Frequently Asked Questions (FAQs) and Quick Start Guide

FAQs

We've created this Q&A to help you learn how to conveniently and securely manage your employees' Blue Shield benefits online.

1 Q. What is Employer Connection?

A. Employer Connection is Blue Shield's enhanced web-based billing and plan administration tool that enables employer groups (and their brokers) to securely manage their employees' Blue Shield benefits online. This tool is provided at no extra charge.

2 Q. What can I do with Employer Connection?

A. Once registered, you can securely log in 24/7 to:

- Manage your member roster enrollments and terminations
- View and manage medical, dental, vision, and life insurance plans[1] in a single place
- Create and download census and billing reports
- Conduct open enrollment online
- View your Blue Shield invoice
- Make one-time payments or set up automatic payments
- Order Blue Shield member ID cards
- Permit additional users to access your Employer Connection account

3 Q. Will my employees have access to Employer Connection?

A. No. This site can be used only by your Primary Contact or the other HR administrators or brokers to whom your organization has granted administration rights. Your employees and their dependents with Blue Shield coverage can view their benefits on our Member Portal by visiting blueshieldca.com/member.

4 Q. Can I still use Employer Connection if our organization already uses a third-party administrator (TPA) or an HRIS system (like PeopleSoft or ADP) to submit our member enrollment and maintenance transactions electronically?

A. No. Groups can manage their members' benefits using either Employer Connection or a TPA, but not both.

Anytime you submit a member enrollment or maintenance transaction via Employer Connection, be sure to also make the same change to your system of record before your next electronic submission or your data will become out-of-sync.

5 Q. Can we use Employer Connection to process COBRA enrollments?

A. Yes. After terminating a subscriber within Employer Connection, you can enroll the subscriber into COBRA at the end of the termination transaction workflow.

6 Q. Can I view and manage our Blue Shield specialty plans online, such as dental, vision, and life insurance coverage for my employees?

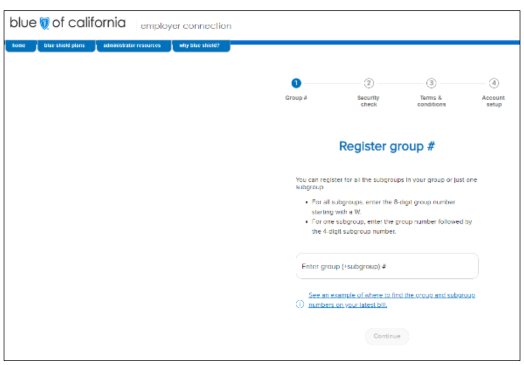
A. Yes. You can manage enrollment in these plans by adding, updating, and terminating coverage online. However, you cannot view the same level of detailed benefits as you can with our medical plans. For details on your specialty plans, please call the following Customer Service numbers:

- Dental HMO **(800) 585-8111**
- Dental PPO **(888) 702-4171**
- Life insurance **(888) 800-2742**, Fax: **(800) 329-2742**
- Vision **(877) 601-9083**, Fax: **(714) 619-4662**

QuickStart Guide

It's easy to get started with Employer Connection. In just a few simple steps, you'll be on your way to enjoying the ease and convenience of securely managing your employees' Blue Shield benefits online.

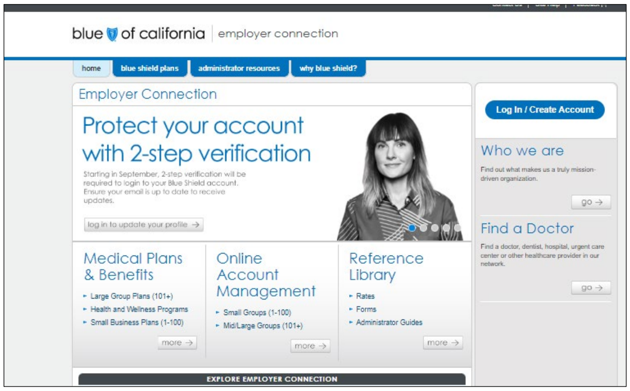
Step 1 Register and activate your account



- Register online by visiting blueshieldca.com/employer.
- Select Register Now and answer a few questions. Only the Primary Contact on file can register for Employer Connection.
- Your company's Primary Contact can delegate access to others within the site once registered.

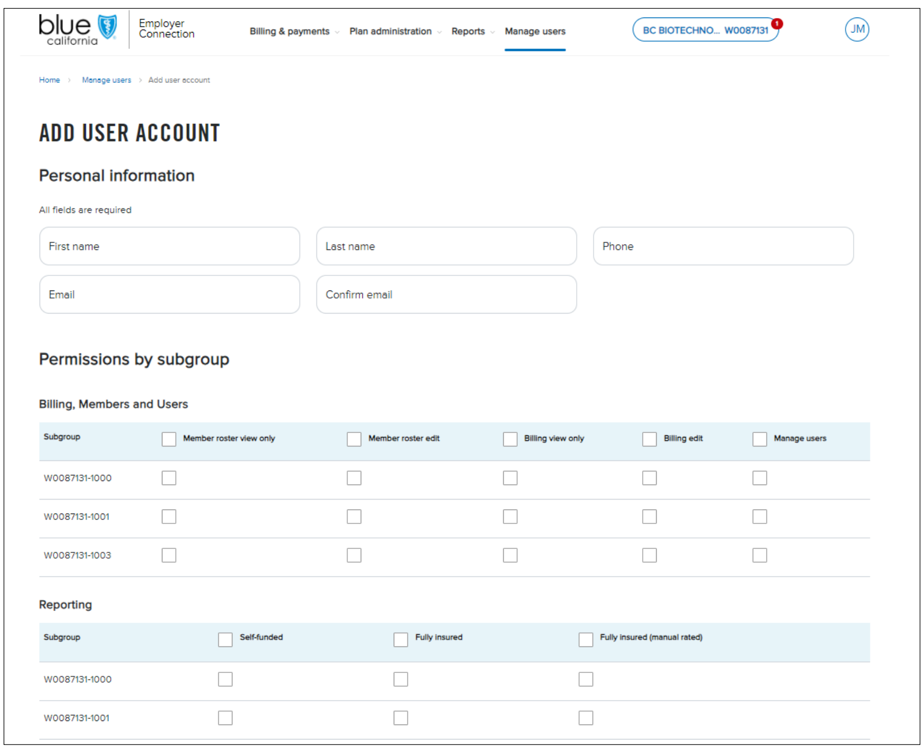
Note: You will need your group number and your most recent Blue Shield invoice to register.

Step 2 Log in



- Once registered, you can log in securely 24/7 at blueshieldca.com/employer. We suggest you bookmark this link for easy access later.
- If you forget your username or password, you can reset it online.

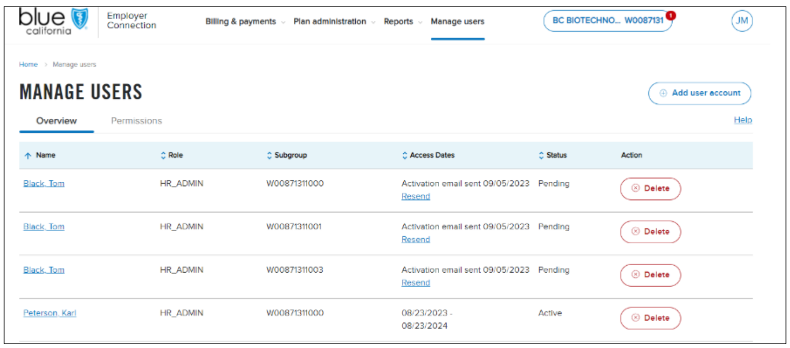
Step 3 Manage Users



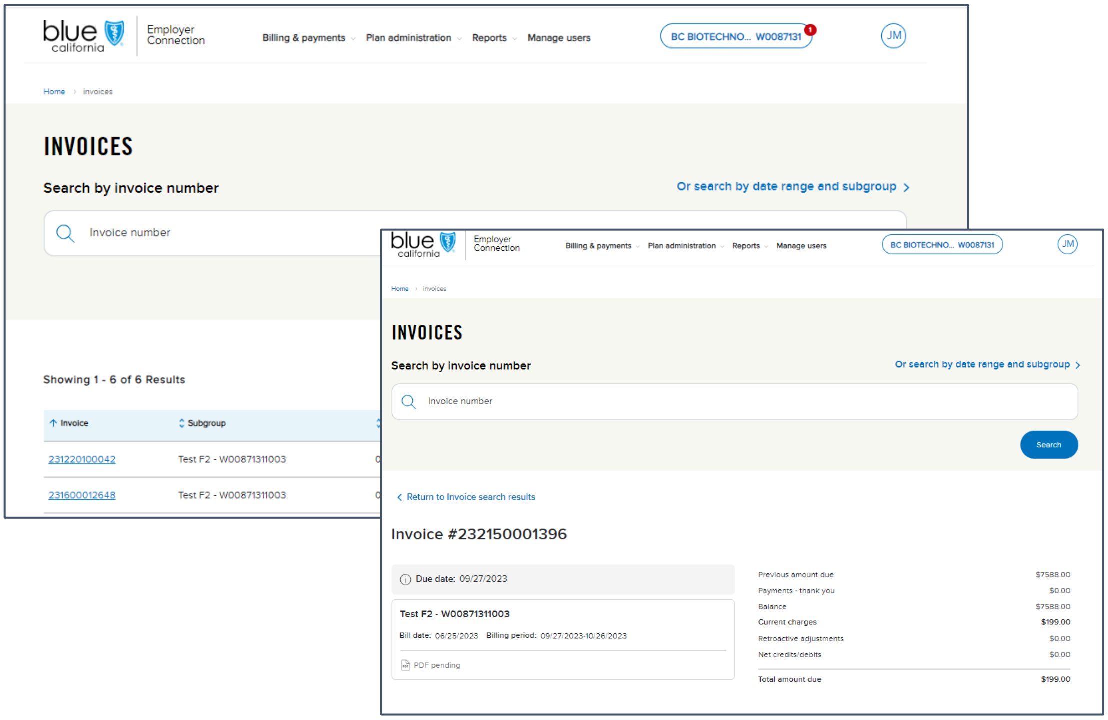
- Select *Manage Users* from the navigation menu, then click *Add a User* to create a new user.
- Enter the user's personal information and select the types of access you wish to grant that user.
- There are six levels of access you can authorize:
  1. Member Roster View Only
  2. Member Roster Edit
  3. Billing View[2] View Only

4. Billing Edit
5. Manage Users
6. Employer Reporting

- You can return to Manage Users anytime to update or cancel the user's rights.
- Access for the Primary Contact for your organization never expires.
- Contact your Blue Shield representative to change the designated Primary Contact.
- Administration rights for user types other than the Primary Contact expire one year after registration.
- Administration rights may be renewed annually by the group's Primary Contact.
- If the group's broker of record changes or you remove your broker's access rights, all the broker's administrators' rights will also be removed.

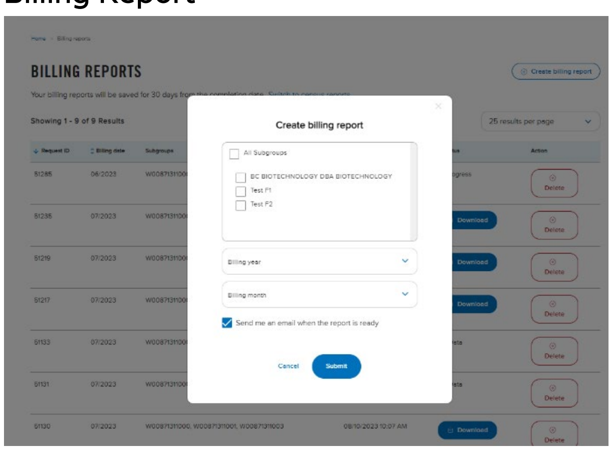


Step 4 Manage your bill



- From the *Billing & Payments* menu, select *Invoices*.
- You can make one-time payments or set up automatic payments from the *Billing & Payments* menu.
- In *My profile,* you can set up notifications or subscriptions to know when your monthly invoice is available.
- Visit *Site Help* for more information, including tutorials.

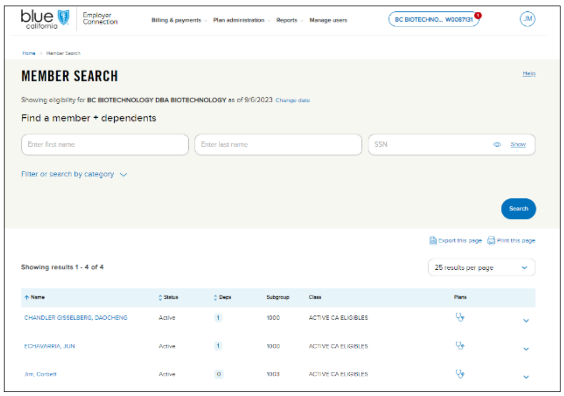
Step 5 Billing Report



- From the *Reports* tab, select *Billing Report*.
- Select *Create Report* to initiate the report.
- Select the appropriate subgroup and billing date. Keep the email notification checkbox selected and click *Submit*.

- When your report is ready, you will receive an email notification to log back into the system to view or export the billing report.

Step 6 Manage employee benefits



- Select *Plan Administration/Member Search* or *Go to Benefits Management* to terminate members, create member census reports, conduct open enrollment, and more.
    - *Plan Administration/Member Search* - use *Site Help* for additional guidance.
    - *Go to Benefits Management* – follow the instructions on the landing page.

Additional resources

The following resources can help you quickly get started using Employer Connection.

- Getting Started webpage

Contact us

We're here to help with your Employer Connection needs!

- For groups 1-100, call Employer Services at **(800) 325-5166**.
- For groups 101-3,000, call Large Group Client Services at **(855) 747-5809**.
- blueshieldca.com/employer

[1]Underwritten by Blue Shield of California Life & Health Insurance Company
[2]This feature is not available for some types of groups, such as Self-Accounting groups