

# SMALL GROUP CONTACTS AND RESOURCE SUPPORT



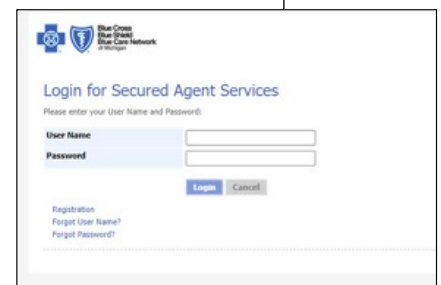
## Blue Cross small group market consists of two segments:

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| <ul style="list-style-type: none"> <li>• Groups with fewer than 50 full time equivalents (FTEs), regulated by the Affordable Care Act (ACA)             <ul style="list-style-type: none"> <li>○ Renewals – available through Blue Cross OneSource 90 days prior to renewal</li> <li>○ Quoting, new business enrollment, group wide changes – managed through Blue Cross OneSource. To access Blue Cross OneSource from the Agent Portal, click the Login button under “Group” on the homepage.</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Large Group Community Rates (LGCR) groups with 51 or more full time equivalents (FTEs) and fewer than 50 enrolled             <ul style="list-style-type: none"> <li>○ Renewals – available through eBookshelf 120 days prior to renewal</li> <li>○ Existing business:                 <ul style="list-style-type: none"> <li>▪ Quoting: RateEase</li> <li>▪ Group wide changes: partner with Small Group Sales Team</li> <li>▪ Group maintenance: Blue Cross OneSource Support Request</li> </ul> </li> <li>○ New business:                 <ul style="list-style-type: none"> <li>▪ Quoting and enrollment: 2-999 NB Quoting Guide.</li> </ul> </li> </ul> <p><b>Access:</b> Log into the Agent Portal, click the <i>Agent Resources</i> tab, select 2-999 <i>New Business Quoting Guide</i></p> </li> </ul> |
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Access BCBSM's self-service tools, reports, and your book of business through the BCBSM Agent Portal:

### To log in to the Agent Portal:

1. Go to [bcbsm.com](http://bcbsm.com).
2. Click *LOGIN*.
3. Select *Agent*.
4. Key in your username and password.
5. Click *LOGIN*.



## Main Contacts

Team	Contact Information	When to Contact
<p><b>Small Group Sales Team</b> Oversees all account management activities for ACA and LGCR small groups &lt;50 in size</p>	<p><b>Email:</b> <a href="mailto:smallgroupsales@bcbsm.com">smallgroupsales@bcbsm.com</a> <b>Phone number:</b> 1-855-229-8624</p>	<ul style="list-style-type: none"> <li>• Renewals</li> <li>• LGCR group wide changes support</li> <li>• Strategic selling support</li> <li>• Triage and escalated issues</li> </ul>
<p><b>Agent Support Specialist</b> Assists with Agency and team members access, training, and support to self-service tools &amp; resources.</p>	<p><b>Email:</b> <a href="mailto:BCBSMagentrelations@bcbsm.com">BCBSMagentrelations@bcbsm.com</a></p>	<ul style="list-style-type: none"> <li>• Training, troubleshooting and support on self-service tools including blue Cross OneSource and the Agent Portal</li> <li>• Verify agent portal access</li> </ul>
<p><b>Account Services</b> Creating a support request in Blue Cross OneSource to start your interaction allows them to investigate up front.</p>	<p>If you have questions regarding a submitted support request, the categories in when to contact are handled in Account Services. <b>877-722-6030 (SOUTHEAST)</b> <b>800-635-6439 (WEST)</b></p>	<ul style="list-style-type: none"> <li>• Account Cancellations &amp; Reinstatements</li> <li>• General (Group) Account Maintenance</li> <li>• Questions regarding group wide changes</li> <li>• Underwriting Exceptions</li> </ul>

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## Resources

Topic	System and Contact Information	When to Utilize
<p><b>Blue Cross OneSource<sup>SM</sup></b> System used for Small Group ACA customers and Support Request submission</p> <p><b>Access:</b> Log into the Agent Portal, on the home page click <i>Login</i> under the "Group" section</p>	<p>Contact your Agent Support Specialist, submit a OneSource Assistance Request, or access our support feature by WalkMe™ in the agent portal</p> <p>Agent Support Specialist: <b>BCBSMagentrelations@bcbsm.com</b></p>	<ul style="list-style-type: none"> <li>• View group commercial book of business</li> <li>• Submit support requests</li> <li>• General account maintenance</li> <li>• Change in group contact</li> <li>• Address change</li> <li>• Membership updates requiring underwriting approval</li> <li>• Account reinstatement</li> </ul>
<p><b>Blue Cross (PPO) Group Membership and Billing Processing</b> Processing membership and billing changes</p> <p><b>Access:</b> Log in to the Agent Portal, click the <i>Book of Business</i> tab, select <i>Membership &amp; Eligibility</i></p>	<ul style="list-style-type: none"> <li>• Utilize eMVP system for routine PPO membership changes</li> <li>• Escalated membership changes: submit a Support Request through Blue Cross OneSource</li> <li>• Membership inquiries (not membership processing): <b>1-800-414-3458</b></li> </ul>	<ul style="list-style-type: none"> <li>• Adding, updating, or canceling contracts</li> <li>• Membership escalations</li> <li>• Membership inquiries</li> <li>• Fully insured billing inquiries</li> </ul>
<p><b>BCN (HMO) Group Membership and Billing Processing</b> Processing membership and billing changes</p> <p><b>Access:</b> Log in to the Agent Portal, click the <i>Book of Business</i> tab, select <i>Membership &amp; Eligibility</i></p>	<ul style="list-style-type: none"> <li>• Utilize eMCS for routine HMO membership</li> <li>• Escalated membership changes; submit a Support Request through Blue Cross OneSource</li> <li>• Membership inquiries (not membership processing): <b>1-800-970-6684</b></li> </ul>	<ul style="list-style-type: none"> <li>• Adding, updating, or canceling contracts</li> <li>• Membership escalations</li> <li>• HRA inquiries</li> <li>• Membership inquiries</li> <li>• Fully insured billing inquiries</li> </ul>
<p><b>Online Tool Support – eMVP and eMCS for membership processing</b></p>	<p><b>Blue Cross (PPO): 1-866-676-4858</b> <b>BCN (HMO): 1-800-970-6684</b></p> <p>BCN (HMO): <b>emcsbcninquies@bcbsm.com</b></p>	<ul style="list-style-type: none"> <li>• Assistance utilizing eMVP (PPO) or eMCS (HMO) systems for your membership processing</li> </ul>
<p><b>Online Tool Support – Group billing through eBilling for Blue Cross (PPO) and BCN (HMO)</b></p> <p><b>Access:</b> Log in to the Agent Portal, click <i>Book of Business</i> tab, select <i>eBilling</i></p>	<p><b>1-866-676-4858</b> <b>ebillingsupport@bcbsm.com</b></p>	<ul style="list-style-type: none"> <li>• Assistance using eBilling tool</li> <li>• View invoices/payments posted/payment history</li> <li>• Set up payments (<i>only group customer access</i>)</li> </ul>
<p><b>Agent Portal</b> Access BCBSM's self-service tools, reports, and your book of business through the BCBSM Agent Portal.</p> <p><b>Access:</b> Go to <a href="http://bcbsm.com">bcbsm.com</a>, click <i>LOGIN</i>, select <i>Agent</i>. Key in your username and password. Click <i>LOGIN</i>.</p>	<p><b>BCBSMagentrelations@bcbsm.com</b></p>	<ul style="list-style-type: none"> <li>• Verify agent portal access</li> <li>• Training, troubleshooting and support on Agent Portal</li> </ul>

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Topic	System and Contact Information	When to Utilize
<b>eBookshelf</b> <i>Stores Large Group Community Rated Renewals</i> <b>Access:</b> Log in to the Agent Portal, click Reports tab, select eBookshelf Reports	<b>1-877-258-3932</b>	<ul style="list-style-type: none"> <li>Access your large group community rated renewals</li> </ul>
<b>Rate Ease</b> <i>Large Group Community Rating Tool</i>	<b>Login through Agent Portal</b> Access: Log in to Agent Portal, click <i>Quote &amp; Enroll</i> tab, select <i>Rate Ease</i>	<ul style="list-style-type: none"> <li>Used for quoting existing LGCR business – 51+ eligibles less than 50 enrolled.</li> </ul>
<b>Blue Cross claims</b>	Blue Cross fully insured groups <b>Agent Hotline:</b> <b>1-800-788-7334</b>	<ul style="list-style-type: none"> <li>Claims questions</li> <li>Benefit questions</li> </ul>
<b>Blue Care Network Field Services</b>	BCN groups <b>1-877-465-5120</b>	<ul style="list-style-type: none"> <li>Claims questions</li> <li>Benefit questions</li> </ul>
<b>Specialty Benefits</b>	<a href="mailto:SpecialtyBenefits@bcbsm.com">SpecialtyBenefits@bcbsm.com</a>	<ul style="list-style-type: none"> <li>For Group Specialty Benefits Life and Disability quotes or inquiries</li> </ul>
<b>Rx Agent Inquiry</b>	<a href="mailto:RxAgentInquiry@bcbsm.com">RxAgentInquiry@bcbsm.com</a>	<ul style="list-style-type: none"> <li>Rx claims questions</li> </ul>

## Agent Administration Inquiry

Topic	Email	When to Contact
<b>Commissions</b>	Directly to <b>Callidus</b> via: 1. Agent Portal: <a href="#">Agents: Blue Cross Blue Shield of Michigan   BCBSM</a> (Book of Business tab: Compensation Statements)	Commission payment information
<b>Callidus Inquiry Support</b>	<a href="mailto:AgentAdminGroupDASTInquiry@bcbsm.com">AgentAdminGroupDASTInquiry@bcbsm.com</a>	Assistance submitting an inquiry in Callidus.
<b>AOR Changes</b>	<a href="mailto:AgentAdminAORRequests@bcbsm.com">AgentAdminAORRequests@bcbsm.com</a>	Submitting AOR letters
<b>Contracting:</b>	<a href="#">For Potential Agents: Become a Blue Cross Agent   BCBSM</a>	Become a BCBSM agent
	<a href="mailto:AgentContracts@bcbsm.com">AgentContracts@bcbsm.com</a>	Update where commission payments are sent or agency contact information
<b>Access to Callidus/ Commission Statement Portal</b>	<a href="mailto:CallidusDirectAccess@bcbsm.com">CallidusDirectAccess@bcbsm.com</a>	Non-agent who needs to request access to Callidus
<b>Agency Tiering/General Commission Questions</b>	<a href="mailto:BCBSMAgentRelations@bcbsm.com">BCBSMAgentRelations@bcbsm.com</a>	Questions on agency tier or commission scorecard

