

**The Greater Tompkins
Municipal Health
Insurance Cooperative
Training**

September 9, 2013



Group Administrator Guide

- Published quarterly
- Answers most frequently asked questions
- Your complete guide
- Available on our Website
- Can be used right on-line

- Take a

LOOK

Interactive Guide On-Line

1

The screenshot shows the Excellus website home page. At the top left is the Excellus logo. To the right are links for 'Login', 'Register', 'Forgot Username', and 'Forgot Password'. Below these is a search bar and text size controls. A navigation bar contains 'Already registered? Login now!', 'Username:', 'Password:', and a 'Login' button. On the left, a menu titled 'Are You a...' lists 'Member or Guest', 'Broker', 'Employer', and 'Provider'. The main content area features a 'Forgotten Funds' section with the text 'See if you have a check to claim!' and a 'Learn More' button. A red callout box with arrows pointing to the 'Login' button and the 'Forgotten Funds' section contains the text: 'Go to www.excellusbcbs.com and log in with your employer or broker username and password. (or select "Broker" or "Employer" without logging in)'. A second red arrow points from the 'Learn More' button to the 'Broker' option in the 'Are You a...' menu.

2

The screenshot shows the 'For Employers' page on the Excellus website. The navigation bar includes 'Employer Home', 'Enroll & Update', 'Shop & Buy', 'Engage Members', and 'Contact Us'. The main banner features the text 'Now is the time to save.' and a testimonial from Alissa Sawyer, Dr. Fazel & Dr. Broumand Dermatologist. A red callout box with an arrow pointing to the 'Enroll & Update' tab contains the text: 'Select "Enroll & Update" tab.' Below the banner is a 'Learn More' button and a note: 'Forgot your User ID or Password? Log in every 30 days to keep your account active.'

3

The screenshot shows the 'For Employers' page with a focus on the 'Quick Links' section. The 'Enroll & Update' tab is selected in the navigation bar. The 'Quick Links' section lists several options, with 'Group Maintenance Guide' circled in red. A red callout box with an arrow pointing to this link contains the text: 'Select "Group Maintenance Guide" or "Go" button.' Below the 'Quick Links' is a 'Data Reporting' link. To the right, the 'Online Enrollment' section lists links like 'Learn More & How to Register' and 'Enroll a New Member'. The 'Manage Your Group' section lists 'Add, Activate or Remove Group Members' and 'Forgot Enrollment Code'. At the bottom right, a 'Maintenance Guide' section is highlighted with a red box, containing the text 'Billing, qualifying events, COBRA, Medicare & more.' and a 'Go' button.

- Hours of operation
 - Monday – Thursday 8am -7pm
 - Friday 9am -7pm
 - Saturday 9am- 1pm
- Instructions for reaching out to customer service
 - Via phone
 - Via mail / email
- Convenient member tools on-line



- Enrollment options
 - On-line Web Enrollment
 - Paper Applications



Excellus BCBS GROUP ENROLLMENT FORM DO NOT USE - INTERNAL PURPOSES ONLY

1 - Group Information
This section should be completed by the Group Benefits Administrator. This application cannot be processed without this information and a signature.
Please indicate to lock in, and override per foot.

Group # _____ Subgroup # _____ Class # _____
Employer Name _____
Association/Chamber Name (if applicable) _____
Group Administrator Signature/Date _____
Dental Group # _____ Subgroup # _____

2 - Subscriber Information
Please check coverage type and amounts to be covered.
Please check coverage type and amounts to be covered.

3 - Reason for Enrollment/Change
Subscriber, please indicate the reason for group enrollment or change.

4 - Subscriber Information
Please complete both sides of this application. The subscriber signature is required in order to process the application.

Web Enrollment

- Updated Web functions
 - Change Coverage
 - Dependent Add
 - Cancel Coverage features
 - “View Recent Web Enrollment & Policy Updates” feature



Paper Enrollment

- Easy to follow checklist
- Custom applications
- Tips on cancelation dates – must use last date of the month
- When you need to send paper applications instead of using the on-line web enrollment process

Secure Email

- Correspondence accepted via web only
- Ensures secure transfer



Membership Enrollment Options

- Documents you need to request for your records
 - Marriage Certificates, cancellation of prior coverage letters , domestic partner affidavits, signed enrollment applications



Group Administrator Guide



- Group Level Activity
- Medicare
- Continuation of Coverage
- Certificate of Coverage/Prior Coverage Information Needs
- Coordination of Benefits
- Health Insurance Portability and Accountability Act of 1996 and Privacy (HIPAA)
- Frequently Asked Questions

Excensus BlueCross BlueShield | Greater Tompkins County Municipal Health Insurance Consortium - Windows Internet Explorer

https://www.excensusbcbs.com/wps/portal/xl/cwp/greatertompkins

File Edit View Favorites Tools Help

Google Search

Excensus BlueCross BlueShield | Greater Tompkins ...

[Login](#) | [Register](#) | [Forgot Username](#) | [Forgot Password](#)

Excensus  Greater Tompkins County Municipal Health Insurance Consortium

Text Size **A A A** Printer Friendly 

Manage Your Policy

- [View Your Plan Information](#)
- [Order ID Card](#)
- [Change Your Address/Phone](#)
- [Print Forms](#)
- [Manage Your Privacy](#)

Welcome to Your Plan

- » [View Your Benefits, Copay & Deductible](#)
- » [Check Your Claims](#)
- » [Access 6,000+ Health Topics](#)
- » [Download Benefit Summaries](#)
- » [Download Summaries of Benefits and Coverage](#)



GREATER TOMPKINS COUNTY MUNICIPAL HEALTH INSURANCE CONSORTIUM

We're Here For You

Classic Blue: 800-847-1200
 PPO: 877-757-3850
 Or [Email Us](#)



Find a Doctor

- » [Doctors](#)
- » [Hospitals, DME or other Providers](#)
- » [Urgent Care Centers](#)



Step Up

Your guide to staying healthy everyday



Monthly Health Topic

National Immunization Awareness month



Health Promotion Calendar



Internet | Protected Mode: Off 100%

THANK
YOU

Excellus 