



Blue Cross
Blue Shield
Blue Care Network
of Michigan

Confidence comes with every card.®

eMVP user manual

June 2022

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About eMVP

The electronic Membership Viewing and Processing system, or eMVP, is a web-based resource that makes it easy for group administrators to process membership and eligibility updates to Blue Cross Blue Shield of Michigan health plans, such as Blue Managed Traditional, Blue Preferred PPO and Community Blue PPO.

eMVP provides access to membership and product information that allows users to electronically control common plan changes, such as:

- Modify members and contracts.
- Terminate members and contracts.
- Add members and contracts.
- Transfer contracts.
- Reinstate members and contracts.
- Request ID cards.
- Access membership data and eligibility history to provide immediate answers to member inquiries.

For eMVP support, call 1-866-676-4858, Monday – Friday from 8 AM – 4:30 PM.

You may also need support with:

- The electronic Membership Collection System, or eMCS, for managing Blue Care Network health plans
Reference the eMCS user guide within the system application or call 1-800-970-6684.
- Coordination of Benefits
Contact your Blue Cross account manager or Account Services at 1-877-722-6030.
- Consumer-directed health plans
Email cdhadministration@bcbsm.com.

Note: While Internet Explorer is our officially supported browser, it will be retired by Microsoft effective June 15, 2022. Internet Explorer compatibility options exist for both Microsoft Edge and Google Chrome.

Access eMVP

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, click *LOGIN*, click *Employer* and then log in.
2. Click *Portal Access* on the top of the screen. Click *Request Access*, choose the name of the Membership and Eligibility system and click *request access*.

If you're the Principal Administrator and haven't registered your employer account yet, click *LOGIN*, then click *Register Now* and 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. Click the *Membership and Group Tools* tab.
3. Select *Membership & Eligibility*.
4. Select *BCBSM* to enter eMVP.

Enrollment and member processing

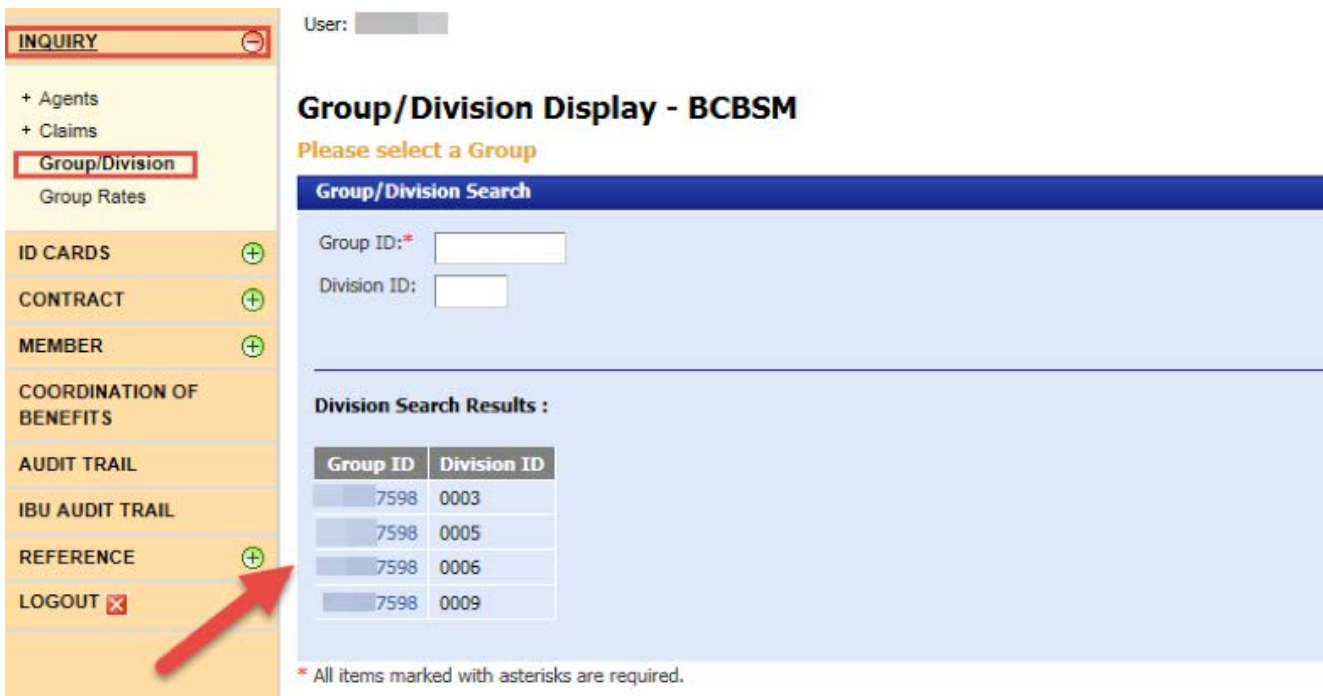
Note: Updates resulting from a **group-wide change** or involving **COBRA continuation coverage**, **consumer-directed health plans** and **Physician Choice PPO health plans** may require special processing. Please refer to those respective sections of this manual for details.

View group, division and division benefit information

1. Click *INQUIRY* on the left-hand side of the screen.
2. Click *Group/Division*.
3. Key in the group ID number; the division ID number is optional.
4. Click *Continue*.



5. Click the hyperlinked group ID number next to the division you would like to view.



6. The Group/Division Display – BCBSM page shows the following tabs. **Note:** If any information within these tabs requires an update, please contact your Blue Cross account manager or Account Services at 1-877-722-6030.

- *GROUP INFORMATION* – displays the demographic details of the group

Group Display - BCBSM

| GROUP INFORMATION | DIVISION INFORMATION | DIVISION BENEFIT INFORMATION |
|---|----------------------|--|
| Group ID: [REDACTED] | | Group Name: [REDACTED] |
| Group Billing-Contact: Address: [REDACTED] Phone: [REDACTED] Email: [REDACTED] | | Group Physical-Contact: Address: [REDACTED] Phone: [REDACTED] Email: [REDACTED] |
| Group Size Code: [REDACTED] | | Original Effective Date: [REDACTED] |
| Paid Through Date: [REDACTED] | | Claims Paid Through Date: [REDACTED] |
| CID/Information: [REDACTED] | | Renewal Date: [REDACTED] |
| Federal ID Number: [REDACTED] | | SIC Code: [REDACTED] |
| Cancel End Date: [REDACTED] | | Cancel Reason: [REDACTED] |

- *DIVISION INFORMATION* – displays detailed billing information and the New Hire Agreement

Group Display - BCBSM

| GROUP INFORMATION | DIVISION INFORMATION | DIVISION BENEFIT INFORMATION |
|--|---|---|
| Group ID: [REDACTED] | Division ID: [REDACTED] | Group Name: [REDACTED] Division Name: [REDACTED] |
| Paid Through Date: [REDACTED] | Billed From Date: [REDACTED] | Billing Status: Normal |
| Division Billing-Contact: Address: [REDACTED] Phone: [REDACTED] Email: [REDACTED] | Division Physical-Contact: Address: [REDACTED] Phone: [REDACTED] Email: [REDACTED] | Billed Through Date: [REDACTED] |
| Billing Cycle Day: [REDACTED] | Dependent Age: [REDACTED] | Max Student Age: 26 |
| Dependent/Student Age Rule: Terminate at end of year | Renewal Date: [REDACTED] | ID Card Recipient: Send all to group regular address |
| Cancel End Date: 12/31/9999 | Claims Paid Through Date: [REDACTED] | Original Effective Date: 08/01/1988 |
| | | Cancel Reason: [REDACTED] |
| New Hire Agreements | | |
| New Hire: | First of the Month Following | |
| Probationary Period Unit Count: | 30 | |

- **DIVISION BENEFIT INFORMATION** – displays detailed Benefit Package Code information. Click on the hyperlinked Benefit Package Code and the *Benefit Explainer* pop-up window will open.

Note: Under the Form Abbreviation column, a rider with “816” represents Medicare Primary and is linked to a COMP Benefit Package Code. A rider without “816” is BCBSM Primary and is linked to a REGULAR Benefit Package Code.

Group Display - BCBSM

| GROUP INFORMATION | | DIVISION INFORMATION | | DIVISION BENEFIT INFORMATION | |
|----------------------|----------------|----------------------|------------------|------------------------------|--|
| Group ID: | | Group Name: | | | |
| Division ID: | | Division Name : | | | |
| Benefit Package Code | Effective Date | End Date | Line of Business | Updated Date & Time | |
| LA000 | 12/01/2010 | 12/31/9999 | MED,VSH,DRG | 12/07/2010 | |
| LA000 | 12/01/2010 | 12/31/9999 | MED,VSH,DRG | 12/07/2010 | |

Benefit Explainer - Windows Internet Explorer provided by Blue Cross Blue Shield of MI

| Form Number | Form Abbreviation | Description |
|-------------|-------------------|---|
| 2017 | BC-COMP | GROUP MEDICARE PART A COMPLEMENTARY BENEFIT CERTIFICATE |
| 0738 | 65 OPTION 1 | BLUE SHIELD 65, G-I BENEFIT CERTIFICATE (OPTION 1) |
| 2014 | GCP-D | RIDER GCP-D |
| 472B | GPC-SAT-MHP-2 | RIDER GPC-SAT-MHP-2 - GROUP COMPLEMENTARY SUBSTANCE ABUSE TREATMENT MENTAL HEALTH PARITY |
| 509E | HCR-MS-WCB-ECS | RIDER HCR-MS-WCB - HEALTH CARE REFORM MEDICARE SUPPLEMENTAL WOMENS CONTRACEPTIVE BENEFITS |
| 4087 | GPC-SAT 2 | RIDER GPC- SAT-2 - SUBSTANCE ABUSE TREATMENT PROGRAM BENEFITS |
| A902 | ADM MOS816 MED | ADMINISTRATIVE RIDER COMP BENEFITS - MEDICAL |
| 312D | HCR MS PCB | RIDER HCR-MS-PCB - HEALTH CARE REFORM - MEDICARE SUPPLEMENTAL - PREVENTIVE CARE BENEFITS |
| 6633 | PD-XED | RIDER PD-XED - PRESCRIPTION DRUG EXCLUDES ELECTIVE DRUGS |
| 2138 | MOPD-2X | RIDER MOPD-2X - MAIL ORDER PRESCRIPTION DRUGS OPTION 2X |
| 404B | PD-PT | RIDER PD-PT PRESCRIPTION DRUG PREFERRED THERAPY |
| 506E | HCR-PDCM-BC | RIDER HCR-PD-CM-BC HEALTH CARE REFORM - PRESCRIPTION DRUG CONTRACEPTIVE MEDICATION - BRAND NAME COPAYMENT |
| A903 | ADM MOS816 RX | ADMINISTRATIVE RIDER COMP BENEFITS - DRUG |
| 6937 | RX-\$10/\$60 | RIDER PD-GB \$10/\$60 - PRESCRIPTION DRUG GENERIC/BRAND COPAYMENT REQUIREMENT |
| 505E | HCR-PDCM-GC\$0 | RIDER HCR-PD-CM-GC\$0 HEALTH CARE REFORM - PRESCRIPTION |

100%

Request ID cards

1. Select *ID CARDS* on the left-hand side of the screen.
2. Select *Request ID Card*.
3. Key in the following information:
 - Social security number
 - Group ID number
 - Division ID number
4. The *Request Effective Date* field will auto-populate to the date you submit the request.
5. Select *Submit*.

6. Verify the information you entered then you'll see a confirmation message on the page: "ID CARD REQUEST SUBMITTED SUCCESSFULLY."

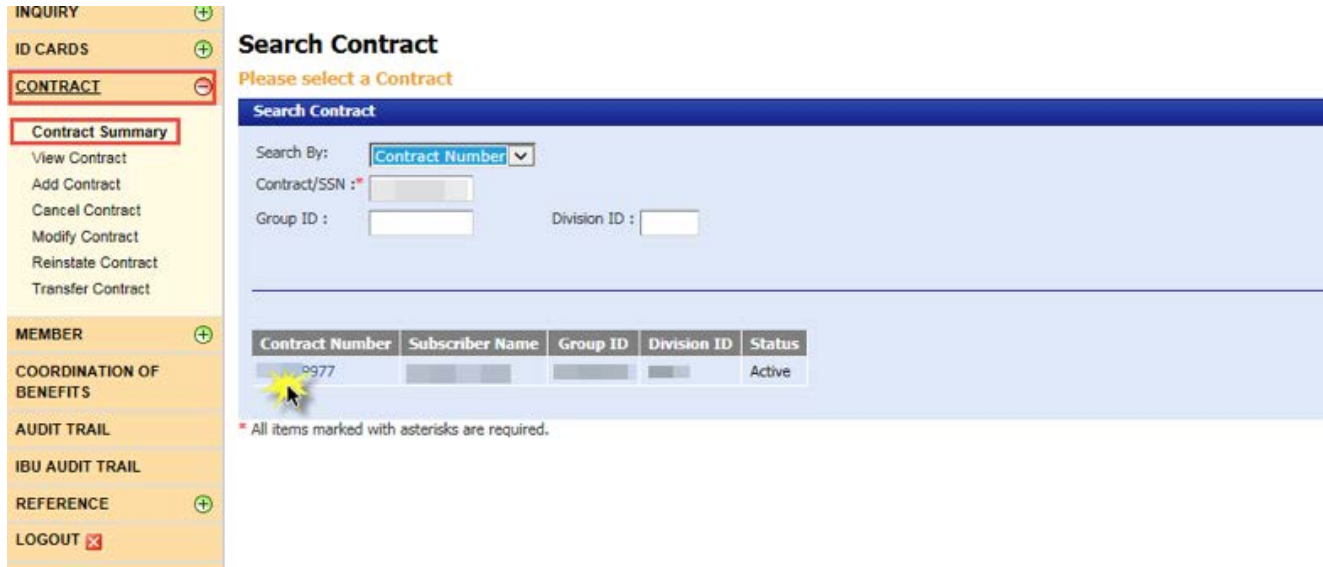
Note: There is a maximum allowable entry of one ID card request, per contract, per day. Single member contracts will generate one ID card, while family contracts will generate two.

Contract processing

View contract summary

1. Select *CONTRACT* on the left-hand side of the screen.
2. Select *Contract Summary*.
3. Key in the contract number or SSN or enter the subscriber name.
4. Key in the group ID number; the division ID number is optional.
5. Select *Continue*.

6. Select the hyperlinked contract number.



7. The *Contract Summary – BCBSM* page displays four sections:

- *Contract Information* – displays the demographics of the subscriber
 - Click *Contract ID* to go to the *View Contract* screen.
- *Group Information*
- *Employment Information*
- *Member Information* – displays the member name and Benefit Package Code associated with the active or terminated contract
 - Click on a hyperlinked member’s name for more information about that member.
 - Click on the hyperlinked Benefit Package Code and the *Benefit Explainer* pop-up window will open.



View contract

1. Select *CONTRACT* on the left-hand side of the screen.
2. Select *View Contract*.
3. Key in the contract number or SSN, or enter the subscriber name.
4. Key in the group ID number; the division ID number is optional.
5. Select *Continue*.

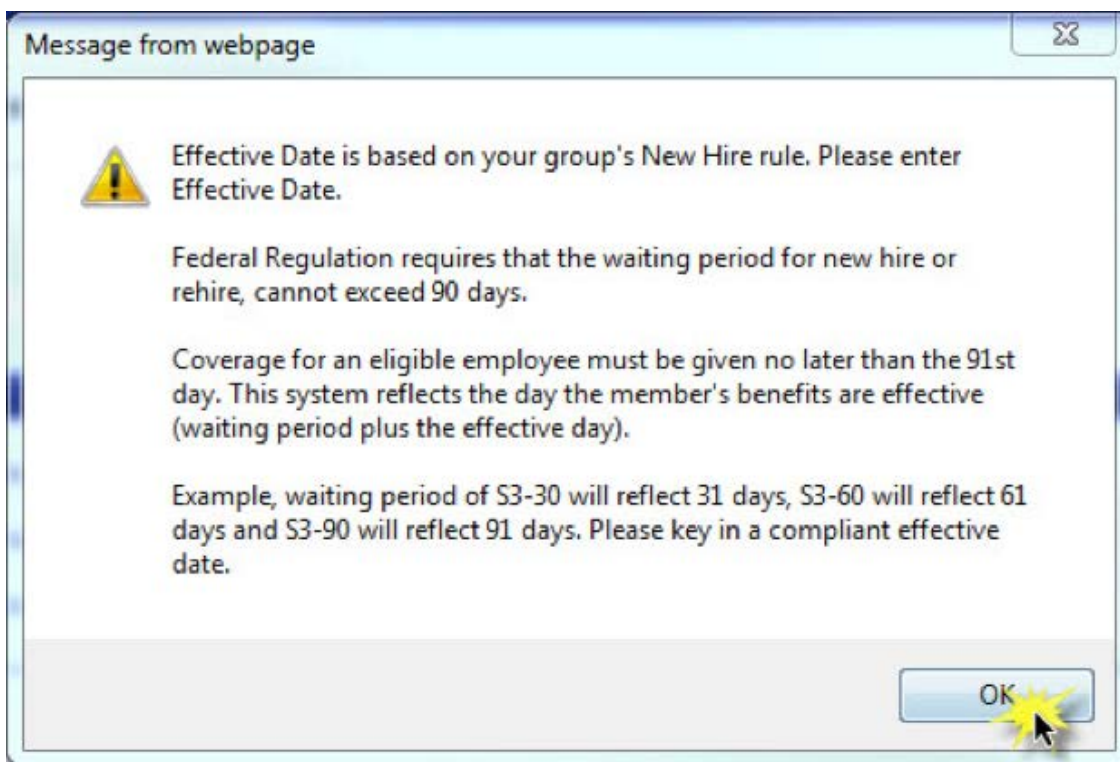
6. Select the hyperlinked contract number.

7. The *View Contract - BCBSM* page has two tabs:
 - *COVERAGE TYPE* - displays the contract information
 - *COVERAGE EMPLOYER* - displays the employment information

Add contract

1. Select *CONTRACT* on the left-hand side of the screen.
2. Select *Add Contract*.
3. Key in the SSN, group ID number and division ID number.
4. Select *Continue*.

- 5. The contract you're adding may be associated with various types of enrollment, including:
 - New hire
 - Open enrollment or a life event
 - COBRA continuation coverage
 - Group-wide changes, including adding a subscriber to a prior Benefit Package Code
- 6. If the enrollment is related to a new hire:
 - Input the date of hire.
 - Choose the appropriate employment status.
 - Input an effective date. **Note:** If your group has a waiting period tied to its new hire rule, this pop-up will appear:



– Select *Add Subscriber*.

7. If the enrollment is related to open enrollment or a life event:
 - Select the enrollment date.
 - Choose the appropriate employment status.
 - Select *Add Subscriber*.

8. If the enrollment is related to COBRA continuation coverage, refer to the [COBRA continuation coverage processing section](#) of this manual.
9. If the enrollment is related to group-wide changes, including adding a subscriber to a prior Benefit Package Code, refer to the [Group-wide changes](#) section of this manual.

Add subscriber to contract

1. Once you've added a contract, the *Add Subscriber – BCBSM* page shows four tabs. Enter the required information in each of these tabs:

- **MEMBER**

- **ELIGIBILITY**

- CONTACT

Add Subscriber - BCBSM
Please Enter Information

Print This Page

Submit All Back Cancel All

MEMBER ELIGIBILITY **CONTACT** MEDICARE

Contract Number: [] Group ID: [] Group Name: []
Division ID: [] Division Name: []

Address Type: [Mailing]
Address 1: [] Address 2: []
Address 3: []
City: [] State: [-Select-] Zip Code: []
Country: []

Primary Phone Type: [-Select-] Primary Phone Number: [] Extra: []
Alternate Phone Type: [-Select-] Alternate Phone Number: [] Extra: []
Primary Email Type: [-Select-] Primary Email Address: []
Alternate Email Type: [-Select-] Alternate Email Address: []
Effective Date: [01/01/2018]

Reset

- MEDICARE – filling out this tab is optional. **Note:** If a member has Medicare Part A only or Medicare Part B only, select a regular Benefit Package Code. If a member has both Medicare Parts A and B as primary, select a complimentary or “comp” Benefit Package Code. Please refer to your group account control sheet for the appropriate Benefit Package Code.

Add Subscriber - BCBSM
Please Enter Information

Print This Page

Submit All Back Cancel All

MEMBER ELIGIBILITY CONTACT **MEDICARE**

Contract Number: [] Group ID: [] Group Name: []
Division ID: [] Division Name: []

Medicare Indicator: []
Status Indicator: [-Select-] Medicare ID: []
Effective Date: [] Eligibility Reason Code: [-Select-]

* All items marked with asterisks are required.

Reset

- Click *Submit All* and you will see a confirmation message on the screen: “CONTRACT AND SUBSCRIBER HAVE BEEN CREATED SUCCESSFULLY. CLICK HERE TO ADD ADDITIONAL MEMBERS.”

Cancel contract

- Select *CONTRACT* on the left-hand side of the screen.
- Select *Cancel Contract*.
- Key in the SSN or contract number, or the subscriber name.
- Key in group ID number; the division ID number is optional.
- Select *Continue*.

Search Contract
Please enter information

Print This Page

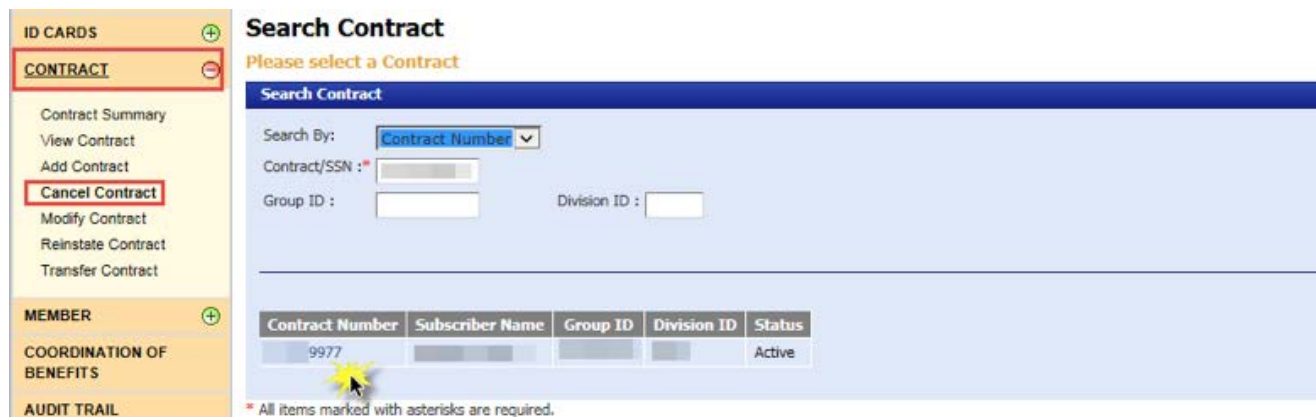
Contract Summary View Contract Add Contract **Cancel Contract** Modify Contract Reinstated Contract Transfer Contract

Search By: [Contract Number]
Contract/SSN or [Subscriber Name]
Group ID: [] Division ID: []

* All items marked with asterisks are required.

Continue Reset

6. Click the hyperlinked contract number.



7. Select the end date of the contract. The contract will terminate at 11:59 p.m. on the end date that you select.

8. Select the change reason.



9. Select *Submit*. Click *OK* on both pop-ups and then you'll see a confirmation message on the page: "CONTRACT CANCELLED SUCCESSFULLY."

Void contract

1. Click *CONTRACT* on the left-hand side of the screen.
2. Click *Cancel Contract*.
3. Key in the SSN or contract number, or the subscriber name.
4. Key in group ID number; the division ID number is optional.
5. Click *Continue*.



6. Click the hyperlinked contract number.



7. After you click the hyperlinked contract number, set the end date equal to the effective date.

8. Select the change reason.



9. Select *Submit*. Click *OK* on the three subsequent pop-ups and then you'll see a confirmation message on the page: "CONTRACT CANCELLED SUCCESSFULLY."

Modify contract

1. Click *CONTRACT* on the left-hand side of the screen.
2. Click *Modify Contract*.
3. Key in the SSN or contract number, or the subscriber name.
4. Key in group ID number; the division ID number is optional.
5. Click *Continue*.



6. Select the hyperlinked contract number.

7. You will need to complete both the *Coverage Type* and *Coverage Employer* tabs and the effective and end dates must match at the end of this process.

8. Click the *Coverage Type* tab.

9. Select the appropriate enrollment type.

10. Select the end date.

11. Select the change reason.

12. Select *Submit*.

13. Click *OK* on the two subsequent pop-ups.

14. You will see the message highlighted in red below and the effective date will auto-populate.

15. Select *Submit*.
16. Click *OK* on the subsequent pop-ups and you will see a confirmation message on the page: "CONTRACT INFORMATION UPDATED SUCCESSFULLY."
17. Select the *Coverage Employer* tab.

Modify Contract - BCBSM
Please Enter Information

COVERAGE TYPE | **COVERAGE EMPLOYER**

Contract Number: [redacted] Subscriber Name: [redacted]
 Alternate ID: [redacted] Group ID: [redacted] Group Name: [redacted]
 Division ID: [redacted] Division Name: [redacted]

Employment Status: Active Employee Hire Date: [redacted]
 Employer Reference ID: [redacted] Employer Department ID: [redacted]
 Effective Date: 03/01/2018 Group Paid Through Date: [redacted]
 End Date: 12/31/9999

Submit Reset Cancel

18. Select the end date.
19. Select *Submit* and click *OK* on the subsequent pop-up.
20. You will see the message highlighted in red below and the effective date will auto-populate.

Modify Contract - BCBSM
Please Enter Information

CONTRACT INFORMATION UPDATED SUCCESSFULLY

Current Coverage Employer information Ended - Must enter new Coverage Employer information

COVERAGE TYPE | **COVERAGE EMPLOYER**

Contract Number: [redacted] Subscriber Name: [redacted]
 Alternate ID: [redacted] Group ID: [redacted] Group Name: [redacted]
 Division ID: [redacted] Division Name: [redacted]

Employment Status: Active Employee Hire Date: [redacted]
 Employer Reference ID: [redacted] Employer Department ID: [redacted]
 Effective Date: 03/03/2018 Group Paid Through Date: [redacted]

Submit Reset Cancel

21. Select *Submit*.
22. Verify the information you entered and then you'll see a confirmation message on the page: "CONTRACT INFORMATION UPDATED SUCCESSFULLY."

Reinstate contract

Note: Only contracts with a terminated status can be reinstated.

1. Select *CONTRACT* on the left-hand side of the screen.
2. Select *Reinstate Contract*.
3. Key in the SSN or contract number, or the subscriber name.
4. Key in group ID number; the division ID number is optional.
5. Click *Continue*.

Search Contract
Please enter information

Search Contract

Search By: Contract Number
 Contract/SSN: Subscriber Name
 Group ID: [redacted] Division ID: [redacted]

Continue Reset

* All items marked with asterisks are required.

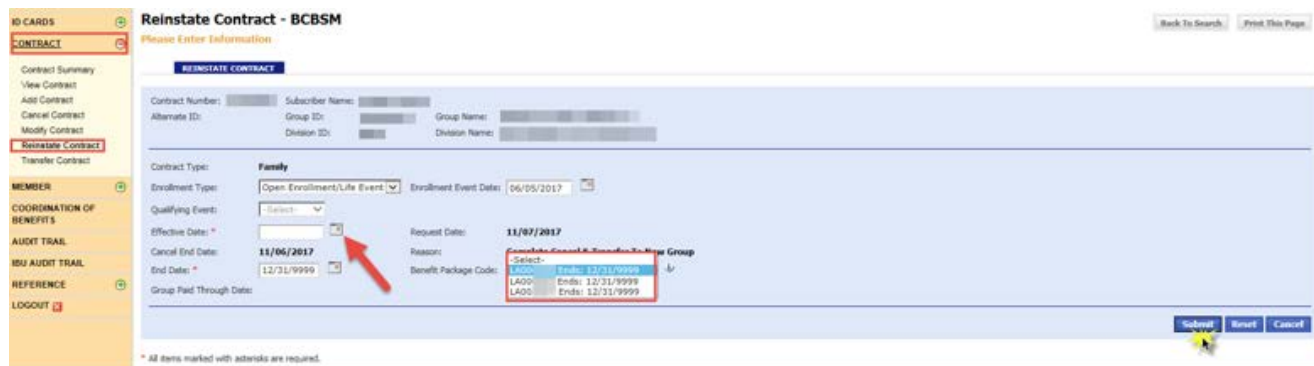
6. Select the hyperlinked contract number.



7. Use the calendar feature to select the reinstate date for the contract. **Note:** If the contract has a future end date, you cannot reinstate the contract until the end date has passed.

8. Select *Submit*.

9. Select the appropriate Benefit Package Code.



10. Select *Submit* again. Verify the information you entered then you'll see a confirmation message on the page: "CONTRACT REINSTATED SUCCESSFULLY."

Transfer contract

Note: Contracts can only be transferred within the same group, from one division to another.

1. Select *CONTRACT* on the left-hand side of the screen.
2. Select *Transfer Contract*.
3. Key in the SSN or contract number, or the subscriber name.
4. Key in group ID number; the division ID number is optional.
5. Click *Continue*.



6. Select the hyperlinked contract number.

Search Contract
Please select a Contract

Search By: **Contract Number**

Contract/SSN :*

Group ID : Division ID :

| Contract Number | Subscriber Name | Group ID | Division ID | Status |
|-----------------|-----------------|----------|-------------|--------|
| 5787 | | | 0006 | Active |

* All items marked with asterisks are required.

7. Use the calendar feature to select the date the contract transfer is effective.

Transfer Contract - BCBSM
Please Enter Information

Contract Number: Subscriber Name: Group ID: Group Name: Division ID: Division Name:

Contract Type: **Single**

Enrollment Type: * Open Enrollment/Life Event Qualifying Event: Enrollment Event Date: 07/02/2017

Group ID: Division ID: * 0005 Benefit Package Code: * LADD Ends: 12/31/9999

Effective Date: * 02/01/2018 End Date: * 12/31/9999 Request Date: 11/14/2017

Group Paid Through Date: 08/31/2015

* All items marked with asterisks are required.

8. Enter the new division ID number.

9. Select *Submit*.

10. Select the appropriate Benefit Package Code.

Transfer Contract - BCBSM
Please Enter Information

BPC's selection list was updated for new group/div selection, select from new list. Please pick a Benefit Package Code in effect as of the Transfer Effective Date.

Contract Number: Subscriber Name: Group ID: Group Name: Division ID: Division Name:

Contract Type: **Single**

Enrollment Type: * Open Enrollment/Life Event Qualifying Event: Enrollment Event Date: 07/02/2017

Group ID: Division ID: * 0005 Benefit Package Code: * LADD Ends: 12/31/9999

Effective Date: * 02/01/2018 End Date: * 12/31/9999 Request Date: 11/14/2017

Group Paid Through Date: 08/31/2015

* All items marked with asterisks are required.

11. Select *Submit* again. You will see a confirmation message on the page: "CONTRACT SUCCESSFULLY TRANSFERRED."

Member processing

View member

1. Select *MEMBER* on the left-hand side of the screen.

2. Select *View Member*.

3. Key in the SSN or contract number, or the subscriber name.
4. Key in group ID number; the division ID number is optional.
5. Click *Continue*.



6. Select the hyperlinked contract number.



7. Select the hyperlinked name you would like to view.



8. The *View Member - BCBSM* page has the following tabs:
 - *MEMBER* – displays personal information about the member
 - *ELIGIBILITY* – displays eligibility information
 - *CONTACT* – displays member demographic information
 - *OTHER CONTACT* – displays custodial parent demographic information, per the Qualified Medical Child Support Order
 - *MEDICARE* – displays Medicare information.
 - *BENEFIT HISTORY* – displays benefit history. Click the hyperlinked Benefit Package Code to open the *Benefit Explainer* screen.
 - *PCP* – tab will only display if your group offers Physician Choice PPO health plans to its employees. Refer to the [Physician Choice PPO health plans](#) section of this manual for more information.

Add member

1. Select *MEMBER* on the left-hand side of the screen.
2. Select *Add Member*.
3. Key in the SSN or contract number, or the subscriber name.
4. Key in group ID number; the division ID number is optional.
5. Click *Continue*.



6. Select the hyperlinked contract number.



7. Select *Add Member*.



8. Enter the required information within each of these tabs:

- MEMBER

- ELIGIBILITY

- CONTACT

- MEDICARE – filling out this tab is optional. **Note:** If a member has Medicare Part A only or Medicare Part B only, select a regular Benefit Package Code. If a member has both Medicare Parts A and B as primary, select a complimentary or “comp” Benefit Package Code. Please refer to your group account control sheet for the appropriate Benefit Package Code.

9. Select *Submit All*.

10. Verify the information you entered then you'll see a confirmation message on the page: "THE MEMBER HAS BEEN ADDED SUCCESSFULLY."

Cancel member

Note: This section applies to spouse or dependent cancellations. If you would like to cancel the subscriber, refer to the [Cancel contract](#) section of this manual.

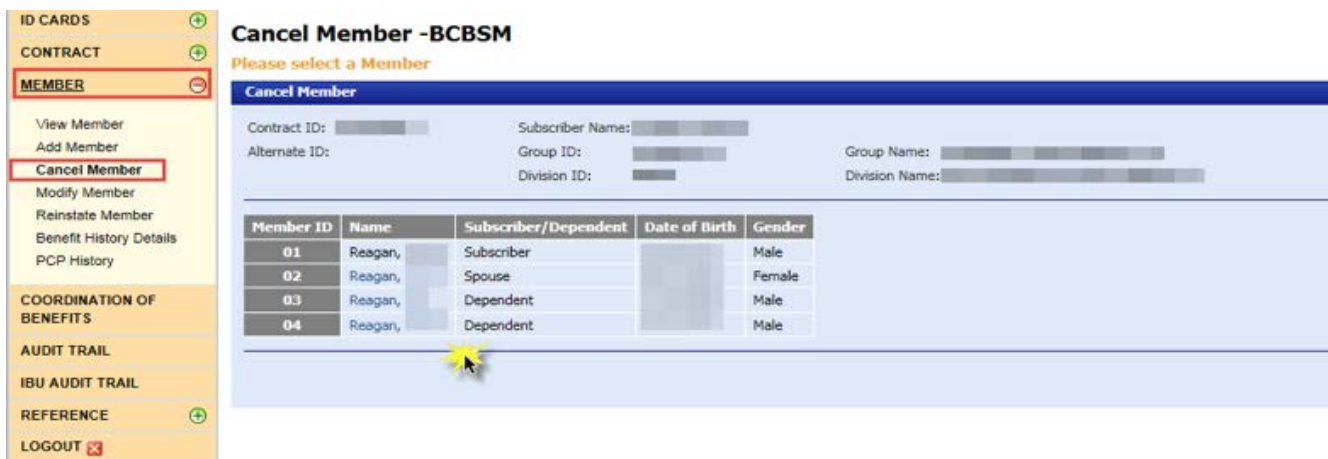
1. Select *MEMBER* on the left-hand side of the screen.
2. Select *Cancel Member*.
3. Key in the SSN or contract number, or the subscriber name.
4. Key in group ID number; the division ID number is optional.
5. Click *Continue*.



6. Select the hyperlinked contract number.



7. Select the hyperlinked name of the member you would like to cancel.



8. Select the change reason.
9. Use the calendar feature to select the end date for the member. The member's coverage will end at 11:59 p.m. on the end date that you select.
10. Select *Submit*.

11. Verify the information you entered then you'll see a message on the page confirming you submitted your request successfully: "MEMBER CANCELLED SUCCESSFULLY."

Void member

1. Select *MEMBER* on the left-hand side of the screen.
2. Select *Cancel Member*.
3. Key in the SSN or contract number, or the subscriber name.
4. Key in group ID number; the division ID number is optional.
5. Click *Continue*.

6. Select the hyperlinked contract number.

| Contract Number | Subscriber Name | Group ID | Division ID | Status |
|-----------------|-----------------|----------|-------------|--------|
| 8744 | | | | Active |

7. Select the hyperlinked name of the member you would like to void.

Cancel Member - BCBSM
Please select a Member

Cancel Member

Contract ID: [] Subscriber Name: []
 Alternate ID: [] Group ID: [] Group Name: []
 Division ID: [] Division Name: []

| Member ID | Name | Subscriber/Dependent | Date of Birth | Gender |
|-----------|-------------|----------------------|---------------|--------|
| 01 | Reagan, [] | Subscriber | [] | Male |
| 02 | Reagan, [] | Spouse | [] | Female |
| 03 | Reagan, [] | Dependent | [] | Male |
| 04 | Reagan, [] | Dependent | [] | Male |

8. Select the change reason.

9. Set the end date equal to the effective date.

Cancel Member - BCBSM

Contract ID: [] Subscriber Name: [] Group Name: []
 Alternate ID: [] Group ID: [] Division Name: []
 Division ID: [] Member ID: []

Last Name: [] Suffix: [] First Name: [] Middle Name: []
 Date of Birth: [] SSN: [] Gender: []

Member Class: **Dependent** Member Type: **Regular**
 Effective Date: [] End Date: 02/01/2018
 Change Reason: **Divorce or Separation** (selected)
 Benefit Package Code: **LAB0**

Submit Reset Cancel

10. Click *Submit*.

11. Click *OK* on the two subsequent pop-ups and you will see a confirmation message on the page: "MEMBER CANCELLED SUCCESSFULLY."

Modify member

1. Click *MEMBER* on the left-hand side of the screen.
2. Select *Modify Member*.
3. Key in the SSN or contract number, or the subscriber name.
4. Key in group ID number; the division ID number is optional.
5. Click *Continue*.

Search Contract

Please enter information

Search Contract

Search By: Contract Number, Subscriber Name
 Contract/SSN: []
 Group ID: [] Division ID: []

Continue Reset

6. Select the hyperlinked contract number.

7. Select the hyperlinked member name you would like to modify.

8. Click the *ELIGIBILITY* tab.

9. Set the end date.

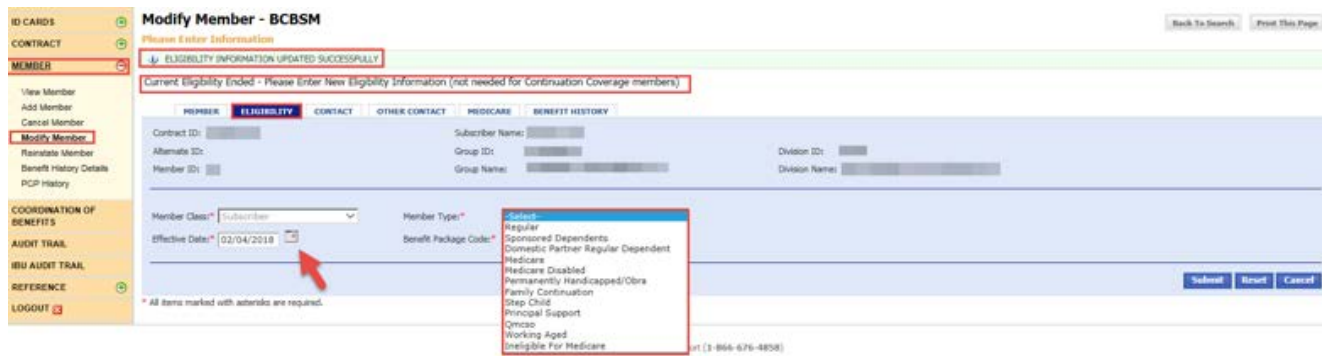
10. Select the change reason.

11. Click *Submit*.

12. Click *OK* on the two subsequent pop-ups.

13. Select the member class and member type; the effective date auto-populates.

14. Select the Benefit Package Code.



15. Select Submit then click OK on the pop-up and you'll see a confirmation message on the screen: "ELIGIBILITY INFORMATION UPDATED SUCCESSFULLY."

Reinstate member

Note: Only terminated members (non-subscribers) can be reinstated under this transaction.

1. Select *MEMBER* on the left-hand side of the screen.
2. Select *Reinstate Member*.
3. Key in the SSN or contract number, or the subscriber name.
4. Key in group ID number; the division ID number is optional.



5. Click *Continue*.



6. Select the hyperlinked contract number.

7. Select the hyperlinked member name.

8. Use the calendar feature to select the effective date for the contract.

9. Change the end date to 12/31/9999 to keep the member active.

10. Click *Submit* and then click *OK* on the subsequent pop-up.

11. Select the appropriate Benefit Package Code.

12. Select *Submit* again.

13. Verify the information you entered and then you will see a confirmation message on the page: "MEMBER REINSTATED SUCCESSFULLY."

View benefit history details

1. Select *MEMBER* on the left-hand side of the screen.

2. Select *Benefit History Details*.

3. Key in the SSN or contract number, or the subscriber name.

4. Key in group ID number; the division ID number is optional.

5. Click *Continue*.

6. Select the hyperlinked contract number.

Search Contract
Please select a Contract

Search By: **Contract Number**

Contract/SSN :*

Group ID : Division ID :

| Contract Number | Subscriber Name | Group ID | Division ID | Status |
|----------------------|-----------------|----------|-------------|------------|
| 9977 | | | | Terminated |

* All items marked with asterisks are required.

7. Select the hyperlinked name you would like to view.

Please select a Member

Contract ID: Subscriber Name: Group Name: Group ID: Division ID: Division Name: Member ID: Member Name:

| Member ID | Name | Subscriber/Dependent | Date of Birth | Gender |
|-----------|-------------------------|----------------------|---------------|--------|
| 01 | Reagan, | Subscriber | | Male |
| 02 | Reagan, | Spouse | | Female |
| 03 | Reagan, | Dependent | | Male |
| 04 | Reagan, | Dependent | | Male |

8. On the *Benefit History – BCBSM* screen:

- Click the hyperlinked column headers for explanations of what the columns contain.

Benefit History - BCBSM

Contract ID: Subscriber Name: Group Name: Group ID: Division ID: Division Name: Member ID: Member Name:

| Member Class | Benefit Package Code | Effective Date | End Date | Last Changed Date & Time | Group and Division |
|--------------|----------------------|----------------|------------|--------------------------|--------------------|
| SUB | LA00 | 02/04/2018 | 12/31/9999 | 02/15/2018 08:30 | 0000 |
| SUB | LA00 | 02/02/2018 | 02/03/2018 | 02/15/2018 06:09 | 0000 |
| SUB | LA00 | 08/04/2017 | 02/01/2018 | 02/12/2018 06:43 | 0000 |
| SUB | LA00 | 08/01/2017 | 08/03/2017 | 10/12/2017 10:33 | 0000 |
| SUB | LA00 | 07/23/2017 | 07/24/2017 | 08/01/2017 07:05 | 0000 |

- Click the hyperlinked group and division numbers to view the benefit history.

BenefitHistoryExplainer - Windows Internet Explorer provided by Blue Cross Blue Shield of MI

Subscriber Name : Member Name : Contract No Effective Date End Date Group Division

| | | | | |
|------|------------|------------|--|--|
| 7513 | 02/04/2018 | 12/31/9999 | | |
|------|------------|------------|--|--|

Coordination of Benefits

1. Select *COORDINATION OF BENEFITS* on the left-hand side of the screen.
2. Key in the SSN or contract number, or the subscriber name.
3. Key in group ID number; the division ID number is optional.
4. Click *Continue*.

Search Contract
Please enter information

Search Contract

Search By:
 Contract/SSN :
 Group ID : Division ID :

[Print This Page](#)

[Continue](#) [Reset](#)

* All items marked with asterisks are required.

5. Select the hyperlinked contract number.

Search Contract
Please select a Contract

Search Contract

Search By:
 Contract/SSN :
 Group ID : Division ID :

| Contract Number | Subscriber Name | Group ID | Division ID | Status |
|-----------------|-----------------|----------|-------------|--------|
| 7513 | | | | Active |

[Print This Page](#)

[Continue](#) [Reset](#)

* All items marked with asterisks are required.

6. The *COB – BCBSM* screen has three options: *View*, *Modify* and *Add*.
 - Select the name of a carrier from the drop-down then click the action you'd like to complete. If there are no carrier options, there is no COB information associated with the contract number.

COB - BCBSM
Please Enter Information

COB Information

Contract No: Group ID : Division ID :
 Subscriber Last Name: Subscriber First Name: Subscriber Birth Date:
 Spouse Name: Spouse Birth Date:
 Street Address: City: State:
 Zip: OtherCoverage:

Other Coverage Information

Carrier Name: Other Policy Holder:

[View](#) [Modify](#) [Add](#)

7. The COB summary has five sections:
 - *COB Information* – displays demographics of the subscriber and spouse
 - *Other Coverage Information* – displays carrier names and options to add, modify or view the other policy holder

- *Other Policy Holder Information* – enter the appropriate information in the required fields including the line of business, relationship to Blue Cross subscriber and whether a court order is in place
- *Other Carrier Information* – displays demographics of the other carrier
- *Covered Members* – displays the covered members

The screenshot shows the 'COB - BCBSM' form with a left-hand navigation menu. The menu items are: ID CARDS, CONTRACT, MEMBER, COORDINATION OF BENEFITS (highlighted with a red box), AUDIT TRAIL, IBU AUDIT TRAIL, REFERENCE, and LOGOUT. The main form area is titled 'Please Enter Information' and contains several sections:

- COB Information:** Fields for Contract No, Group ID, Division ID, Subscriber Last Name, Subscriber First Name, Subscriber Birth Date, Spouse Name, Spouse Birth Date, Street Address, City, State, and Zip.
- Other Coverage Information:** A dropdown for Center Name and buttons for 'View', 'Modify', and 'Add'.
- Other Policy Holder Information:** Fields for Policy Number, Group, First Name, Last Name, Birth Date, Gender, LOB (set to 'All'), Relationship To BCBSM Subscriber (set to 'Self'), Effective Date, End Date, and Court Order (set to 'YES').
- Other Carrier Information:** Fields for Carrier Name, Carrier Code, Street Address, City, State, and Zip, with a 'Look Up' button.
- Covered Members:** A table with columns for Name, Birth Date, Relationship to Other Policy Holder, Delete, and Add Member.

 At the bottom right, there are 'Submit', 'Reset', and 'Cancel' buttons. A yellow star icon is placed over the 'Add' button in the 'Other Coverage Information' section.

Audit trail

1. Select *AUDIT TRAIL* on the left-hand side of the screen.
2. Key in the group ID and division ID number. Enter the contract number to help minimize the search criteria.
3. Select *Continue*.

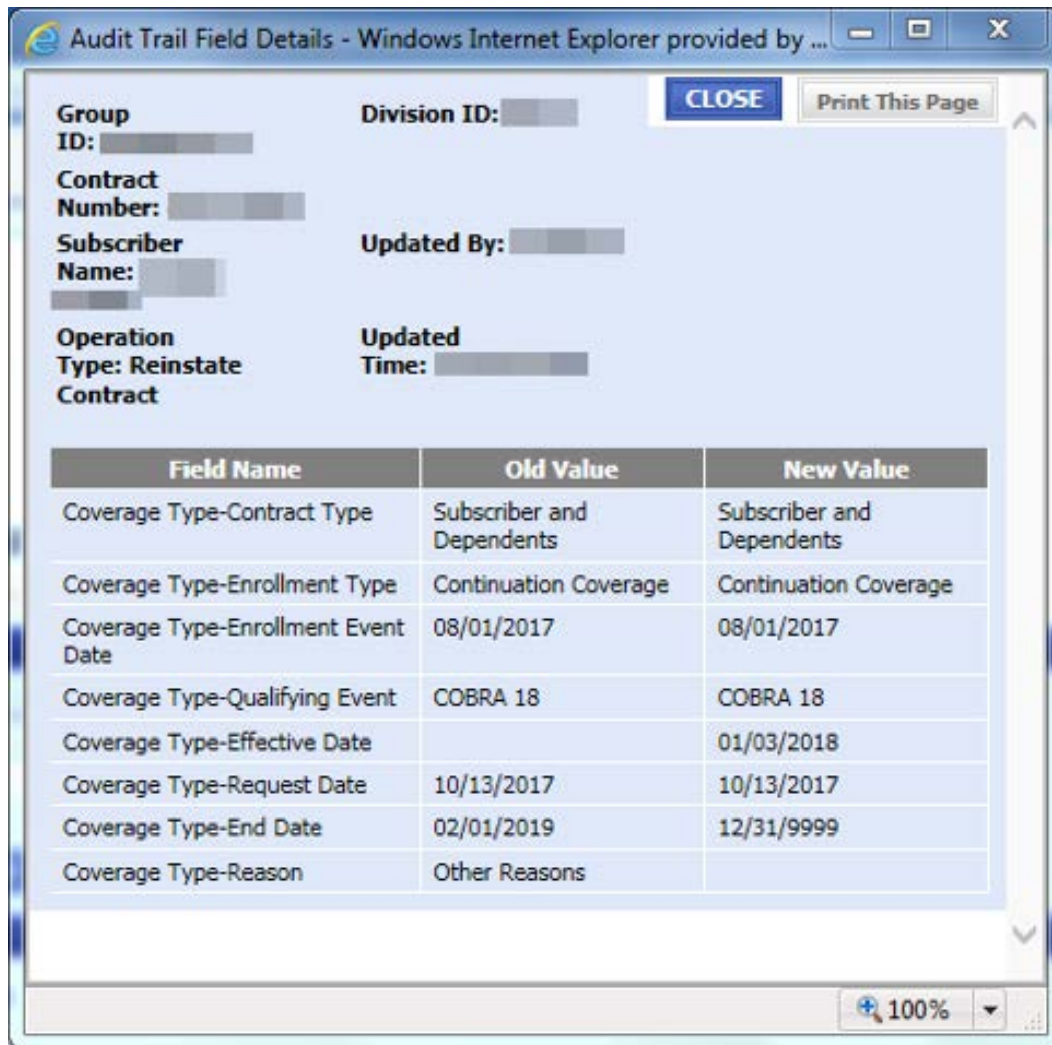
The screenshot shows the 'View Audit Trail' form. The left-hand navigation menu is visible, with 'AUDIT TRAIL' highlighted with a red box. The main form area is titled 'View Audit Trail' and 'Please Enter Information'. It contains the following fields:

- Audit Trail Inquiry:** Fields for Group ID* (required), Division ID* (required), Contract Number, and Updated Date.

 Below the fields are 'Continue' and 'Reset' buttons. A yellow star icon is placed over the 'Continue' button. At the bottom, a note states: '* All items marked with asterisks are required.'

4. To view the change description, select a hyperlinked change description and the *Audit Trail Field Details* pop-up will open.

5. Click *Next* on the right-hand side of the *View Audit Trail* screen to see additional changes.



Enrollment and member processing specific to group-wide changes

Some enrollment and member updates resulting from a group-wide change require special processing. Follow the guidance within this section of the manual to make these updates:

- Add contract
- Add member
- Cancel contract
- Void contract
- Reinstate member
- Reinstate contract

However, to make the following updates, please contact eMVP support at 1-866-676-4858 for assistance:

- COBRA processing
- Change Benefit Package Code
- Cancel member
- Update member type
- Update member class

Add contract

1. Select *CONTRACT* on the left-hand side of the screen.
2. Select *Add Contract*.
3. Key in the SSN, group ID number and the division ID number.
4. Select *Continue*.



5. Enter the required information in the *Coverage Type* tab and *Coverage Employer* sections.

6. Click *Add Subscriber*.
7. Select the *MEMBER* tab and enter the required information.
8. Select the *ELIGIBILITY* tab.
9. Select the member class and member type.
10. Select the prior Benefit Package Code for the selected eligibility period.
11. Set the end date equal to the end date of Package A.

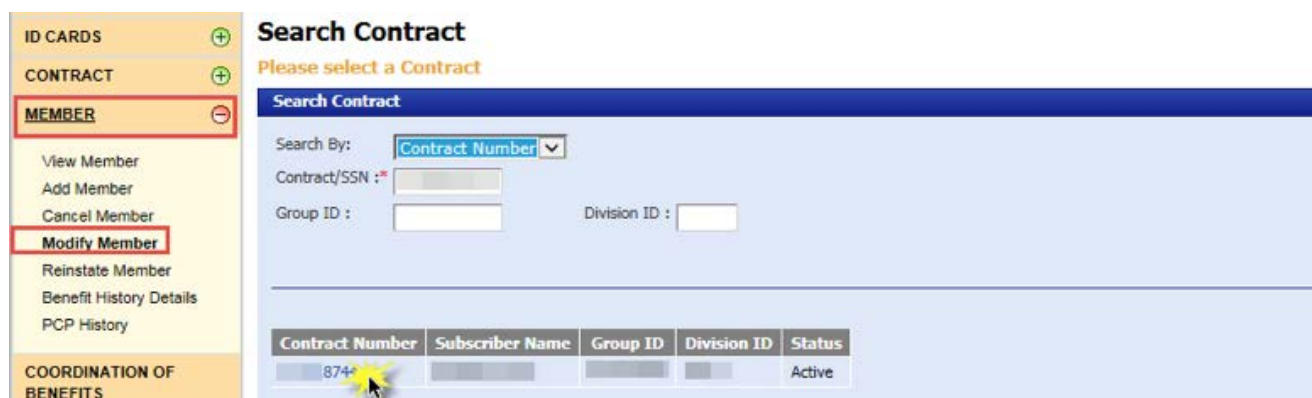
Example: A new employee is hired prior to a group-wide change. The member is being added effective Feb. 1, 2022. Package A is effective Jan. 1, 2022 through May 31, 2022, and package B is effective June 1, 2022 through December 31, 9999. In this situation, set the end date to May 31, 2022.

12. Select the *CONTACT* tab and enter the required information.
13. Click *Submit All*.
14. Select the *MEDICARE* tab and enter the requested information; this tab is optional.
15. Click *Submit All*.
16. Click *OK* on the pop-up that verifies that the eligibility end date is not the system high date.
17. A confirmation message will appear on the page: "CONTRACT AND SUBSCRIBER HAVE BEEN CREATED SUCCESSFULLY. CLICK HERE TO ADD ADDITIONAL MEMBERS."
18. Click *OK*.

19. Click *MEMBER* on the left-hand side of the screen.
20. Select *Modify Member*.
21. Key in the SSN or contract number, or the subscriber name.
22. Key in group ID number; the division ID number is optional.
23. Click *Continue*.



24. Select the hyperlinked contract number.



25. Select the hyperlinked member name you would like to modify.
26. Click the *ELIGIBILITY* tab.
27. Select the member class and member type; the effective date auto-populates.
28. Select the new Benefit Package Code.
29. Click *Submit*.
30. Click *OK*.

Add member

1. Select *MEMBER* on the left-hand side of the screen.
2. Select *Add member*.
3. Enter the SSN, group ID number and division ID number.
4. Select *Continue*.
5. Select the hyperlinked contract number.
6. Select *Add member*.

7. Select the *MEMBER* tab and enter the required information.
8. Select the *ELIGIBILITY* tab.
9. Select the member class and member type; the effective date auto-populates.
10. Select the prior Benefit Package Code for the selected eligibility period.
11. Set the end date equal to the end date of Package A.

Example: A new employee is hired prior to a group-wide change. The member is being added effective Feb. 1, 2022. Package A is effective Jan. 1, 2022 through May 31, 2022, and package B is effective June 1, 2022 through December 31, 9999. In this situation, set the end date to May 31, 2022.

12. Select *Submit All*.
13. You will see a confirmation message on the page: "MEMBER HAS BEEN ADDED SUCCESSFULLY."
14. Click *MEMBER* on the left-hand side of the screen.
15. Select *Modify Member*.
16. Key in the SSN or contract number, or the subscriber name.
17. Key in group ID number; the division ID number is optional.
18. Click *Continue*.



19. Select the hyperlinked member name you would like to modify.
20. Click the *ELIGIBILITY* tab.
21. Select the member class and member type; the effective date auto-populates.
22. Select the new Benefit Package Code.
23. Click *Submit*.
24. Click *OK*.

Canceling a contract that has future Benefit Package Codes

If a group displays future Benefit Package Codes after a group-wide change, check the contract coverage effective dates to determine how to cancel the contract properly:

1. Click *CONTRACT* on the left-hand side of the screen.
2. Click *Contract Summary*.
3. Key in the contract number or SSN or enter the subscriber name.
4. Key in the group ID number; the division ID number is optional.
5. Click *Continue*.
6. This screen contains three effective dates: the contract effective date, the employment effective date and the member Benefit Package Code effective date.
7. Review the effective dates to see if the contract information effective date and employment information effective dates are the same or different.

If the contract information effective date and employment information effective dates match, cancel the contract normally. For details, refer to the [Cancel contract](#) section of this manual.

If the contract information effective date and the employment information effective date differ:

1. Click *CONTRACT* on the left-hand side of the screen.
2. Click *Modify Contract*.
3. Key in the SSN or contract number, or the subscriber name.
4. Key in group ID number; the division ID number is optional.
5. Click *Continue*.
6. Select the hyperlinked contract number.
7. Select the *COVERAGE EMPLOYER* tab.



8. Set the end date equal to the day before the effective date on the *COVERAGE TYPE* tab.
9. Select *Submit* then click *OK* on the subsequent pop-ups.
10. You will see a message prompting you to enter a new coverage employer and the effective date will auto-populate.
11. Select *Submit* again.
12. You will see a confirmation that the contract information has been updated successfully.
13. Click *CONTRACT* on the left-hand side of the screen.
14. Click *Cancel Contract*.
15. Key in the SSN or contract number, or the subscriber name.
16. Key in group ID number; the division ID number is optional.
17. Click *Continue*.
18. Click the hyperlinked contract number.
19. To cancel the contract, select the end date of the contract. The contract will terminate at 11:59 p.m. on the end date that you select.
20. Select the change reason.
21. Select *Submit*.
22. Click *OK* on both pop-ups and then you'll see a confirmation message on the page: "CONTRACT CANCELLED SUCCESSFULLY."

Reinstate contract

1. Select *CONTRACT* on the left-hand side of the screen.
2. Select *Reinstate Contract*.
3. Key in the SSN or contract number, or the subscriber name.
4. Key in group ID number; the division ID number is optional.
5. Click *Continue*.



6. Select the hyperlinked contract number.

Search Contract
Please select a Contract

Search By:
 Contract/SSN :*
 Group ID : Division ID :

| Contract Number | Subscriber Name | Group ID | Division ID | Status |
|-----------------|-----------------|----------|-------------|------------|
| 7513 | | | | Terminated |

* All items marked with asterisks are required.

7. Use the calendar feature to select the effective reinstatement date and the end date of the prior Benefit Package Code. **Note:** If the contract has a future end date, you cannot reinstate the contract until the end date has passed.

8. Select the appropriate Benefit Package Code.

9. Click *Submit*.

10. Select *OK* on the pop-up verifying that the eligibility end date is not the system high date.

Reinstate Contract - BCBSM
Please Enter Information

REINSTATE CONTRACT

Contract Number: Subscriber Name:
 Alternate ID: Group ID: Group Name:
 Division ID: Division Name:

Contract Type: **Family**
 Enrollment Type: Enrollment Event Date:
 Qualifying Event:
 Effective Date: Request Date: **11/07/2017**
 Cancel End Date: Reason:
 End Date: Benefit Package Code:
 Group Paid Through Date:

* All items marked with asterisks are required.

11. Select *Submit* again. Verify the information you entered then you'll see a message confirming that the contract was reinstated successfully.

12. Select *Modify Contract* on the left-hand side of the screen.

13. The contract number auto-populates or you may key in the SSN or subscriber name.

14. Key in the group ID number; the division ID number is optional.

15. Click *Continue*.

16. Select the hyperlinked contract number.

17. Select *Submit*.

18. The effective date auto-populates.

19. Click *OK* on the pop-up stating, "If this contract needs to be moved to another division Click Cancel and use Contract Transfer."

20. You'll see a confirmation message on the screen: "CONTRACT REINSTATED SUCCESSFULLY."

Reinstate member when reinstating a contract

1. Click *MEMBER* on the left-hand side of the screen.
2. Select *Modify Member*.
3. Key in the SSN or contract number, or the subscriber name.
4. Key in group ID number; the division ID number is optional.
5. Click *Continue*.
6. Select the hyperlinked contract number.
7. Select the hyperlinked member name.
8. Click the *ELIGIBILITY* tab.
9. The effective date auto-populates.
10. Select the member type.
11. Select the appropriate Benefit Package Code.
12. Click *Submit*.
13. Verify the information you entered and then you will see a confirmation message on the page:
"MEMBER REINSTATED SUCCESSFULLY."

COBRA continuation coverage processing

Add COBRA contract and subscriber

1. Select *CONTRACT* on the left-hand side of the screen.
2. Select *Add Contract*.
3. Key in the SSN, group ID number and division ID number.
4. Click *Continue*.



5. Select the enrollment type.
6. Set the event date to the last day of active coverage. The effective date will default to the day after the event date.

7. Select the Qualifying Event.
8. Set the employment status to Laid OFF/GRP EXT/COBRA.
9. Select *Add Subscriber*.

10. The *Add Subscriber – BCBSM* page shows the four tabs below. Enter the required information in each of these tabs:

- **MEMBER**

- **ELIGIBILITY** – ensure the end date matches the end date of the contract.

- **CONTACT**

- **MEDICARE** – filling out this tab is optional. Note: If a member has Medicare Part A only or Medicare Part B only, select a regular Benefit Package Code. If a member has both Medicare Parts A and B as primary, select a complimentary or “comp” Benefit Package Code. Please refer to your group account control sheet for the appropriate Benefit Package Code.

Add Subscriber - BCBSM

Print This Page

Please Enter Information

Submit All Back Cancel All

MEMBER ELIGIBILITY CONTACT **MEDICARE**

Contract Number: [] Group ID: [] Group Name: []
Division ID: [] Division Name: []

Medicare Indicator:
Part A only
Part B only
Both Part A and Part B

Reset

* All items marked with asterisks are required.

Add Subscriber - BCBSM

Print This Page

Please Enter Information

Submit All Back Cancel All

MEMBER ELIGIBILITY CONTACT **MEDICARE**

Contract Number: [] Group ID: [] Group Name: []
Division ID: [] Division Name: []

Medicare Indicator:

Status Indicator: *
Primary
Secondary
Tertiary
Unknown

Effective Date: * []

Medicare ID: * []

Eligibility Reason Code: *

Reset

* All items marked with asterisks are required.

Add Subscriber - BCBSM

Print This Page

Please Enter Information

Submit All Back Cancel All

MEMBER ELIGIBILITY CONTACT **MEDICARE**

Contract Number: [] Group ID: [] Group Name: []
Division ID: [] Division Name: []

Medicare Indicator:

Status Indicator: *

Effective Date: * []

Medicare ID: * []

Eligibility Reason Code: *
Age
Disability
Unknown
Beneficiary Is Working Aged

Reset

* All items marked with asterisks are required.

11. Select *Submit All*.

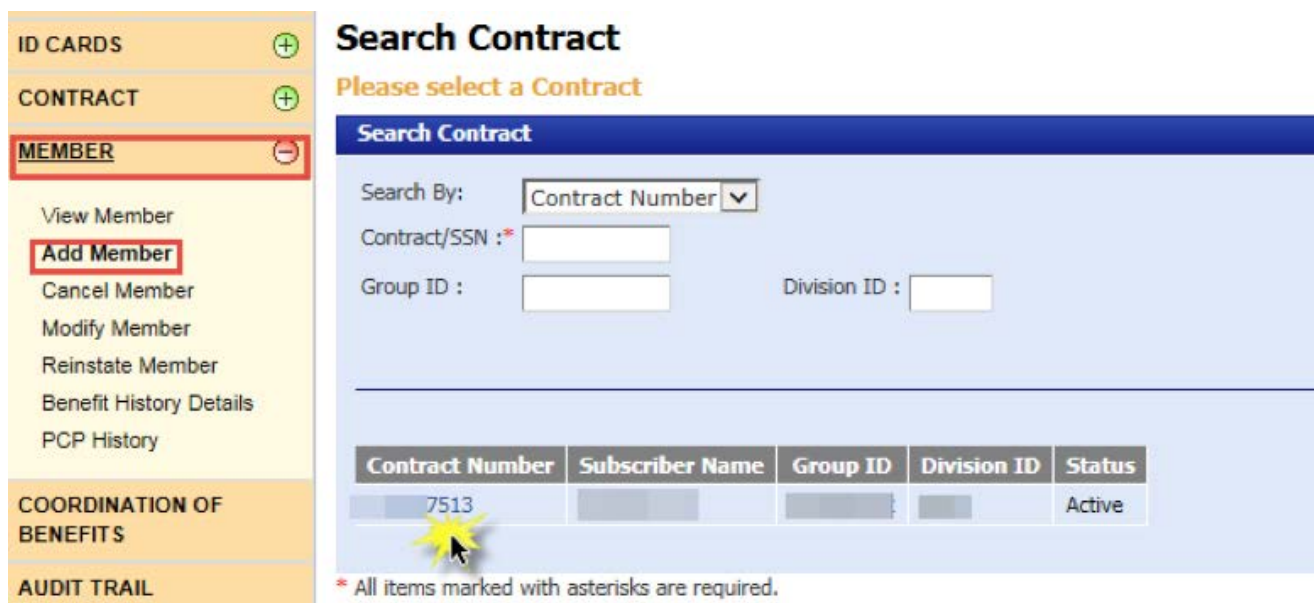
12. Click *OK* on the two subsequent pop-ups and you will see a confirmation message on the page: “CONTRACT AND SUBSCRIBER HAVE BEEN CREATED SUCCESSFULLY. CLICK HERE TO ADD ADDITIONAL MEMBERS.”

Add COBRA member

1. Select *MEMBER* on the left-hand side of the screen.
2. Select *Add Member*.
3. Key in the SSN or contract number, or the subscriber name.
4. Key in group ID number; the division ID number is optional.
5. Click *Continue*.



6. Select the hyperlinked contract number.



7. Select *Add Member*.



8. The *Add Member – BCBSM* page has four tabs. Enter the required information in each of these tabs:
 - *MEMBER*
 - *ELIGIBILITY* – ensure the end date matches the end date of the contract.
 - *CONTACT*
 - *MEDICARE* – filling out this tab is optional. **Note:** If a member has Medicare Part A only or Medicare Part B only, select a regular Benefit Package Code. If a member has both Medicare Parts A and B as primary, select a complimentary or “comp” Benefit Package Code. Please refer to your group account control sheet for the appropriate Benefit Package Code.
9. Click *Submit All*.
10. Click *OK* on the two subsequent pop-ups and you will see a confirmation message on the page: “THE MEMBER HAS BEEN ADDED SUCCESSFULLY.”

Cancel COBRA contract

1. Select *CONTRACT* on the left-hand side of the screen.
2. Select *Cancel Contract*.
3. Key in the SSN or contract number, or the subscriber name.
4. Key in the group ID number; the division ID number is optional.
5. Click *Continue*.



6. Select the hyperlinked contract number.



7. Use the calendar feature to select the end date. **Note:** The contract can only be canceled with an end date greater than the displayed contract effective date.

8. Select the change reason.

Cancel Contract - BCBSM
Please Enter Information

Contract Number: [] Subscriber Name: []
Alternate ID: [] Group ID: [] Group Name: []
Division ID: [] Division Name: []

Contract Type: **Subscriber and one Dependent**
Enrollment Type: **Continuation Coverage** Event Date: **12/31/2017**
Qualifying Event: **COBRA18**
Effective Dates: **01/01/2018** Request Date: **02/23/2018**
End Date: [01/31/2018] Change Reason: **COBRA Ending**
Group Paid Through Date: []

Submit **Reset** **Cancel**

* All items marked with asterisks are required.

9. Select *Submit*.

10. Click *OK* on the two subsequent pop-ups and you will see a confirmation message on the page: "CONTRACT CANCELLED SUCCESSFULLY."

Void COBRA contract, cancel COBRA member or modify COBRA contract, including dollar amount goals for flexible spending accounts

Please contact eMVP support at 1-866-676-4858 for help with these requests.

Modify COBRA member

1. Select *MEMBER* on the left-hand side of the screen.
2. Select *Modify Member*.
3. Key in the SSN or contract number, or the subscriber name.
4. Key in group ID number; the division ID number is optional.
5. Click *Continue*.

Search Contract
Please Enter Information

Search By: [Contract Number]
Contract/SSN or Subscriber Name: []
Group ID: [] Division ID: []

Continue **Reset**

* All items marked with asterisks are required.

6. Select the hyperlinked member name you would like to modify.

Modify Member - BCBSM
Please select a Member

Contract ID: [] Subscriber Name: []
Alternate ID: [] Group ID: [] Group Name: []
Division ID: [] Division Name: []

| Member ID | Name | Subscriber/Dependent | Date of Birth | Gender |
|-----------|--------------|----------------------|---------------|--------|
| 01 | GIBBS, [] | Subscriber | [] | Male |
| 02 | GIBBS, [] | dependent | [] | Female |
| 03 | FORNELL, [] | Dependent | [] | Female |

7. Make updates as needed within the *MEMBER*, *CONTACT*, *PCP* and *OTHER CONTACT* tabs.

Reinstate COBRA contract

1. Select *CONTRACT* on the left-hand side of the screen.
2. Select *Reinstate Contract*.
3. Key in the SSN or contract number, or the subscriber name.
4. Key in the group ID number; the division ID number is optional.
5. Select *Continue*.

6. Select the hyperlinked contract number.

| Contract Number | Subscriber Name | Group ID | Division ID | Status |
|-----------------|-----------------|----------|-------------|------------|
| 5512 | | | | Terminated |

7. Select the Enrollment Type ('Continuation Coverage').
8. Use the calendar feature to select the Event Date of the contract. Set the Event Date to one day prior to the desired reinstatement Effective Date. **Note:** If the contract has a future end date, you will not be able to reinstate the contract until the end date has passed.

9. Select the Qualifying Event (i.e. COBRA 18, 29, 36).

10. Use the calendar feature to set the Effective Date to the day after the Event Date.

Note: End Date will be automatically calculated after the Event Date and Qualifying Event fields are populated.

11. Select the appropriate Benefit Package Code.

12. Select *Submit*.

13. Click *OK* on the two subsequent pop-ups and you will see a confirmation message on the page: "CONTRACT REINSTATED SUCCESSFULLY."

Transfer COBRA contract

Note: You may only transfer a contract within the same group, from one division to another.

1. Select *CONTRACT* on the left-hand side of the screen.
2. Select *Transfer Contract*.
3. Key in the SSN or contract number, or the subscriber name.
4. Key in the group ID number; the division ID number is optional.
5. Select *Continue*.

6. Select the hyperlinked contract number.

7. Select *Continuation Coverage* as the enrollment type.

8. Select the appropriate Qualifying Event (i.e. Cobra 18, 29, 36).

9. Use the calendar feature to select the Event Date of the contract. Set the Event Date to one day prior to the desired transfer date for the contract.

10. Key the new division ID number.

11. Select the appropriate effective date. Use the calendar feature to select the Effective Date to the day after the Event Date.

12. Select *Submit*.

13. Select the appropriate Benefit Package Code.

14. Select *Submit* again.

15. Verify the information you entered then you will see a confirmation message on the page: "CONTRACT TRANSFERRED SUCCESSFULLY."

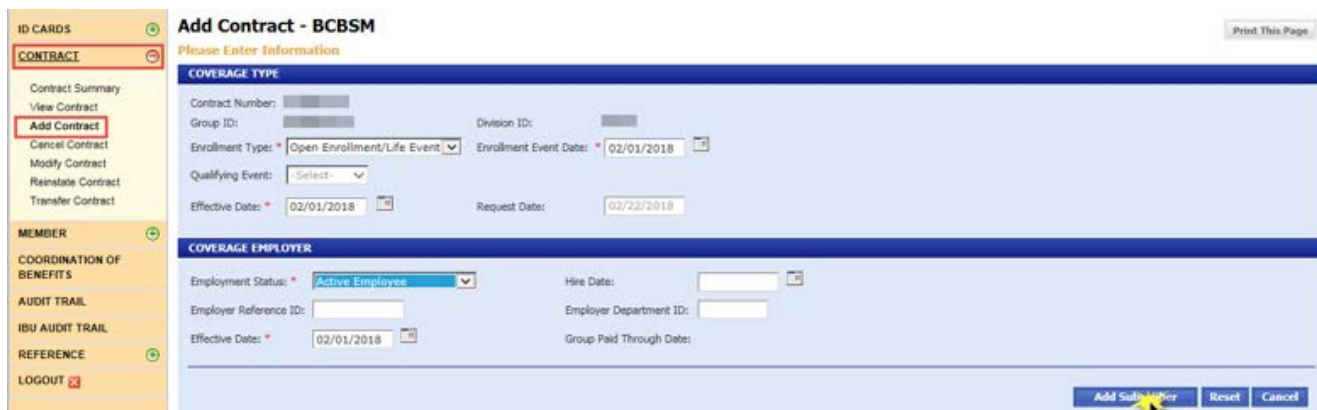
Consumer-directed health plans

Add contract with CDH options, including entering dollar amount goals for flexible spending accounts

1. Select *CONTRACT* on the left-hand side of the screen.
2. Select *Add Contract*.
3. Enter the SSN, group ID number and division ID number.
4. Select *Continue*.



5. Enter the required information within the *COVERAGE TYPE* and *COVERAGE EMPLOYER* sections.
6. Click *Add Subscriber*.



7. Enter the required information within each of these tabs on the *Add Subscriber – BCBSM* page:
 - *MEMBER*
 - *ELIGIBILITY* – be sure to select the appropriate CDH option. Flexible spending account options may vary. **Please note:** If the CDH vendor is HSA Bank, you will need to first make a Benefit Package Code selection in order to have the CDH Options display.
 - *CONTACT*
 - **Please note:** If the CDH vendor is HSA Bank, a physical mailing address (no PO Boxes) is required to create an FSA funding account. PO Boxes can be added one week after the FSA funding account has been created by HSA Bank.
 - *MEDICARE* – filling out this tab is optional.
8. Click *Submit All* and you will see a confirmation message on the page: “CONTRACT AND SUBSCRIBER HAVE BEEN CREATED SUCCESSFULLY. CLICK HERE TO ADD ADDITIONAL MEMBERS.”

- 9. If you selected a flexible spending account, you will see a pop-up prompting you to add goal amounts. Click OK.
- 10. Enter the required information on the *Access MOS Financial Information* page.
- 11. Select *Submit*.

Access MOS Financial Information

Please enter Contract Number, Group Number, Division and Company

Contract Information

Contract Number*

Group* Division*

Company*

Important Administrator Message
In order to return to eMVP, please select the 'Back to Secured Home' link in the navigation menu on the left of your screen. From the Secured Home page, eMVP will need to be launched again.

Submit Clear

- 12. Enter the goal amounts.

Modify Goal Amounts

Enter CDH Product Information

Contract Number: Group/Section-Package:

Subscriber Name: Birthdate:

Healthy Blue Choices Options - Current Benefit-Renewal Year

Please type goal amount (include employer + employee as appropriate).

PSA MEDICAL Effective Date End Date Goal Amount:

Group/Section-Package: 0070305810021

Healthy Blue Choices Options - Future Benefit-Renewal Year

Please type goal amount (include employer + employee as appropriate).

PSA MEDICAL Effective Date End Date Goal Amount:

Submit All Changes

- 13. Select *Submit All Changes*.

View member and verify CDH options

1. Select *MEMBER* on the left-hand side of the screen.
2. Select *View Member*.
3. Key in the SSN or subscriber name.
4. Select *Continue*.



5. Select the hyperlinked contract number.



6. Select the *ELIGIBILITY* tab.



Modify member CDH account options, including dollar amount goals for flexible spending accounts

1. Select *MEMBER* on the left-hand side of the screen
2. Select *Modify Member*.
3. Key in the SSN or subscriber name.
4. Select *Continue*.



- Select *Submit* then click *OK* on the pop-up.
- If you selected a flexible spending account option, you'll see a pop-up prompting you to add goal amounts. Click *OK*. **Note:** Health Savings Account and Health Reimbursement Account goal amounts are not maintained in eMVP/eFAD, please contact your CDH vendor for assistance.
- Click *CDH Financial Information* on the right-hand side of the *Modify Member – BCBSM* page. This is where you can modify dollar amount goals for flexible spending accounts. **Note:** For COBRA contracts, please contact eMVP Support at 1-866-676-4858 for assistance with this process.

- Enter the required information on the *Access MOS Financial Information* page.
- Select *Submit*.

Note: There may be a 36-48 hour delay upon CDH product election, prior to being able to view/modify CDH goal amount dollars. If you encounter any issues with retrieving the desired contract, please contact eMVP Support at 1-866-676-4858.

- Enter the goal amounts. **Note:** Goal amounts should contain the coverage period plan year amount and should be entered with a decimal, no commas.
- Select *Submit All Changes*.

Physician Choice PPO health plans

Add or modify member PCP

1. If you've just added a contract and the contract is eligible for adding a Physician Choice PPO health plan, select *Click Here* to add a PCP health plan to the subscriber and skip to step four.



OR

2. Select *MEMBER* on the left-hand side of the screen.
3. Select *Modify Member*.



4. Key in the SSN or subscriber name.
5. Select *Continue*.
6. Select the hyperlinked contract number.



7. Select the hyperlinked name.

8. Select the *PCP* tab.

9. Use the calendar feature to select the end date.

10. Select *Submit*.

11. Verify the information you entered.

12. Enter the updated National Provider Indicator.

13. Use the calendar feature to select the effective date.

14. Select *Submit*.

15. Verify the information you entered and you will see a confirmation message on the page.

View member PCP history

1. Select *MEMBER* on the left-hand side of the screen.

2. Key in the SSN or subscriber name.

3. Select *Continue*.

4. Select the hyperlinked contract number.

Search Contract

Please select a Contract

Search By: **Contract Number**

Contract/SSN :

Group ID : Division ID :

Continue **Reset**

| Contract Number | Subscriber Name | Group ID | Division ID | Status |
|-----------------|-----------------|----------|-------------|--------|
| 7138 | | | | Active |

* All items marked with asterisks are required.

5. Select the hyperlinked name.

PCP History - BCBSM

Please select a Member

Contract ID: Subscriber Name: Group Name:

Alternate ID: Group ID: Division ID: Division Name:

| Member ID | Name | Subscriber/Dependent | Date of Birth | Gender |
|-----------|--------------------|----------------------|---------------|--------|
| 01 | RITTER, Subscriber | Subscriber | | Male |

Cancel

6. View member PCP history.

Member PCP History - BCBSM

Contract ID: Subscriber Name: Group Name:

Alternate ID: Group ID: Division ID: Division Name:

Member ID: Member Name:

| National Provider Indicator | Effective Date | End Date | Last Changed Date & Time |
|-----------------------------|----------------|------------|--------------------------|
| 17102 | 01/31/2018 | 12/31/9999 | 02/22/2018 11:04 |

Cancel

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