



AccessBlue Delegated Access Management

Producer User Guide

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Introduction



Introduction

- This guide will walk you through the new Delegated Access Management functionality in the AccessBlue Producer Portal.
- You can now add delegates called Agency Admins and grant them access to tools available in AccessBlue such as coverage and eligibility, eBilling, eEnrollment, group reporting, individual enrollment, and ordering ID cards.



Welcome Screen



Welcome Screen

The screenshot shows the AccessBlue Welcome Screen for an Agency Superuser. The page has a dark blue header with navigation links: Employer, Producer, Provider, State Employee/Retiree, Federal Employee, Medicare, and Accessibility. A search icon and a Log Out button are also present. Below the header, the Louisiana state logo is displayed, followed by links for Shop Plans, Producer Resources, Find a Doctor, and Learn More. The main content area has a dark blue background with the text "Hi AgencySuperuser! Welcome to AccessBlue." Below this, a user profile bar shows the username "prdsupusradam" and the role "Agency Superuser : 99295". A "Manage Account" dropdown menu is open, showing options: View My Commission, Manage My Users (highlighted with a hand icon), and View My Info. To the right of the dropdown is a link for "Forms for Producers". Below the user profile bar, the "My Individual Accounts" section is visible, featuring a card for "Individual Enrollment" with a user icon, links for "Get a Quote", "My Applications", "My Contracts", and "My Renewals", and a "Go to Individual Enrollment" button. A red text message at the bottom of the card states "3 applications not submitted".

1 View your Username.

2 View your user type.

3 Manage your users.

Manage My Users



Manage My Users

The screenshot displays the 'Manage My Users' interface. At the top, a navigation bar includes links for Employer, Producer, Provider, State Employee/Retiree, Federal Employee, Medicare, and Accessibility. The user 'prdsupusramy' is logged in, with a 'Log Out' button. Below the navigation bar, the 'Louisiana' logo and 'AccessBlue Dashboard' are visible, along with links for Coverage/Eligibility, Search Claims, and Order ID Cards. The main heading is 'Delegated Users'. A user profile for 'prdsupusramy' (Agency Superuser: 61035) is shown. On the right, there are buttons for 'Search', 'Export', and 'Add an Agency Admin'. Below this, a grid of six user cards is displayed, each with an 'Agency Admin' role, a name, an email address, and buttons for 'Edit', 'Deactivate', and 'More Details'.

1 View cards for existing delegates.

2 Search for delegates by name.

3 Export list of delegates to Excel.

Delegated Users Dashboard

Agency Admin	Name	Email	Actions
Agency Admin	ab test	test@test.com	Edit Deactivate More Details
Agency Admin	Admin User	adminuser@aaa.com	Edit Deactivate More Details
Agency Admin	[Redacted]	[Redacted]	Edit Deactivate More Details
Agency Admin	standardize check	asd@ghj.com	Edit Deactivate More Details
Agency Admin	test admin	test@555.com	Edit Deactivate More Details
Agency Admin	test test read edited	testread@234.com	Edit Deactivate More Details
Agency Admin	testing producers assignment	testwrite@abc.com	Edit Deactivate More Details
Agency Admin	verify email	never@used.com	Edit Deactivate More Details

Delegate User Types



Delegate User Types

The image displays three sequential screenshots of a user management interface. Each screenshot shows a user card with a role label at the top, a blurred profile picture in the center, and action buttons at the bottom. The first screenshot shows an 'Agency Admin' role with 'Edit' and 'Deactivate' buttons. The second and third screenshots show a 'Producer' role with a 'More Details' button. In each screenshot, the role label is highlighted with a blue rectangular box.

Agency Superuser

- Receives access to all enrollment, billing, coverage, eligibility, reporting tools, eQuoting, and/or Individual enrollment
- Responsible for creating and managing additional delegate user accounts in the portal
- Can only edit or deactivate Agency Admins
- Tools are assigned according to the producer or agency contract type

Agency Admin

- Assigned on behalf of their producer or agency
- Right to access that producer or agency's book of business
- Read-only role
- Agency Superuser can edit or deactivate this role

Producer

- Receives access to all groups and/or individuals in the producer's own book of business
- Tools are assigned according to the producer's contract type
- Read-only role
- Only BCBSLA can edit or deactivate this role

Add a Delegate



Add a Delegate

The screenshot displays the 'Delegated Users' dashboard for Louisiana AccessBlue. The top navigation bar includes links for Employer, Producer, Provider, State Employee/Retiree, Federal Employee, Medicare, and Accessibility. The user 'prdsupusamy' is logged in, with a 'Log Out' button. The dashboard title is 'Delegated Users'. Below the title, the user 'prdsupusamy' is identified as an 'Agency Superuser' with ID '61035'. A search bar and an 'Export' button are also present. A callout points to the 'Add an Agency Admin' button, which is highlighted with a red box and a red circle containing the number '1'. The main content area shows a list of agency administrators, each with a name, email address, and action buttons (Edit, Deactivate, More Details).

Agency Admin	Name	Email	Actions
ab test	ab test	test@test.com	Edit Deactivate More Details
Jill Williams	Jill Williams	jwilliams@test.com	Edit Deactivate More Details
standardize check	standardize check	aed@ghj.com	Edit Deactivate More Details
test admin	test admin	test@555.com	Edit Deactivate More Details
test test read edited	test test read edited	testread@234.com	Edit Deactivate More Details
testing producers assignment	testing producers assignment	testwrite@abc.com	Edit Deactivate More Details
verify email	verify email	never@used.com	Edit Deactivate More Details

Delegated Users Dashboard

1 Click Add an Agency Admin.

Add a Delegate (cont.)

★ Delegate Information Panel

1 2 3

STEP 1 OF 3

Delegate Information

The Agency Admin delegate user being added will be able to use the AccessBlue portal and any tools assigned to the user on behalf of the Producer(s)/Agency they are assigned to, and the right to access that Producer/Agency's assigned book of business.

Delegate Details

First Name Last Name

Admin User

Username must be unique, must be between 8-15 characters, and cannot contain special characters or spaces.

Username

Suggest Username

Delegate Contact

Mobile numbers entered as the preferred phone number must be able to receive text messages for multi-factor authentication.

Preferred Phone Number

Email Address

Cancel Continue ▶

Delegate Details

First Name Last Name

Admin User

Username must be unique, must be between 8-15 characters, and cannot contain special characters or spaces.

Username

Suggest Username

2 Enter delegate's first and last name.

4 If unsure what to enter as a username, click Suggest Username. This feature will use the delegate's first and last name followed by a random number at the end.

3 Enter a username for the delegate following the specified criteria.

5 Enter delegate's preferred phone number
The phone number you enter MUST be able to receive text messages*.

6 Enter delegate's email address.

7 Click Continue.

*This information will be used as a secondary authenticator and will prevent the user's password from expiring.

*This information will not be used as contact information unless it is documented in the user's contact record associated with their account.

Add a Delegate (cont.)

Producer Assignment Panel

STEP 2 OF 3

Producer Assignment

By assigning the Agency Admin delegate user to a Producer, you are giving the Agency Admin the right to access that Producer's assigned book of business.

All Producers ☐

Add All Producers

Individual Producers

Search for Producer by Name or Number

Click Continue.

Continue

Producer Assignment Panel

STEP 2 OF 3

Producer Assignment

By assigning the Agency Admin delegate user to a Producer, you are giving the Agency Admin the right to access that Producer's assigned book of business.

All Producers ☐

Add All Producers

Individual Producers

Search for Producer by Name or Number

Click Continue.

Continue

Back Cancel

Add a Delegate (cont.)

★ Delegate Tool Assignment Panel

1 2 3

STEP 3 OF 3

Delegate Tool Assignment

The Agency Admin will inherit access to the tools the logged in Superuser is currently assigned.

Available Tools

There is a delay of 1 business day for a delegate user to gain access to eBilling and eEnrollment.

Tool Assignments

Claims Research	✓
Coverage/Eligibility	✓
eBilling	✓
eEnrollment	✓
eQuoting	✓
Group Reporting	✓
Individual Enrollment	✓
Order ID Cards	✓

Back Cancel Continue ▶

12 View tools the delegate will have access to.

13 Click Continue.

14 Click Yes.

Are you sure you want to add Admin User as an Agency Admin?

No Yes

15 Congratulations! You have successfully added a delegate.

Success!

You have successfully added Admin User as a Agency Admin.

Add Another Delegate Return to Dashboard

! There is a one business day delay for a user to gain access to eBilling and eEnrollment.

Add a Delegate (cont.)

Employer Producer Provider State Employee/Retiree Federal Employee Medicare Accessibility ▾ prdsupusamy Log Out

Louisiana AccessBlue Dashboard Coverage/Eligibility Search Claims Order ID Cards

Delegated Users

prdsupusamy • Agency Superuser: 61035 Search Export Add an Agency Admin

Agency Admin
ab test
test@test.com
Edit Deactivate More Details ▶

Agency Admin
Admin User
adminuser@aaa.com
Edit Deactivate More Details ▶

Agency Admin
standardize check
asd@ghj.com
Edit Deactivate More Details ▶

Agency Admin
test admin
test@555.com
Edit Deactivate More Details ▶

Agency Admin
testing producers assignment
testwrite@abc.com
Edit Deactivate More Details ▶

Agency Admin
verify email
never@used.com
Edit Deactivate More Details ▶

Agency Admin
test test read edited
testread@234.com
Edit Deactivate More Details ▶

16

The newly added delegate's card is visible in the Delegated Users Dashboard.

17

Click More Details to see a read-only view of the delegate's information.

Edit a Delegate

Edit a Delegate



Delegated Users Dashboard

Employer Producer Provider State Employee/Retiree Federal Employee Medicare Accessibility ▾ prdsupusramy Log Out

Louisiana AccessBlue Dashboard Coverage/Eligibility Search Claims Order ID Cards

Delegated Users

prdsupusramy • Agency Superuser: 61035

Search Export Add an Agency Admin

Agency Admin

ab test
test@test.com

Edit Deactivate More Details ▶

Agency Admin

Admin User
adminuser@aaa.com

Edit Deactivate More Details ▶

Agency Admin

[Redacted]

Edit Deactivate More Details ▶

1

Locate the card for the delegate you wish to edit.

2

Click edit.



TIP! Use the Search field if you have several delegates.

Edit a Delegate (cont.)

★ Delegate Information Panel

1 2 3

STEP 1 OF 3

Delegate Information

Any changes made to an existing delegate user's account information will not update their multi-factor authentication (MFA) credentials. The delegate user must update their MFA credentials in the multi-factor authentication tool.

3 Make any necessary changes to the delegate's information.

Delegate Details

First Name Last Name

Admin User

Username must be unique, must be between 8-15 characters, and cannot contain special characters or spaces.

Username

auser920

Edits cannot be made to Username.

Delegate Contact

Mobile numbers entered as the preferred phone number must be able to receive text messages for multi-factor authentication.

Preferred Phone Number

2255551234

Email Address

adminuser@aaa.com

4 Click Continue.

Continue ▶

Cancel

★ Producer Assignment Panel

1 2 3

STEP 2 OF 3

Producer Assignment

By assigning the Agency Admin delegate user to a Producer, you are giving the Agency Admin the right to access that Producer's assigned book of business.

5 Make any necessary changes to the delegate's Producer assignments.

All Producers

Add All Producers

Individual Producers

Search for Producer by Name or Number

6 Click Continue.

Continue ▶

Back Cancel

Edit a Delegate (cont.)

★ Delegate Tool Assignment Panel

1 2 3

STEP 3 OF 3

Delegate Tool Assignment

The Agency Admin will inherit access to the tools the logged in Superuser is currently assigned.

Available Tools

There is a delay of 1 business day for a delegate user to gain access to eBilling and eEnrollment.

Tool Assignments	
Claims Research	✓
Coverage/Eligibility	✓
eBilling	✓
eEnrollment	✓
eQuoting	✓
Group Reporting	✓
Individual Enrollment	✓
Order ID Cards	✓

Back Cancel

Continue ▶

7 Make any necessary changes to the tools the delegate has access to.

8 Click Continue.

Are you sure you want to edit Admin User ?

No Yes

9 Click Yes.

Success!

You have successfully edited Admin User.

Add Another Delegate Return to Dashboard

10 Congratulations! You have successfully edited a delegate.

Deactivate a Delegate



Deactivate a Delegate

★ Delegated Users Dashboard

The screenshot shows the 'Delegated Users' dashboard for Louisiana. The top navigation bar includes links for Employer, Producer, Provider, State Employee/Retiree, Federal Employee, Medicare, and Accessibility. The user 'prdsupusamy' is logged in, with a 'Log Out' button. The main heading is 'Delegated Users'. Below this, the user 'prdsupusamy' is identified as an 'Agency Superuser: 61035'. On the right, there are links for 'Search', 'Export', and 'Add an Agency Admin'. A list of agency administrators is shown below. The first card, for 'ab test' (test@test.com), is highlighted with a blue box and a callout. A green starburst highlights the search field in the top right.

Agency Admin	Actions
ab test test@test.com	Edit Deactivate More Details ▶
Admin User adminuser@aaa.com	Edit Deactivate More Details ▶
[Redacted]	Edit Deactivate More Details ▶

1

Locate the card for the delegate you wish to deactivate.

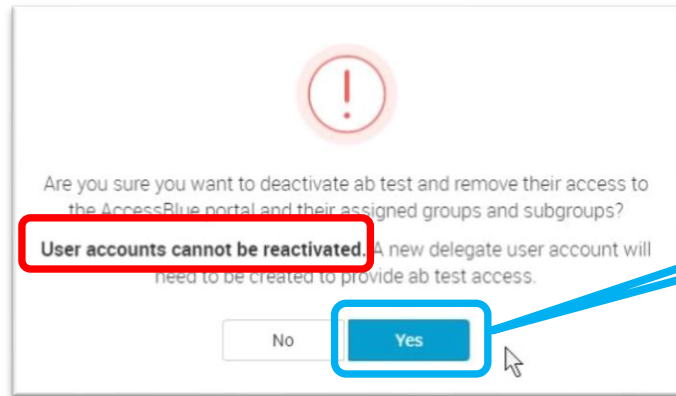
2

Click deactivate.



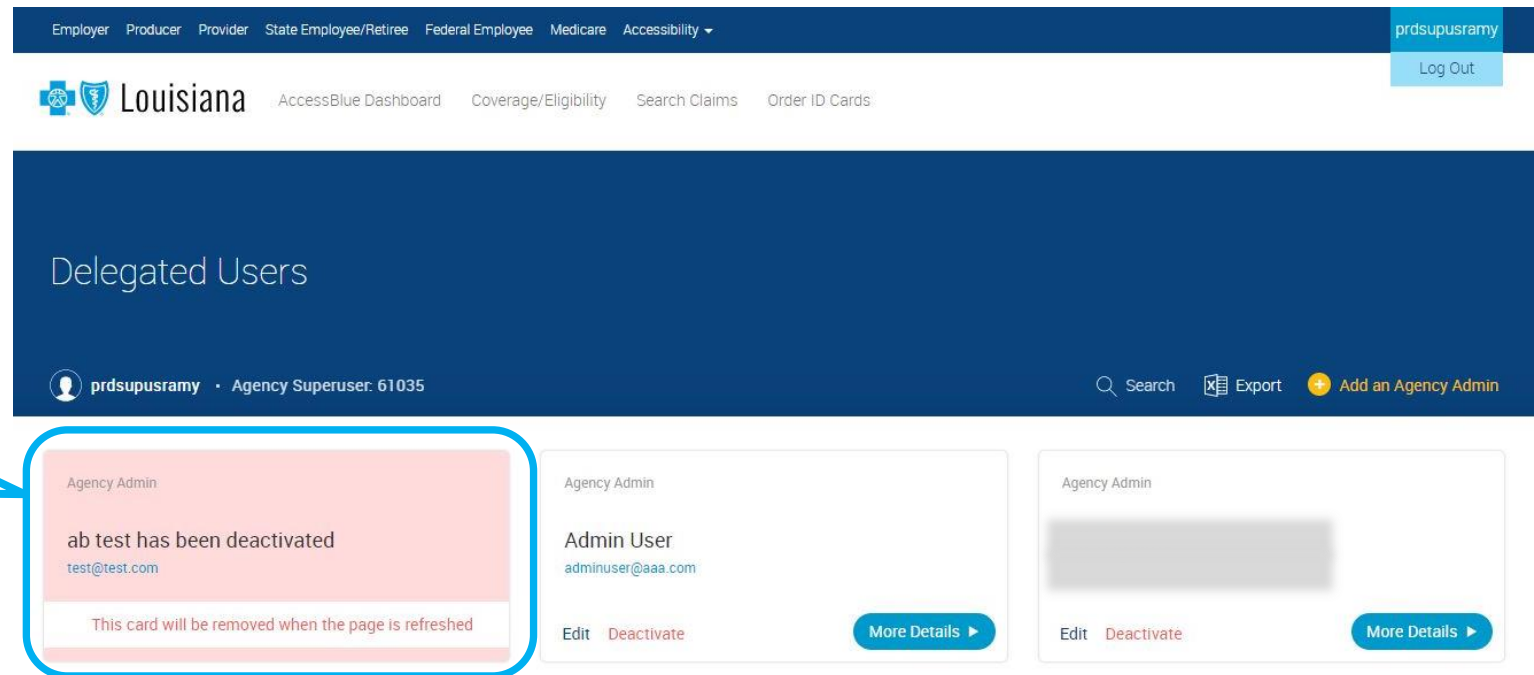
TIP! Use the Search field if you have several delegates.

Deactivate a Delegate (cont.)



Click Yes.

3



4

The deactivated delegate's Card will remain red until the page is refreshed.



REMEMBER! Requests to deactivate a Producer or Agency Superuser must be submitted to ProducerContracting@bcbsla.com.