Cross.

**Q. If I enter a dependent with a different last name than the subscriber, will I have to provide proof of paternity?**

**A.** Blue Cross does not require proof of paternity for a child with a different last name from the subscriber.

**Q. Can a Group Leader cancel an employee more than 30 days retroactively?**

**A.** No. Only the carrier can cancel an employee more than 30 days retroactively.



# eBilling

Secure • Reliable • Efficient

## Frequently Asked Questions

### **Q. What is the cutoff time for submitting payment transactions in eBilling?**

**A.** Any payment transaction submitted prior to 4 p.m. will be posted to the account that day.

### **Q. Does eBilling accept credit card payments?**

**A.** eBilling accepts ACH payments only for groups.

### **Q. How do I make adjustments to my invoice?**

**A.** Adjustments cannot be made to an invoice in eBilling. Groups must pay as billed. Any changes that may affect premium must be updated before the invoice generates. Two invoice generation reminders are emailed to the group leader 12 and seven business days prior to invoice generation.

### **Q. Can I sign up for Auto-Draft?**

**A.** Yes! When creating a payment account there is an option to enable Auto-Draft.

### **Q. Can I use eBilling to pay quarterly, semiannually or annually?**

**A.** Groups can pay quarterly, semiannually or annually if the invoice is generated using one of these billing cycles.

### **Q. Can I make a payment using more than one bank account?**

**A.** No, you cannot pay an amount due from multiple accounts. An amount due can be paid using only one (1) bank account.



Louisiana



# eExchange

Streamline EDI transactions quickly,  
securely and accurately

## Frequently Asked Questions

### **Q. Is there a minimum group size to participate in eExchange?**

**A.** Groups with more than 50 enrolled members can participate in eExchange.

### **Q. How long does it take to set up my group?**

**A.** Group setup takes approximately 45 days.

### **Q. Once it is sent through eExchange, how long does it take for the file to be processed?**

**A.** Once Blue Cross successfully receives a file, it may take three to five business days to process.

### **Q. Can I use eEnrollment while I use eExchange?**

**A.** Groups using eExchange are unable to use eEnrollment at the same time.

### **Q. What do I do if I have an enrollment need after my file is sent and I cannot wait for the next file?**

**A.** Please send emergency enrollments to the appropriate Regional Enrollment Team based on your location.

1. New Orleans/Houma: [NOLAHoumaEBTeam@bcbsla.com](mailto:NOLAHoumaEBTeam@bcbsla.com)
2. Baton Rouge: [BatonRougeEBTeam@bcbsla.com](mailto:BatonRougeEBTeam@bcbsla.com)
3. Lafayette/Lake Charles: [LafLCEBTeam@bcbsla.com](mailto:LafLCEBTeam@bcbsla.com)
4. Shreveport/Monroe/Alexandria: [ShrevMonAlexEBTeam@bcbsla.com](mailto:ShrevMonAlexEBTeam@bcbsla.com)