

Frequently Asked Questions (FAQs) and QuickStart 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* 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 by 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 website 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 electronically submit our member enrollment and maintenance transactions?**

A. No. Groups can choose to manage their members' benefits using either Employer Connection Plus 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 prior to your next electronic submission or your data will become out-of-sync.

* Underwritten by Blue Shield of California Life & Health Insurance Company.

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

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

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

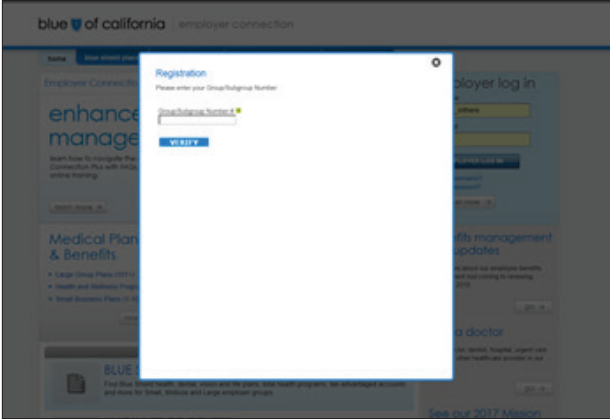
A. Yes. You can manage enrollment in these plans by adding, updating, and terminating coverage online. However, you cannot view the same level of detailed benefits as you can with our medical plans. For details on your specialty plans, please call the following Customer Service numbers:

- 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 Plus. 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.

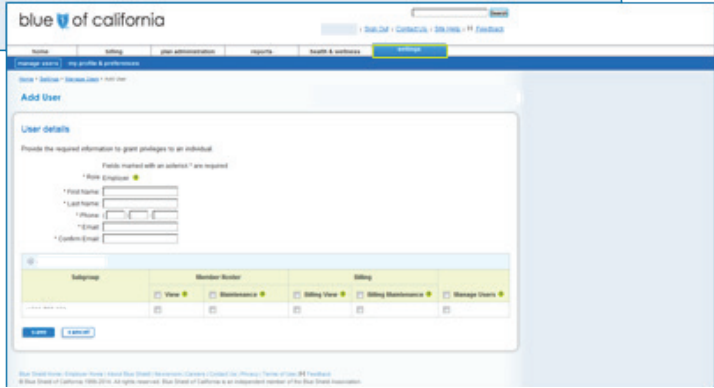
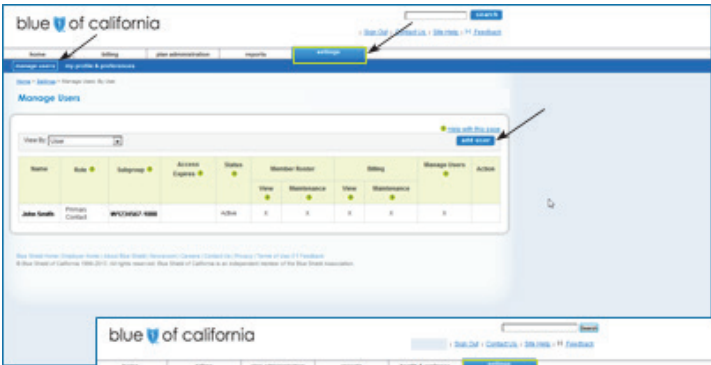
Note: You will need your group number and your most recent Blue Shield invoice to register.

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 user name or password, you can reset it online.

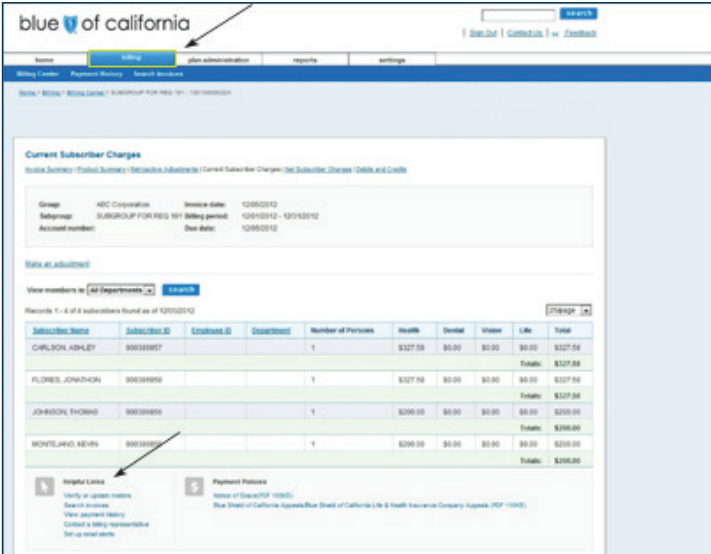
step 3 Manage users



- From the *Settings* tab, select *Manage Users*, followed by *Add 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 five levels of access you can authorize:
 1. View
 2. Maintenance
 3. Billing View*
 4. Billing Maintenance*
 5. Manage Users
- You can return to *Manage Users* at any time 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.

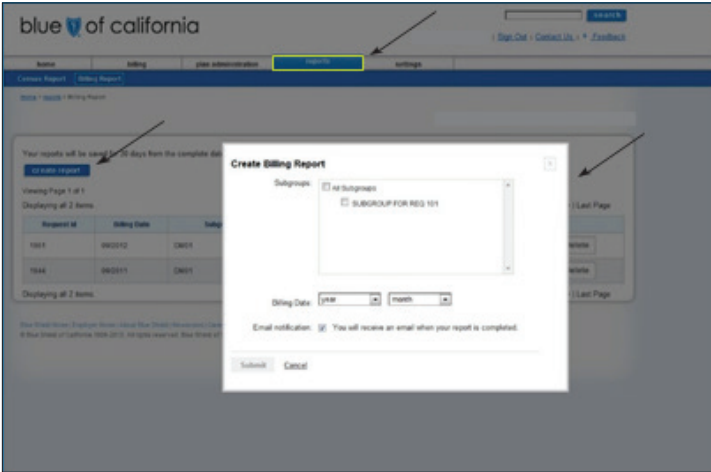
* This feature is not available for some types of groups, such as Self-Accounting groups.

step 4 Manage your bill*



- From the *Billing* tab, select *Billing Center* to view current and past invoices, as well as view payment history.
- You can make one-time payments or set up automatic payment from the Billing Center.
- In the *Helpful Links* section at the bottom of the page, you will find a *Set up email alerts* link to notify you when your online bill is ready to view.
- See our billing FAQs for additional information.

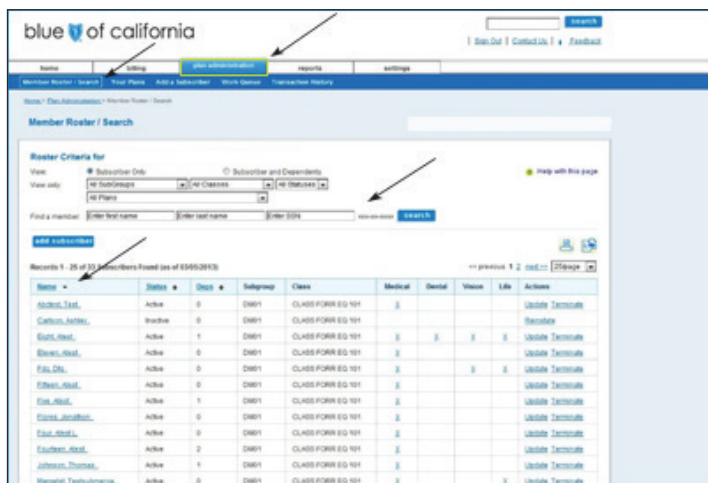
step 5 Billing Report*



- 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 in to the system to view or export the billing report.

* This feature is not available for some types of groups, such as Self-Accounting groups.

step 6 Manage employee benefits



- Select *Benefits Management*.
- Use our Benefits Management guide for details on how to add new members, update/ terminate members, create member census reports, conduct open enrollment, and more.
- You can also visit the EC+ Resource page for additional support and training.

Additional resources

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

- Getting Started webpage: blueshieldca.com/ecp-getting-started
- Bill Payment FAQ: blueshieldca.com/ecp-billpay
- Employee Benefits Management Quick Tips: blueshieldca.com/ecp-benefits-management

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