



Blue Cross
Blue Shield
Blue Care Network
of Michigan

Confidence comes with every card.®

eMCS user manual

5th edition - February 2024

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Introduction

Blue Care Network offers employers, agents and managing agents the ability to review and manage member data online through our automated membership collection system, eMCS.

The system is available Monday through Friday from 7 a.m. to 7 p.m. and on Saturday from 7 a.m. to 3 p.m.

Employers will be able to use eMCS for the following inquiry and processing transactions:

Inquiry	Processing
<p>Group</p> <ul style="list-style-type: none"> • Display group information, such as: <ul style="list-style-type: none"> - Group contact - Group address - Group paid through date <p>Contract</p> <ul style="list-style-type: none"> • View subscriber information • View member information • View subscriber transaction history 	<ul style="list-style-type: none"> • Add contract • Cancel contract • Modify contract <ul style="list-style-type: none"> - Change addresses - Add or cancel dependents - Modify member • Transfer contract • Reinstate contract • Add Medicare information <ul style="list-style-type: none"> - Medicare #, Parts A, B & D effective dates • Request ID card

Accessing eMCS

Step 1: Request access

If you already have an employer account on bcbsm.com but haven't requested access to the system:

1. Go to bcbsm.com, select *LOGIN*, select *Employer* and then log in.
2. On the left side of the screen under *Administration*, select *My Company*; then, select *Company Services*.
3. Select *Request Services*: Check the box in front of each service you would like to add; then, select *Continue*.

If you're the Principal Administrator and haven't registered your employer account yet, select *LOGIN*, *Register Now* and then follow the prompts. You'll be automatically granted access to the system once you register.

Step 2: Access the system

1. Go to bcbsm.com, and log in to your account.
2. Select the *Membership and Group Tools* tab.
3. Select *Membership & Eligibility*.
4. Select *BCN* to enter eMCS.

System-related information

Assigned contract numbers

When you initially enroll a new BCN contract, you must enter the subscriber's Social Security number through eMCS. Once you submit the number, eMCS will assign a nine-digit contract ID number that appears on member ID cards and in all correspondence to the member.

After the contract is entered in eMCS, only the last four digits of the SSN will be visible. You can access employee information through eMCS using the assigned contract number or the employee's SSN.

Real-time versus batch jobs

Demographic changes are updated in real-time in eMCS. Eligibility-related transactions are completed through an overnight batch process.

Retroactive policy

Transactions completed in eMCS are subject to a 60-day retroactive limit. Changes that exceed the 60-day limit must be submitted directly to BCN for processing.

NOTE: *A group may have a retroactive policy greater than 30 days; however, the system will only allow changes up to 60 days.*

Policy exception

Changes to contracts beyond the retroactive period need a policy exception. Contact sales support or group inquiry at the numbers below if you need to process a change that exceeds the retroactive period.

Policy and procedure

All BCN policies and procedures for membership processing must be followed according to your group agreement, which includes these documents: *Group Letter of Agreement*, *Administrative Guide*, *BCN Certificate* ("Your Benefit") and any applicable riders.

eMCS assistance

- BCN Group Inquiry: 1-800-970-6684
- Web Support: 1-877-258-3932

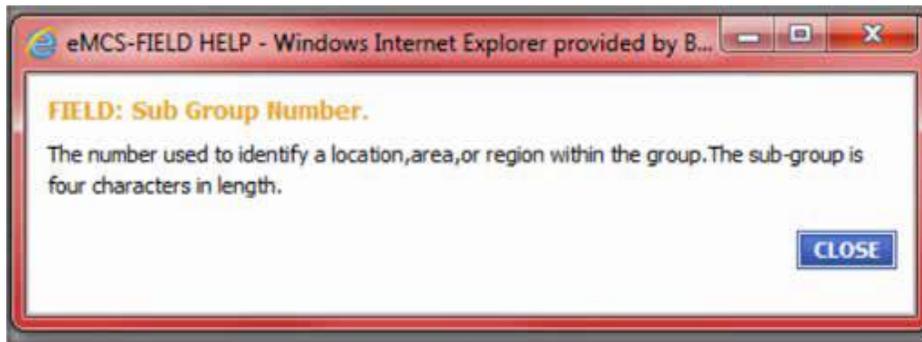
System navigation

Refer to the chart below for icons and buttons in eMCS.

Icon/Button	Description
	Radio button. Used to select a specific item, individual or category.
	Moves user to the next screen or page. Similar to the enter key.
	Deletes information in the fields of the current screen. Similar to the undo function.
	Returns user to the previous list. Found in <i>Member Search</i> .
	Returns user to previous screen to search for another member.
	Returns user to previous screen to search for another contract.
	Returns user to previous screen to search for a new group. Found in <i>Group Inquiry</i> .
	Found in <i>Audit Trail</i> . Resets the fields to blank so user can enter new search criteria.
	Allows user to add additional members to a contract.
	Logs user out of eMCS.
	Sends information input to BCN mainframe.

Tips for navigating eMCS

- The system disconnects after a period of inactivity (no key strokes). If this occurs, you'll need to log back in.
- The system is a point-and-click operation.
- The menu is always on the left.
- In fields with drop-down menus, only drop-down items can be used.
- Select the field name for field definitions
 - This will bring up a new dialog box with the field definition (see below).
 - Once you're done, select the *Close* button to return to the previous screen



- Select the drop-down arrow to the right of the ZIP code text box for the *ZipCodeHELP* dialog box.
- To search for the correct ZIP code, select *Search*. After you enter the right code, select *OK* or *Close* to return to the previous screen.



System functionality

Users can execute the following transactions:

- Contract inquiry (including member-specific inquiries)
- Group inquiry
- Member search
- Add new contract
- Cancel contract
- Modify contract
 - Demographic changes at the subscriber or member level
 - Member level terminations, reinstatements or additions
- Transfer contract
 - From active to COBRA
 - To a new subgroup or class
- Reinstatement contract
- Request ID card
- Audit trail
 - Group audit trail
 - Individual business audit trail
 - Manual

These options are in the main menu, which appears on the left side of the eMCS screen.

Contract inquiry

Purpose: View contract eligibility and demographic information in a read-only format. Select *Contract/Member Inquiry* from the eMCS main menu (first option on the home page), and the screen below will display.

Enter the employee's contract number or SSN, the group number, and then select *Continue*.

NOTE: For existing contracts, you may use either the SSN or the BCN-assigned contract number.

Contract/Member Inquiry - BCN
Please Enter Information.

Contract Inquiry Form

Contract/SSN:*

Group Number:*

[Continue](#) [Clear](#)

* All items marked with asterisks are required.

In the contract inquiry shown below, select *First Name* to see detailed information about the member.

Contract Inquiry - BCN

Click on the name of the member you wish to view.

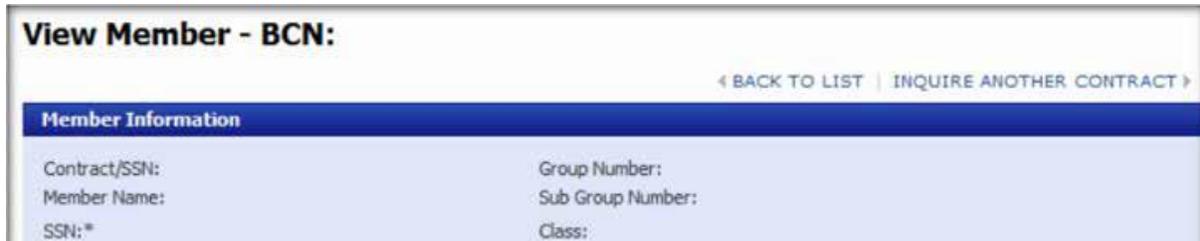
Subscriber Information

Last Name:	Contract/SSN:	
First Name:	Group Number:	
Middle Initial:	Sub Group Number:	
Birth Date:	Class:	COBRA Contract:
Relationship Code:	Eligibility Start Date:	
	Eligibility End Date:	

Members

Last Name	First Name	Relationship Code	Birth Date	Gender
<input type="text"/>				

The View Member screen allows you to view eligibility and demographic information. To ask about another contract, select *Inquire Another Contract* in the upper right corner of the screen.



You can't edit in this screen. If information needs to be corrected, use *Back to List*. This will return you to the eMCS main screen. Then select *Modify Contract* to make corrections.

Within *Modify Contract*, you'll find the following options:

- Update member demographic information (such as name and address)
- Member reinstate
- Member cancel

Group inquiry

Purpose: To view group information including:

- Group demographics
- Group contacts
- Group paid thru date

From the eMCS main menu, select *Group Inquiry*. It will be the second option on the left side of the home page. The *Group Inquiry* screen display is shown below:

Group Inquiry - BCN

Group Information

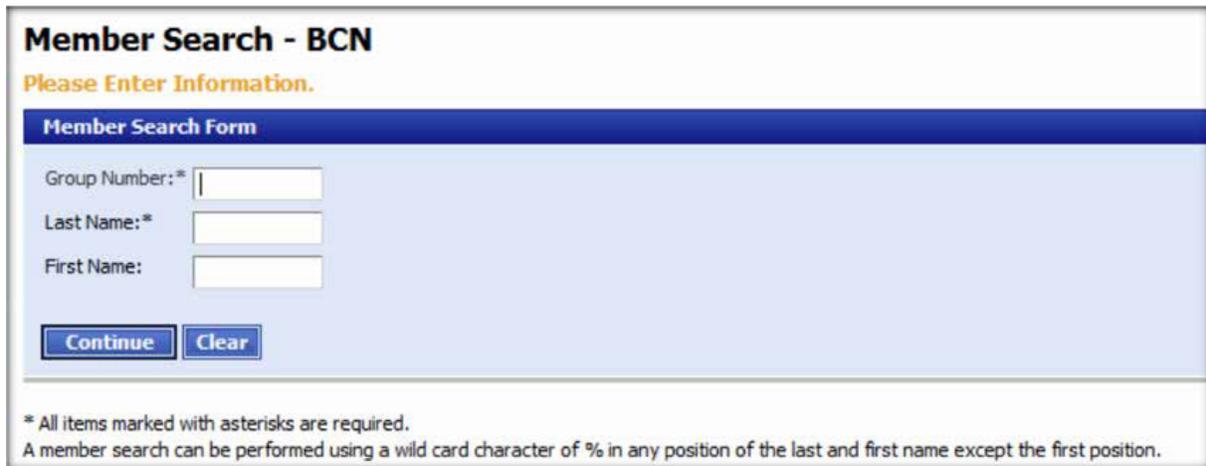
Group Number:	Sub Group Number:
Sub Group Termination Date:	Sub Group Termination Reason:
Sub Group Reinstatement Date:	Group Paid Thru Date:
Address:	Contact Name:
City:	Contact Phone:
State:	Contact Fax:
Zip:	e-Mail Address:

If updates are needed, please contact the BCN Group Inquiry Department at 800-970-6684.

NOTE: Membership changes past the *Group Paid Thru Date* aren't accepted. If you must change the group address or contact information after the paid through date, call BCN Group Inquiry at 1-800-970-6684.

Member search

Purpose: Allows the user to search for a member by name when an SSN or contract number isn't available. From the eMCS main menu, select *Member Search*. It will be the third option on the left side of the home page. Required fields are *Group Number* and *Last Name* (**NOTE:** *First Name* is not required, but will help narrow the search). Fill in the required fields, and select *Continue*.



Member Search - BCN

Please Enter Information.

Member Search Form

Group Number:*

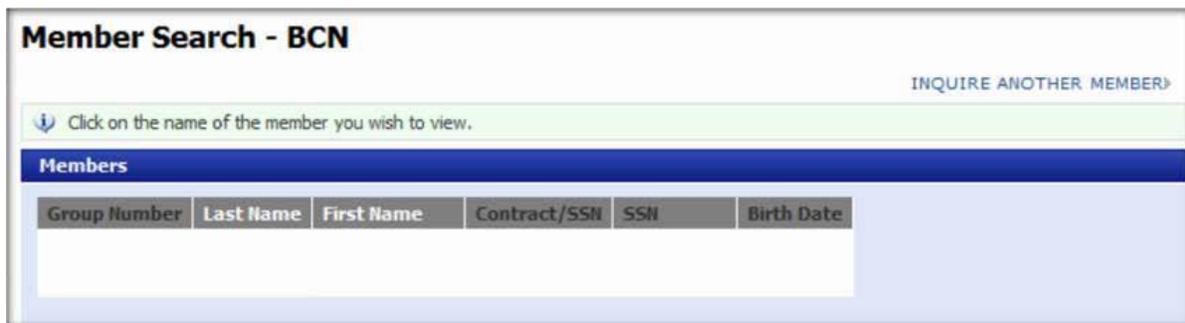
Last Name:*

First Name:

[Continue](#) [Clear](#)

* All items marked with asterisks are required.
A member search can be performed using a wild card character of % in any position of the last and first name except the first position.

This will return a list of names. If the correct member is returned in the list, click on the first name. This will take you to *Contract Inquiry* for that member. If the member you're searching for isn't in the list, select *Inquire Another Member* in the upper right-hand corner.



Member Search - BCN [INQUIRE ANOTHER MEMBER](#)

Click on the name of the member you wish to view.

Members

Group Number	Last Name	First Name	Contract/SSN	SSN	Birth Date
--------------	-----------	------------	--------------	-----	------------

Add contract

Purpose: Allows users to add new contracts to a BCN health plan. From the eMCS main menu, select *Add Contract*. It will be the fourth option on the left side of the home page.

To add a new contract to the BCN plan: Enter the employee's SSN and the group number, then select *Continue*. Select *Clear* to clear the populated data and begin again.

NOTE: An SSN is required when enrolling a new contract.

Reminder: Be sure to review the SSN for accuracy before continuing. Assigned contract numbers are based on the SSN. If a discrepancy is discovered after the contract is submitted, you won't be able to correct the contract through eMCS. You must contact Group Inquiry at 1-800-970-6684 for assistance.

Once you select *Continue*, you'll be taken to the *Add Contract* screen shown below.

Here are the required fields to fill in when adding new contracts:

- SSN (will carry over from previous screen)
- Group Number (will carry over from previous screen)
- Relationship Code
- Subgroup Number (drop-down list of available selections)
- Gender (drop-down list of available selections)
- Last Name
- First Name
- Class (drop-down list of available selections)
- COBRA Contract (drop-down list of available selections)
 - Y = COBRA coverage
 - N = Active coverage
- Birth Date (Format MMDDYYYY; no hyphens or slashes)
- Eligibility Start Date (Format MMDDYYYY; no hyphens or slashes)
- Address Line I
- ZIP code
- City
- State (drop-down list of available selections)
- County
- Home Phone

We encourage users to complete all the **OPTIONAL** fields, if possible. This provides a more comprehensive summary of the subscriber's demographics.

Once you've filled out all the necessary information for a single employee, select *Submit*. A dialog box will pop up asking you if you want to save changes. If you select *OK*, the contract will be submitted. If you select *Cancel*, you'll return to the contract enrollment screen.

NOTE: If you select *OK* and forgot the dependents, you'll need to wait 24 hours to add dependents to the contract.

If you've filled out all the necessary information and need to add additional members to the contract, select *Add More Members*. This will take you to the *Add Member* screen shown below.

In the *Add Member* screen:

- The *Last Name* field will be populated by the name you enter for the subscriber. This field can be changed if necessary.
- Required fields are denoted with an asterisk.
- If the member address matches the subscriber address, use the drop-down menu to select the address.
- If the member address is not the same as the subscriber's, select *Create new address* from the drop-down menu and enter the correct address.

Once you complete this screen, you can select *Add More Members* to add dependents or *Submit* to complete the transaction.

Select *Clear* at the bottom of the page to start over. This action will delete all information on this screen.

If you select *Submit*, you'll get a confirmation page (shown below), which will display the assigned contract number and the demographic information.

General Messages

The following messages were delivered

Messages

Contract has been added successfully. New contract number is:

The information has been submitted to the Facets. Please allow for 24 hours for your changes to take effect.

Contract/SSN:	Group Number:	
Relationship Code:	Sub Group Number:	
SSN:	Class:	COBRA Contract:
Last Name:	First Name:	
Middle Initial:	Member Status:	
Birth Date:	Eligibility Start Date:	
Gender:		
Primary Address(Home):	Alternate Address(Mailing):	
Home Phone:	Alternate Phone:	
Work Phone:		

NOTE: When a new contract is created through eMCS, the contract will be downloaded to the BCN system and generate an ID card. Please allow 7-14 business days for receipt of ID cards. One ID card will generate if the contract is subscriber only. Two ID cards will generate if the contract has two or more members, which can be any combination of subscriber/spouse, subscriber/dependent(s) or subscriber/spouse/dependent(s).

Cancel contract

Purpose: Allows users to cancel (terminate) contracts in a BCN health plan.

From the eMCS main menu select *Cancel Contract*. This fifth option on the left side of the home page will display the screen below. To cancel a contract from the BCN plan, enter the contract or SSN, the group number and then select *Continue*.

Cancel Contract - BCN
Please Enter Information.

Contract Inquiry Form

Contract/SSN:*

Group Number:*

* All items marked with asterisks are required.

After you select *Continue*, the screen below will appear. Select the cancellation reason from the drop-down menu and enter the cancellation date. Format for the date must be MMDDYYYY. There are no hyphens or slashes. The cancellation date can't be more than 60 days from the date of entry.

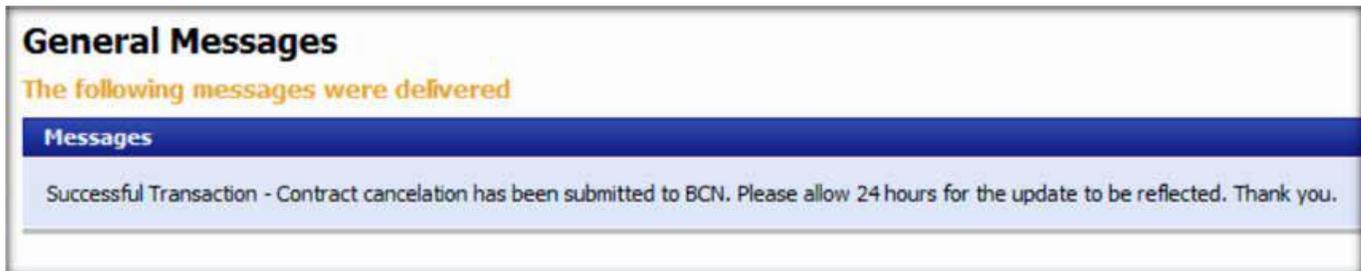
Cancel Contract - BCN
Subscriber Information

Contract/SSN:	Group Number:	
Sub Group Number:	Class:	COBRA Contract:
Last Name:	First Name:	
Middle Initial:		
Eligibility Start Date:	Eligibility End Date:	
	Termination Date:* <input type="text"/>	
	(MMDDYYYY)	
Termination Reason:* <input type="text"/>		

* All items marked with asterisks are required.

After you select *Submit* to cancel the contract, you'll receive a message to confirm the transaction. Select *OK* to process and *Cancel* to cancel.

If you select *OK*, you'll receive a confirmation message that advises if the action was successful.



General Messages
The following messages were delivered

Messages
Successful Transaction - Contract cancelation has been submitted to BCN. Please allow 24 hours for the update to be reflected. Thank you.

NOTE: To cancel a spouse or dependent *only*, use the *Modify Contract* option from the main menu. See the next section.

Modify contract

Purpose: Allows users to modify contracts or members in a BCN health plan.

From the eMCS main menu, select *Modify Contract*, the sixth option on the left side of the home page. The page shown below will appear. Enter the contract number or SSN, the group number and select *Continue*. Select *Clear* to delete keyed information, and start again.

NOTE: You need to start at this screen whether you're modifying members or subscribers.

Modify Contract - BCN
Please Enter Information.

Modify Contract Form

Contract/SSN:*

Group Number:*

* All items marked with asterisks are required.

Once you select *Continue*, you'll see the screen below.

Modify Member - BCN
Check a member, choose an action, and click continue.

← MODIFY ANOTHER CONTRACT

Subscriber Information

Contract/SSN: Last Name:
First Name: Middle Initial:
Birth Date: Member Status:

Members

Last Name	First Name	Relationship Code	Birth Date	Gender
<input type="text"/>				

Choose an Action

In the *Modify Member* screen you'll see both subscribers and dependents, and you'll be able to:

- Add new members to an existing contract
- Modify subscriber or member demographics
- Reinstate a member who's been cancelled from the contract
- Cancel a member from a contract

To add a member to the contract:

- Select *Add New*
- Enter the new member's information

To modify:

- Select the radio button next to the desired member
- Select *Modify* from the drop-down menu
- Select *Continue*
- Update the necessary information

To reinstate a cancelled member:

- Select the radio button next to the desired member
- Select *Reinstate* from the drop-down menu
- Select *Continue*
- Enter the desired reinstatement date (**NOTE:** must be within 60 days of the submission date.)

To cancel a member from a contract:

- Select the radio button next to the desired member
- Select *Cancel* from the drop-down menu
- Select *Continue*
- Enter the cancellation date

Reinstate contract

Purpose: Allows users to reinstate cancelled contracts to a BCN health plan.

From the eMCS main menu select *Reinstate Contract*. It will be the seventh option on the left side of the home page. You'll see the screen below.

To reinstate a cancelled contract, enter the contract number or SSN. Enter the group number. Select *Continue* to go to the next screen or *Clear* to delete the information you entered and start again. If you select *Continue*, you'll see the screen below.

Select the appropriate subgroup and class for the contract from the drop-down menu. **NOTE:** A contract can be reinstated into a different subgroup and class than it was in before being cancelled.

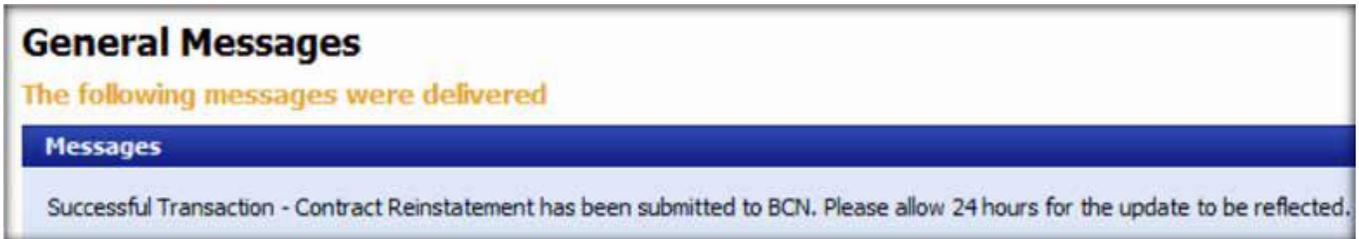
Select from the *COBRA Contract* drop-down box:

- *Y* if the contract is being reinstated as COBRA.
NOTE: if you select this option, there can be no lapse in coverage.
- *N* if the contract is being reinstated as regular active.
NOTE: if you select this option, there can be a lapse in coverage.

Enter the reinstatement date using the MMDDYYYY format (no hyphen or slashes). Select *Submit*.

A message will appear asking if you want to save the changes. Select *OK* to complete or *Cancel* to cancel the transaction.

If the reinstatement was successful, you'll receive the confirmation message shown below. If it isn't successful, you'll receive a message describing the error.



General Messages
The following messages were delivered

Messages
Successful Transaction - Contract Reinstatement has been submitted to BCN. Please allow 24 hours for the update to be reflected.

Transfer contract

Purpose: Allows users to move contracts between subgroups and classes within the same group and to transfer active contracts to COBRA.

From the eMCS main menu, select *Transfer Contract*. It will be the eighth option on the left side of the home page and display the screen below.

Transfer Contract - BCN
Please Enter Information.

Contract Inquiry Form

Contract/SSN:*

Group Number:*

* All items marked with asterisks are required.

To transfer a contract, enter the contract number or SSN and the group number. Then, select *Continue* to move to the next screen, or select *Clear* to delete all the information you just entered.

If you select *Continue*, you'll see this screen.

Transfer Contract - BCN
Subscriber Information

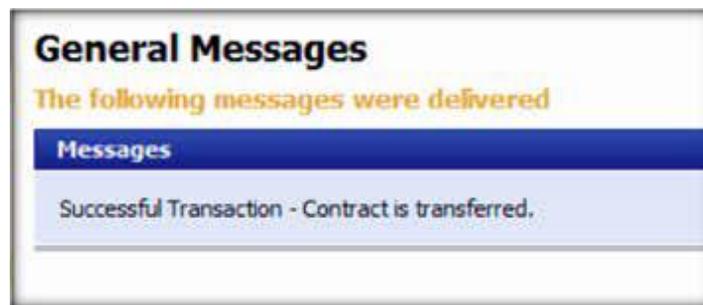
Contract/SSN:	Group Number:
Sub Group Number:	Class:
Last Name:	First Name:
Middle Initial:	Retire Date: <input type="text"/>
Eligibility Start Date:	(MMDDYYYY)
New Sub-group:* <input type="text"/>	Eligibility End Date:
Transfer Effective Date:* <input type="text"/>	New Class:* <input type="text"/>
	COBRA Contract:* <input type="text"/>
	Transfer Reason:* TRSN-Transfer Contract

If COBRA contract indicator is "Y", please select a COBRA class if one is available. If no COBRA class is listed, COBRA coverage will be added to the selected class.

To transfer a contract:

- Select the *New Subgroup* from the drop-down menu.
- Once the subgroup populates, select the *New Class* from the drop-down menu
- Select *Y* or *N* from the *COBRA Contract* menu
- Enter *Transfer Effective Date* as
 - MMDDYYYY (no hyphens or slashes)
- Select the *Transfer Reason* from the drop-down menu.
- Select *Submit* to proceed or *Clear* to delete the information you entered.
- If you select *Submit*, you'll see a pop-up window making sure you want to transfer the contract.
- Select *OK* to transfer or *Cancel* to cancel.

You'll see this confirmation message if the transfer was successful.



Request ID card

Purpose: Allows users to order ID cards for subscribers and members with a BCN plan.

From the eMCS main menu select *Request ID Card*. It will be the ninth option on the left side of the home page and will display the screen below.

To transfer a contract, enter the contract number or SSN and the group number. Then, select *Continue* to move to the next screen, or select *Clear* to delete all the information you just entered.

If you select *Continue*, you'll see this screen.

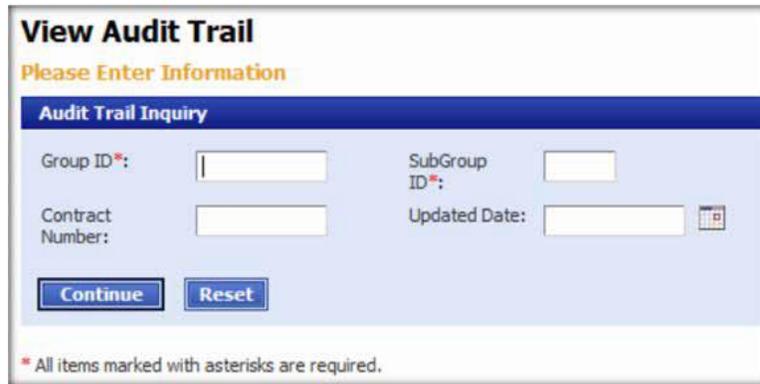
To request an ID card:

- If the mailing address is correct, select *Order ID Card*
- If the mailing address is incorrect, select *Modify Address*. **NOTE:** You'll be returned to the *Modify Contract* screen to update the address. See that section for more detail.
- Select *Cancel* to cancel the transaction.
- If your transaction was successful, you'll see this confirmation message.

View audit trail

Purpose: Allows users to view processed transactions for auditing purposes.

From the eMCS main menu select *View Audit Trail*. This tenth option on the left side of the home page displays the screen below.



View Audit Trail
Please Enter Information

Audit Trail Inquiry

Group ID*: SubGroup ID*:

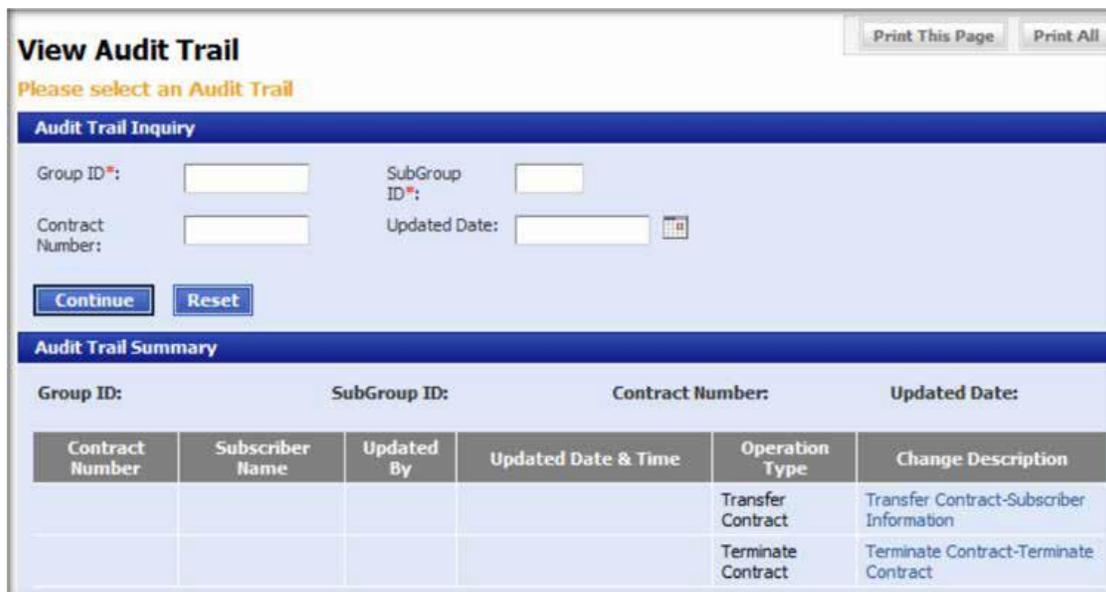
Contract Number: Updated Date: 

* All items marked with asterisks are required.

To view the audit trail:

- Enter *Group ID*
- Enter *Subgroup ID*
- Enter *Contract Number* (if available)
- Enter *Updated Date* (if available) or use the calendar option
- Select *Continue* to view the audit information, or select *Reset* to clear the populated data.

If you select *Continue*, the screen below will display.



View Audit Trail

Please select an Audit Trail

Audit Trail Inquiry

Group ID*: SubGroup ID*:

Contract Number: Updated Date: 

Audit Trail Summary

Group ID:		SubGroup ID:		Contract Number:		Updated Date:	
Contract Number	Subscriber Name	Updated By	Updated Date & Time	Operation Type	Change Description		
				Transfer Contract	Transfer Contract-Subscriber Information		
				Terminate Contract	Terminate Contract-Terminate Contract		

Available audit information will populate after you select *Continue*. To view the details of a transaction, select the hyperlink under *Change Description* to see this screen.

Group ID: SubGroup ID: CLOSE Print This Page
Contract Number: Class Code:
Subscriber Name: Updated By:
Operation Type: Transfer Contract Updated Time:

Field Name	Old Value	New Value
Subscriber Information-Cobra Contract	N	N
Subscriber Information-Cobra Contract	N	N
Subscriber Information-Transfer Date		
Subscriber Information-Retire Date		
Subscriber Information-Transfer Reason		TRSN

The details include:

- Update by
- Updated time
- Operation type
- Field name
- Old value
- New value

View IBU audit trail

Purpose: Allows users to view processed transactions of individual business members for auditing purposes.

From the eMCS main menu, select *View Audit Trail*, the eleventh option on the left side of the home page.

View IBU Audit Trail
Please Enter Information

IBU Audit Trail Inquiry

Group ID *: SubGroup ID:

Contract Number *: Updated Date:

* All items marked with asterisks are required.

To view the audit trail:

- Enter *Group ID*
- Enter *Subgroup ID* (if available)
- Enter *Contract Number*
- Enter *Updated Date* (if available) or use the calendar option
- Select *Continue* to view the audit information, or select *Reset* to clear the populated data.

Selecting *Continue* will take you to the screen below.

View IBU Audit Trail Print This Page Print All

Please select an Audit Trail

IBU Audit Trail Inquiry

Group ID *: SubGroup ID:

Contract Number *: Updated Date:

IBU Audit Trail Summary

Contract Number	Subscriber Name	Updated By	Updated Date & Time	Operation Type	Change Description
				Update Member	Update Member-Member Information
				Update Member	Update Member-Member Information
				Update Member	Update Member-Member Information

Available audit information will populate after you select *Continue*. To view the details of a transaction, select the hyperlink under Change Description, which will take you to a screen with the following information:

- Updated by
- Updated time
- Operation type
- Field name
- Old value
- New value

Group ID:	SubGroup ID:	CLOSE	Print This Page
Contract Number:			
Subscriber Name:	Updated By:		
Operation Type: Update Member	Updated Time:		
Field Name	Old Value	New Value	
Member Information-Last Name			
Member Information-First Name			
Member Information-Relationship Code			
Member Information-Provider Code (pin/npi)			
Member Information-Middle Initial			
Member Information-Gender			
Member Information-Birth Date			
Member Information-Member Status			

Frequently Asked Questions

Q: Who do I call for help?

A: For assistance with navigation or error messages, email eMCSBCNInquiries@BCBSM.com. Be sure to include a screenshot of the error message you received and the steps you took before you got the message. For issues related to login or access, contact the Blue Web help desk at 1-877-258-3932.

Q: How do I reset my password?

A: Select *Reset Password* from the *Login Page* and answer your secret questions, or contact the Blue Web help desk at 1-877-258-3932.

Q: Can I have more than one session open at a time?

A: Yes.

Q: The system only allows changes up to 60 days. What do I do for changes after the 60 days?

A: For changes that exceed the 60-day period, contact BCN in one of the following ways:

- Email: BCNGroupMembership@BCBSM.com
- Fax: 1-877-218-1466
- Phone: BCN Group Inquiry 1-800-970-6684
- Mail: Membership Department - MC J 207
Blue Care Network
P.O. Box 44257
Detroit, Mi, 48244-0257

Q: How do I provide feedback about the system?

A: Email feedback or suggestions to eMCSBCNInquiries@BCBSM.com

Customer support

If you need assistance, call 1-866-676-4858
Monday through Friday 8 a.m. to 4:30 p.m. EST



bcbsm.com