BlueCross BlueShield of North Carolina

Group Administrator Guide to Member Maintenance

April 2022

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Introduction

Member Maintenance is an online application used to perform real time, member level maintenance for enrolled Blue Cross and Blue Shield of North Carolina (Blue Cross NC) employer groups. Transactions completed in the application are automatically delivered, in real time, to the Blue Cross NC membership system.

The Member Maintenance application is available for employer groups through Employer Services at BlueCrossNC.com/Employer.

51+ groups contracted to utilize eBenefitsNow or eExchange for maintenance have "read only" access to the Member Maintenance application via Blue Cross NC Employer Services. Only select eExchange Group(s) with "update" access granted, can make changes in the Member Maintenance application. Groups with "read only" access can still utilize the Blue Cross NC Member Maintenance application for group documents, download or request duplicate subscriber ID cards and generate a membership roster.

Within the application, the following transactions can be performed:

- Download a Membership Roster
- Download the Group Enrollment Details
- Download a Subscriber Summary
- Add a Subscriber
- Add a Dependent to an Existing Subscriber
- Terminate a Subscriber
- Terminate a Dependent
- Modify the Subscriber's Demographic Information
- Modify the Subscriber's Benefit Election
- Cancel Coverage for a Line of Business
- Open Enrollment Qualifying Event
- Modify the Subgroup for a Subscriber
- Modify the Class for a Subscriber
- Access Group Documents
- Download or Request a Duplicate Subscriber ID Card
- Enroll in COBRA or State Continuation
- Reinstate in COBRA or State Continuation
- Reinstate a Subscriber

- Re-enroll a Subscriber
- Assign and Modify Subgroup and Classes
- Other Coverage information for Coordination of Benefits

COBRA Compliant Fully-Insured Groups:
Blue Cross NC contracts with WageWorks to help fully-insured groups provide COBRA-compliant services. If a group chooses not to use WageWorks' services, the group administrator is responsible for tracking COBRA membership and collecting fees from members. Neither WageWorks or Blue Cross NC assume any responsibility for a group's COBRA administration, if an administrator other than WageWorks is chosen.

It is the group's responsibility to:
1. Notify WageWorks AND Blue Cross NC of all employee/continuant changes.
2. Report the termination to Blue Cross NC AND enter the employee termination into the WageWorks website when a COBRA-eligible employee terminates.
3. Report the following to Blue Cross NC, just as other member maintenance:
   - When a continuant elects COBRA coverage
   - When a continuant terminates

Please note: The Member Maintenance application only impacts the Blue Cross NC coverage and does not submit information to any COBRA administrator, including WageWorks.

Employer Access, Authorization & Administration

Employer Access to Maintenance (8-digit group numbers)
Member Maintenance is accessed via the Employer Services portal (BlueCrossNC.com/Employer). Groups who are not registered for Employer Services may reference the Quick Start Guide for assistance.

Once registered for Employer Services, or after logging in using a current user ID and password, the Member Maintenance link is accessed from the Employer Services home page and under the heading Administration.

Authorization
Groups do not have to provide permission to their agent within Employer Services or the maintenance application for the agent to have access to perform maintenance.

A signed Agent of Record and Authorization Form (PAuth) must be retained by the Agent of Record to perform maintenance. This form grants permission to submit electronic documents and signatures on behalf of the group.

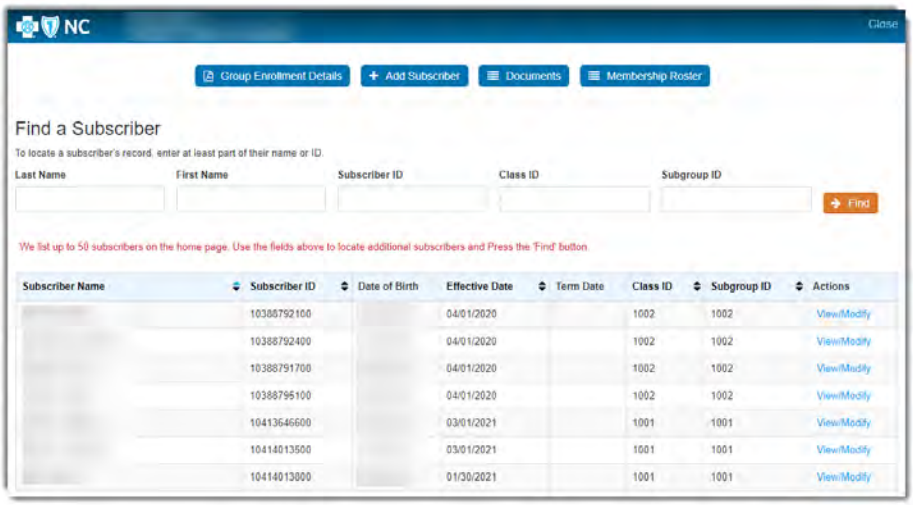
Availability
The Member Maintenance application is not available between the hours of 6:30 p.m. and 12:00 a.m. daily.

Users will be timed out after 15 minutes of inactivity. Any transactions in process will be lost and need to be started again.

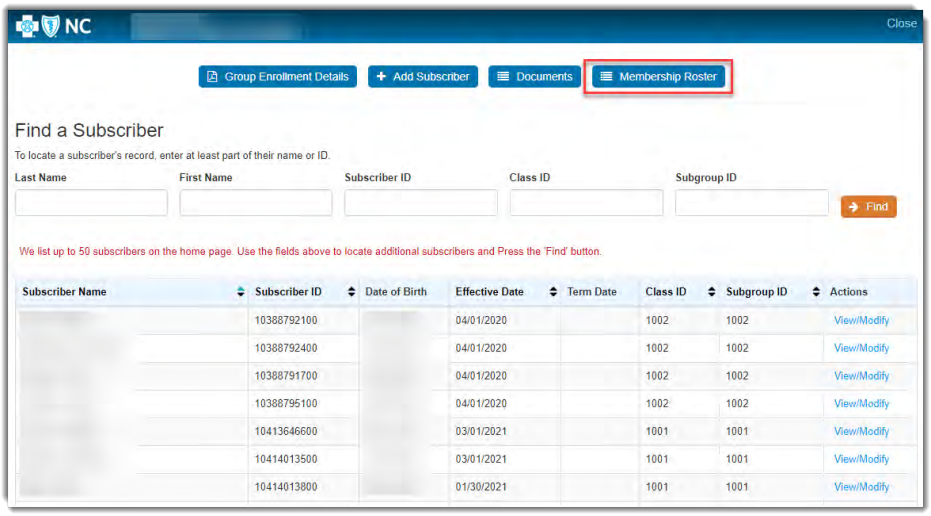
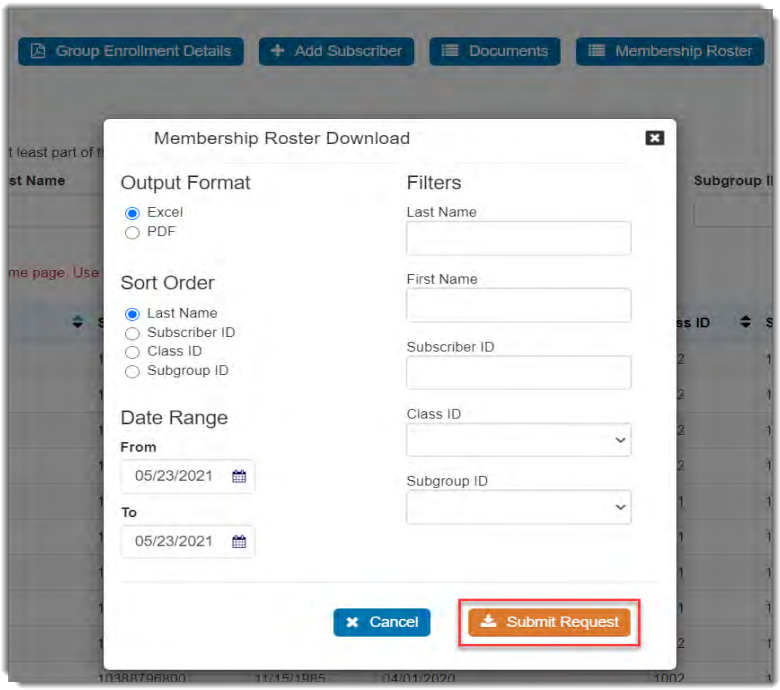
Questions

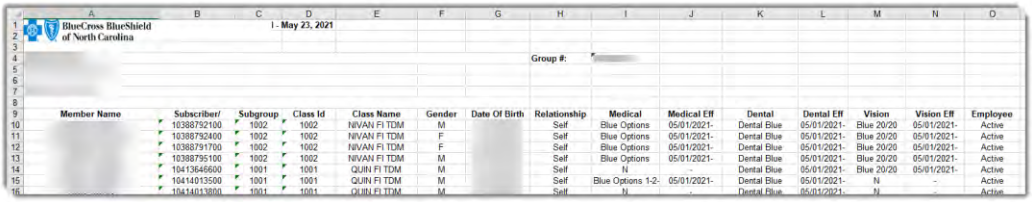
Group administrators should contact the Group Service Advisor line at 877-237-6275 or their agent with any questions.

Group Home Page

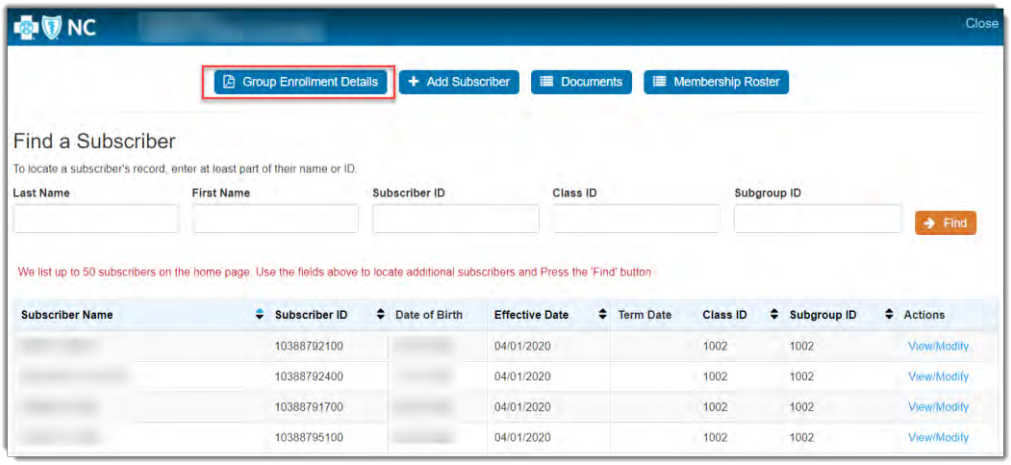
Step	Action	Comments
1	After logging into Blue Cross NC Employer Services and clicking the Member Maintenance link, the **Group Home Page** displays. The first 100 subscribers are presented, and the list is paginated over two pages, pre-sorted alphabetically by Last Name, First Name. To skip to a different page, **Previous** and **Next** buttons can be selected, which are located at the bottom of the screen. The **Find a Subscriber** listing displays on the **Group Home Page**, as well as buttons for **Group Enrollment Details**, **Add Subscriber, Membership Roster** and **Documents**. We will cover each of these functions in detail.  **Please note:** The Group Home Page and Membership Roster will display **Class ID** and **Subgroup ID** based on the group's account structure, if applicable. When a subscriber is not displayed in the returned list of subscribers in the **Group Home Page**, enter subscriber information in the filter fields and select the **Find** button.	**Tip:** The group name and 8-digit group ID number display in the top header row. In the top right corner of the header row, close the browser window to return to the Employer Services home page. The up/down arrows within the headers can be utilized for search purposes also. One or all filter fields can be used to locate any subscriber that is not displayed in the first 100 subscribers. The default display lists subscribers in ascending order by the **Last Name**. By populating the filter fields and selecting the **Find** button, additional subscribers will be displayed. By default, each group has one class (1001) and one subgroup (1001) associated to their group number. Some groups choose to have multiple subgroups and/or multiple classes that categorize their employees and/or locations on invoices. When applicable, the appropriate subgroup and class ID will display for each subscriber.

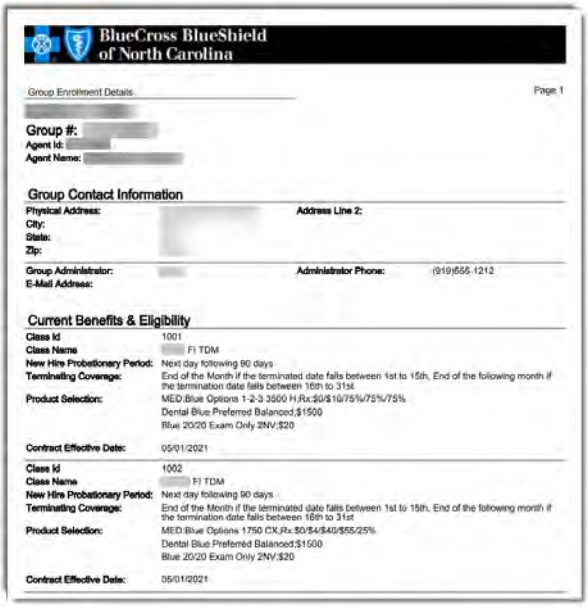
Download a Membership Roster

Step	Action	Comments
1	From the **Group Home Page**, click the **Membership Roster** button. 	**Tip:** The Membership Roster is based on the effective date after a new group is enrolled in our membership system, once a group number has been assigned and communicated. This allows pre-effective date access to verify successful enrollment as well as provide member ID numbers.
2	The **Membership Roster Download** pop up displays. The sort order can be either **Last Name, Subscriber ID, Class ID** or **Subgroup ID** number. A specified date range can be entered or left as a default for current date. To narrow down the Membership Roster results, use **Filters** field that consists of **Last Name, First Name, Subscriber ID, Class ID** and **Subgroup ID**.  Once completed, click **Submit Request.** The Group home page displays with Download Roster button. Select **Download Roster**.	**Tip:** The roster can be downloaded as a PDF or as an Excel document; sort order can be last name, subscriber ID number, class ID or subgroup ID; and a specific date range can be entered or left as a default for current date. For example, to download the Membership Roster related to specific subgroup or class, enter the subgroup or class ID. The Membership Roster will download only members enrolled in the specific class or subgroup.

Step	Action	Comments
3	A sample **Membership Roster** is below. The roster can be printed or saved. 	**Tip:** The Membership Roster displays members currently enrolled, also members with future effective dates and members with termination dates.

Download the Group Enrollment Details

Step	Action	Comments
1	From the **Group Home Page**, click on the **Group Enrollment Details** button. 	

Step	Action	Comments
2	The **Group Enrollment Details** information will automatically download. The details document can be printed or saved. A sample **Group Enrollment Details** is below. 	

BlueCross BlueShield of North Carolina

Group Enrollment Details Page 1

Group #:
Agent Id:
Agent Name:

Group Contact Information

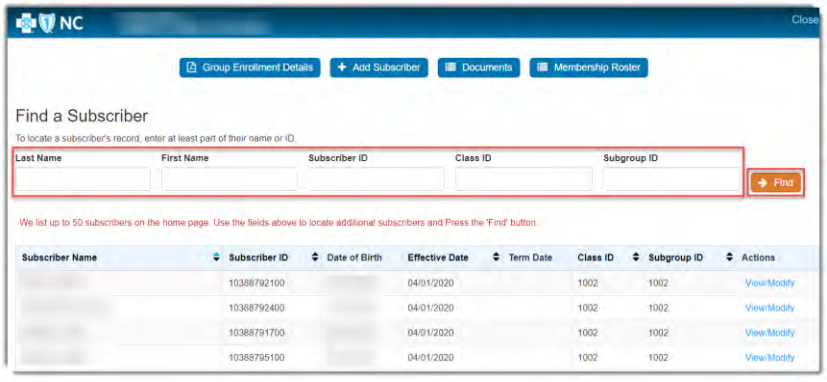
Physical Address: Address Line 2:
City:
State:
Zip:
Group Administrator: Administrator Phone: (919)555-1212
E-Mail Address:

Current Benefits & Eligibility

Class Id 1001
Class Name FI TDM
New Hire Probationary Period: Next day following 90 days
Terminating Coverage: End of the Month if the terminated date falls between 1st to 15th, End of the following month if the termination date falls between 16th to 31st
Product Selection: MED:Blue Options 1-2-3 3500 H;Rx:$0/$10/75%/75%/75%
Dental Blue Preferred Balanced;$1500
Blue 20/20 Exam Only 2NV;$20
Contract Effective Date: 05/01/2021

Class Id 1002
Class Name FI TDM
New Hire Probationary Period: Next day following 90 days
Terminating Coverage: End of the Month if the terminated date falls between 1st to 15th, End of the following month if the termination date falls between 16th to 31st
Product Selection: MED:Blue Options 1750 CX;Rx:$0/$4/$40/$55/25%
Dental Blue Preferred Balanced;$1500
Blue 20/20 Exam Only 2NV;$20
Contract Effective Date: 05/01/2021

Find a Subscriber - Search

Step	Action	Comments
1	From the **Group Home Page**, a subscriber can be located by using either **Last Name**, **First Name**, **Subscriber ID, Class ID** and **Subgroup ID**. These fields will auto-complete results for any letter or number that is supplied. The more letters or numbers entered, the more accurate the search results will be.  **Please note:** When a subscriber is not displayed in the returned list of subscribers in the Group Home Page, enter subscriber information in the filter fields and select the **Find** button.	**Tip:** The up/down arrows within the headers can be used for search purposes also. Click on the arrows in the desired column to sort the subscriber listing by that column in ascending or descending order.

NC Close

Group Enrollment Details | Add Subscriber | Documents | Membership Roster

Find a Subscriber

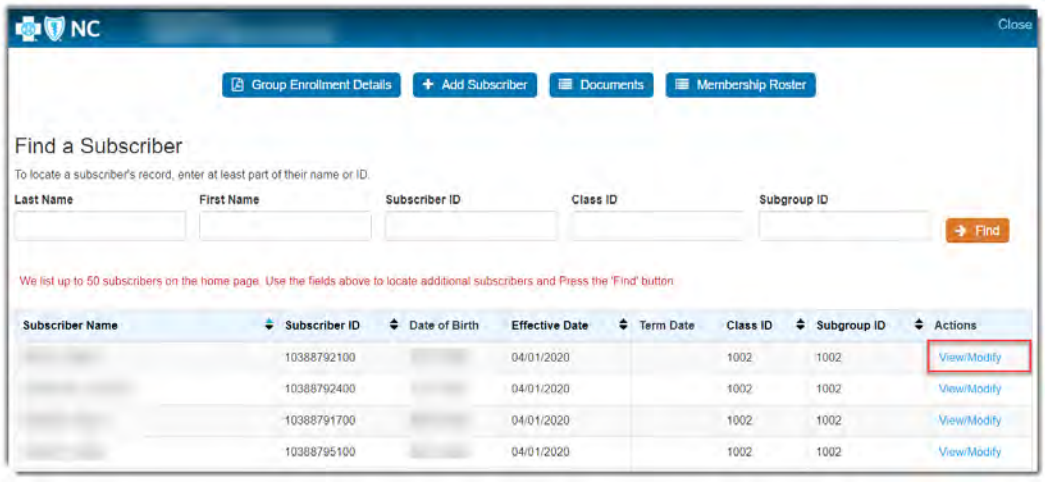
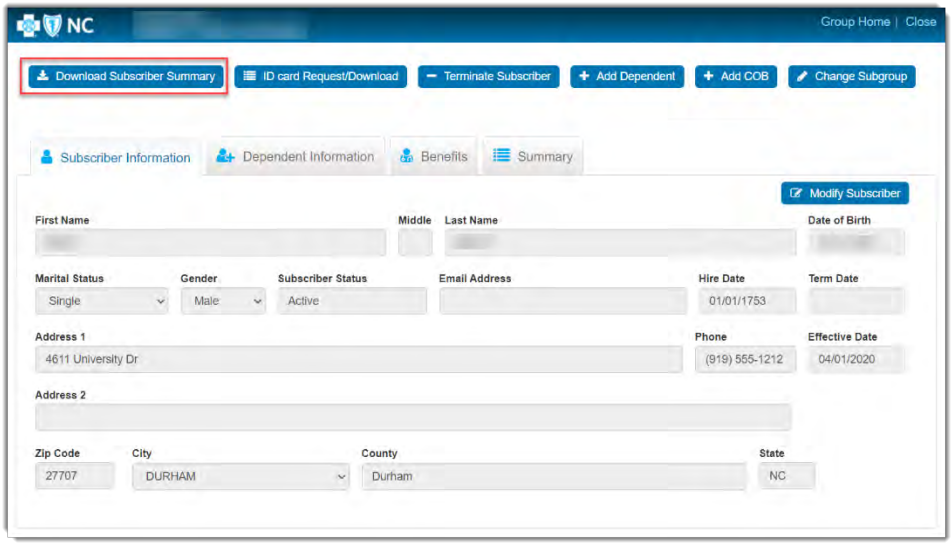
To locate a subscriber's record, enter at least part of their name or ID.

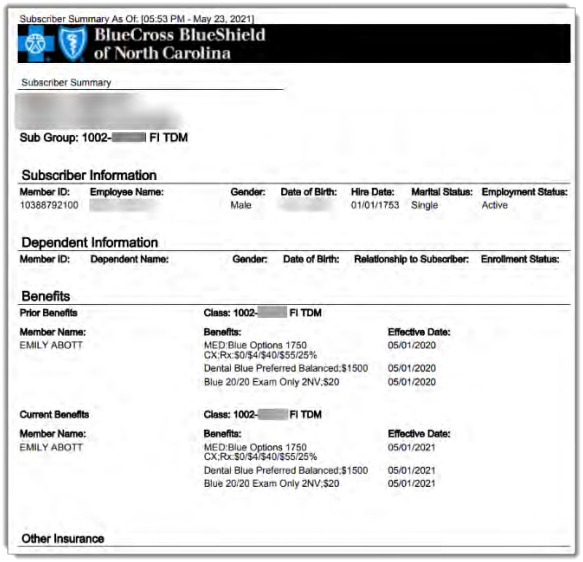
Last Name | First Name | Subscriber ID | Class ID | Subgroup ID | Find

We list up to 50 subscribers on the home page. Use the fields above to locate additional subscribers and Press the 'Find' button.

Subscriber Name	Subscriber ID	Date of Birth	Effective Date	Term Date	Class ID	Subgroup ID	Actions
	10388792100		04/01/2020		1002	1002	View/Modify
	10388792400		04/01/2020		1002	1002	View/Modify
	10388791700		04/01/2020		1002	1002	View/Modify
	10388795100		04/01/2020		1002	1002	View/Modify

Download a Subscriber Summary

Step	Action	Comments
1	From the **Group Home Page**, click **View/Modify** on the corresponding subscriber. 	
2	Click **Download Subscriber Summary** button. The summary will automatically download and include all details for that subscriber and any dependents. The summary document can be printed or saved. 	

Step	Action	Comments
3	A sample **Subscriber Summary** is below. 	

Subscriber Summary As Of: [05:53 PM - May 23, 2021]

BlueCross BlueShield of North Carolina

Subscriber Summary

[redacted]

Sub Group: 1002-[redacted] FI TDM

Subscriber Information

Member ID:	Employee Name:	Gender:	Date of Birth:	Hire Date:	Marital Status:	Employment Status:
10388792100	[redacted]	Male	[redacted]	01/01/1753	Single	Active

Dependent Information

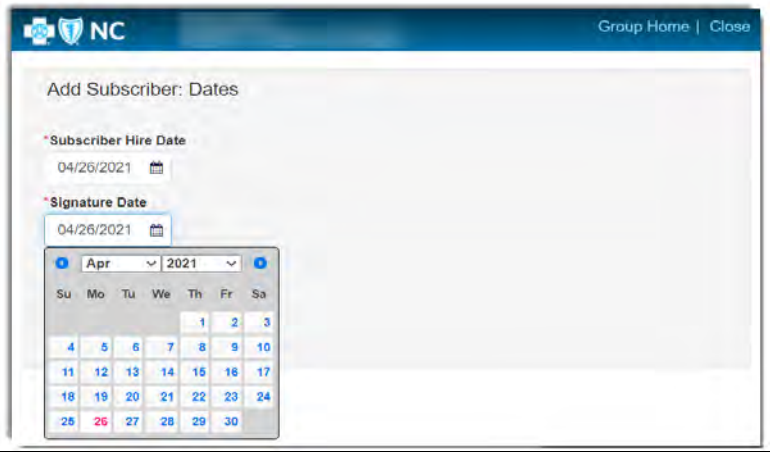
Member ID:	Dependent Name:	Gender:	Date of Birth:	Relationship to Subscriber:	Enrollment Status:

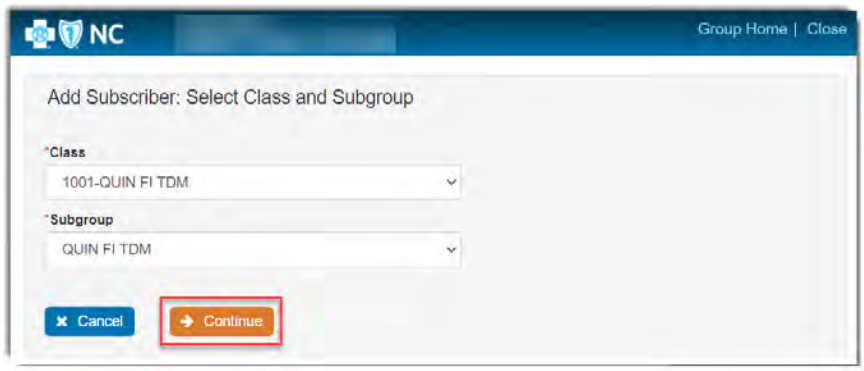
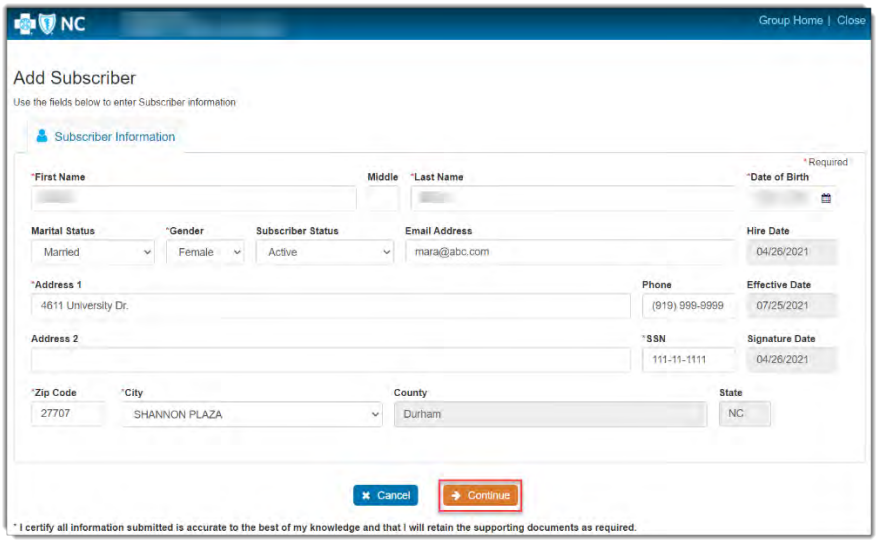
Benefits

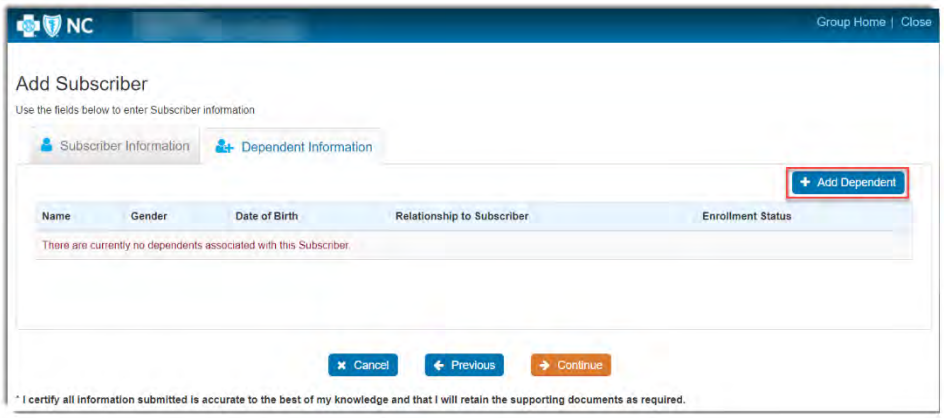
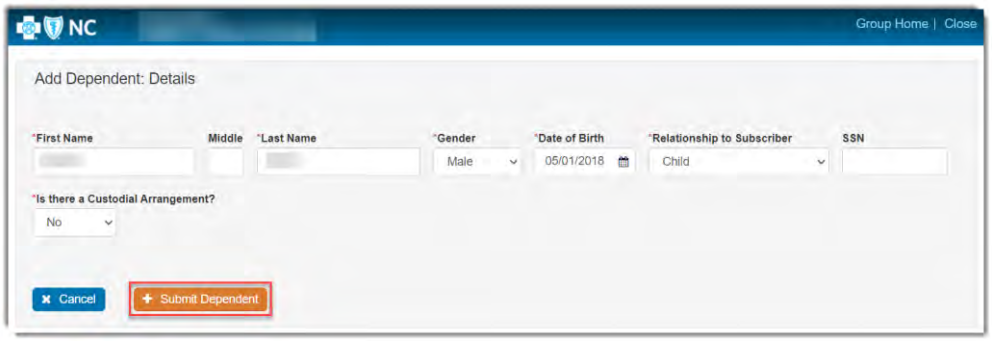
Prior Benefits	Class: 1002-[redacted] FI TDM	
Member Name:	Benefits:	Effective Date:
EMILY ABOTT	MED:Blue Options 1750 CX;Rx:$0/$4/$40/$55/25%	05/01/2020
	Dental Blue Preferred Balanced:$1500	05/01/2020
	Blue 20/20 Exam Only 2NV;$20	05/01/2020
Current Benefits	**Class: 1002-[redacted] FI TDM**	
Member Name:	Benefits:	Effective Date:
EMILY ABOTT	MED:Blue Options 1750 CX;Rx:$0/$4/$40/$55/25%	05/01/2021
	Dental Blue Preferred Balanced:$1500	05/01/2021
	Blue 20/20 Exam Only 2NV;$20	05/01/2021

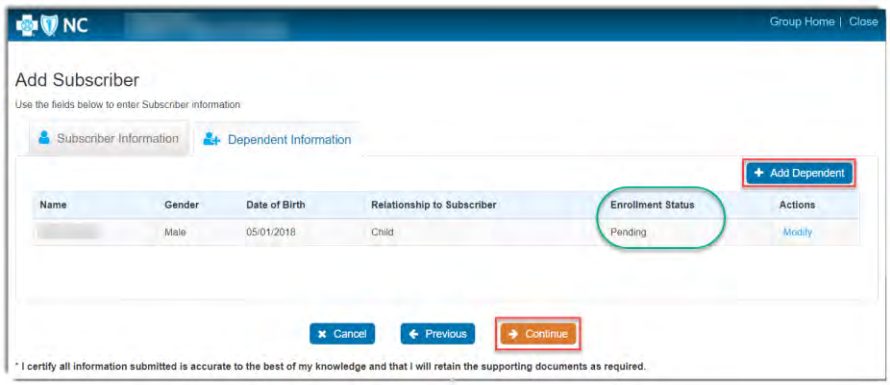
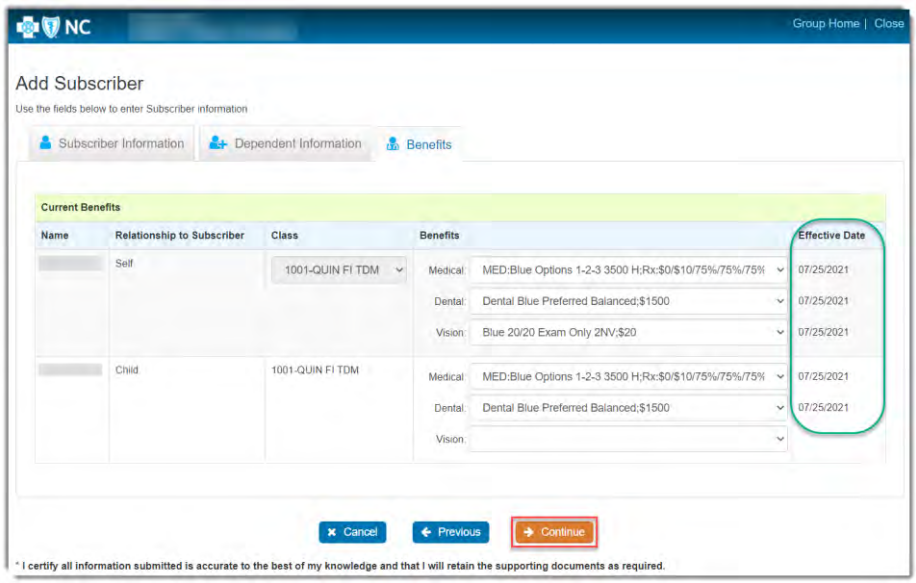
Other Insurance

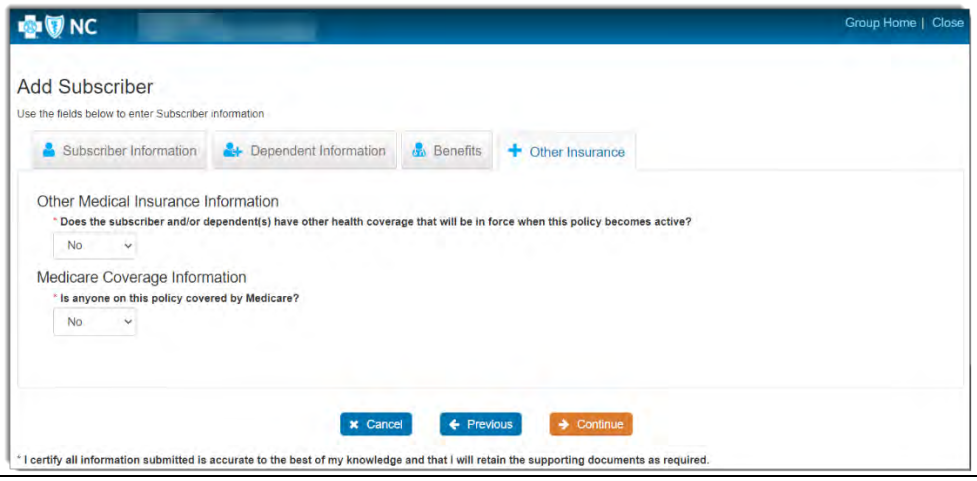
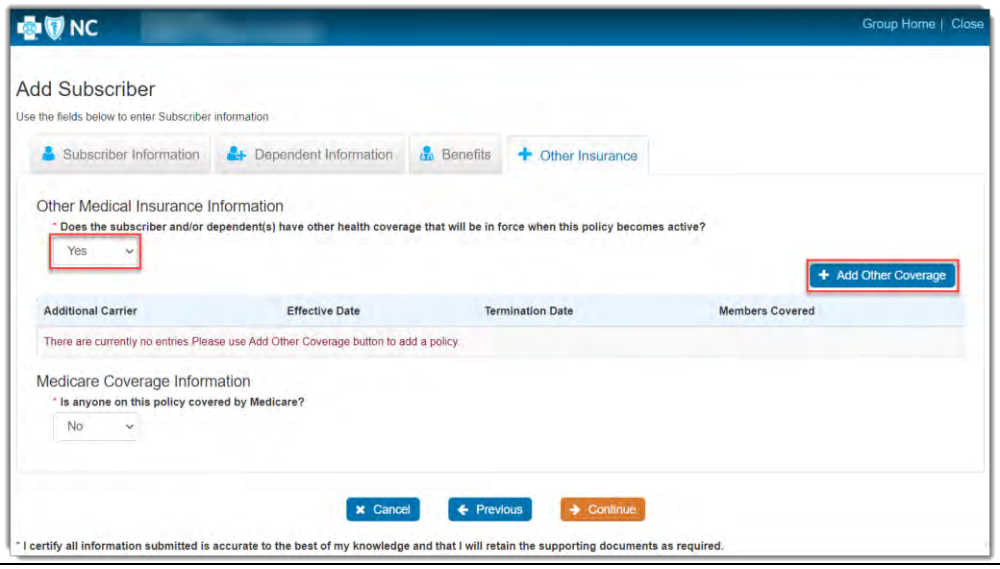
Add a Subscriber

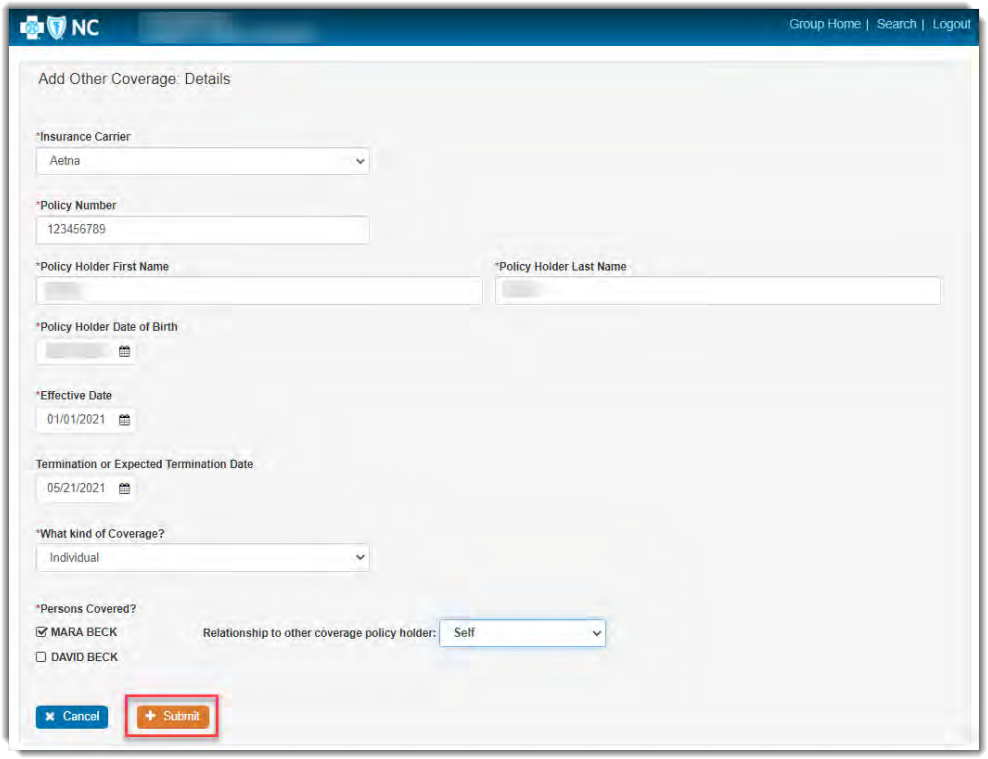
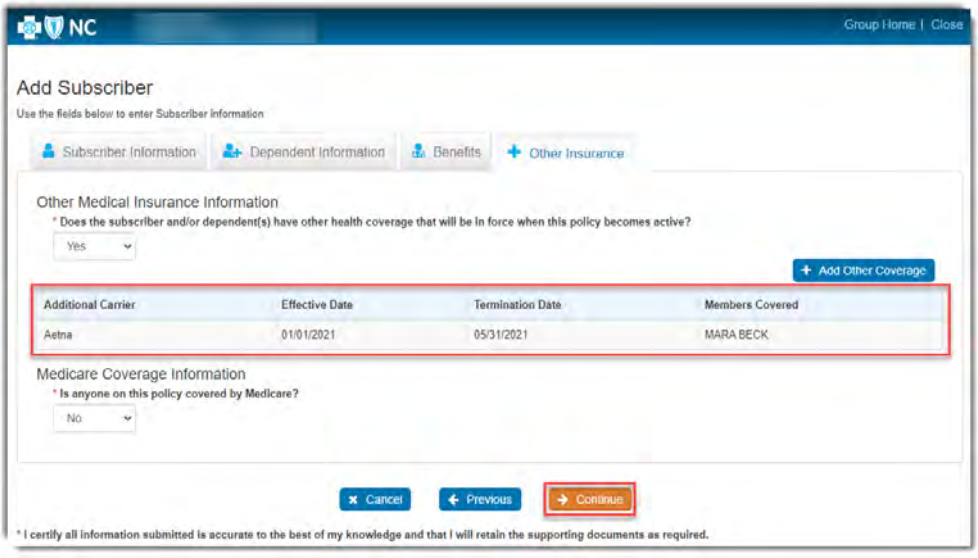
Step	Action	Comments
1	From the **Group Home Page**, click the **Add Subscriber** button. 	
2	The **Add Subscriber: Dates** page displays, enter the **Subscriber Hire Date** and the **Signature Date**, using the calendar icon pick box. Click the **Continue** button when completed. 	**Tip:** Manual entry inside the date field is not permitted. The calendar pick box must be utilized. The **Subscriber Hire Date** and **Signature Date** will determine if the transaction is a timely new hire or is being added due to a **Qualifying Event**. These steps reflect a timely new hire.

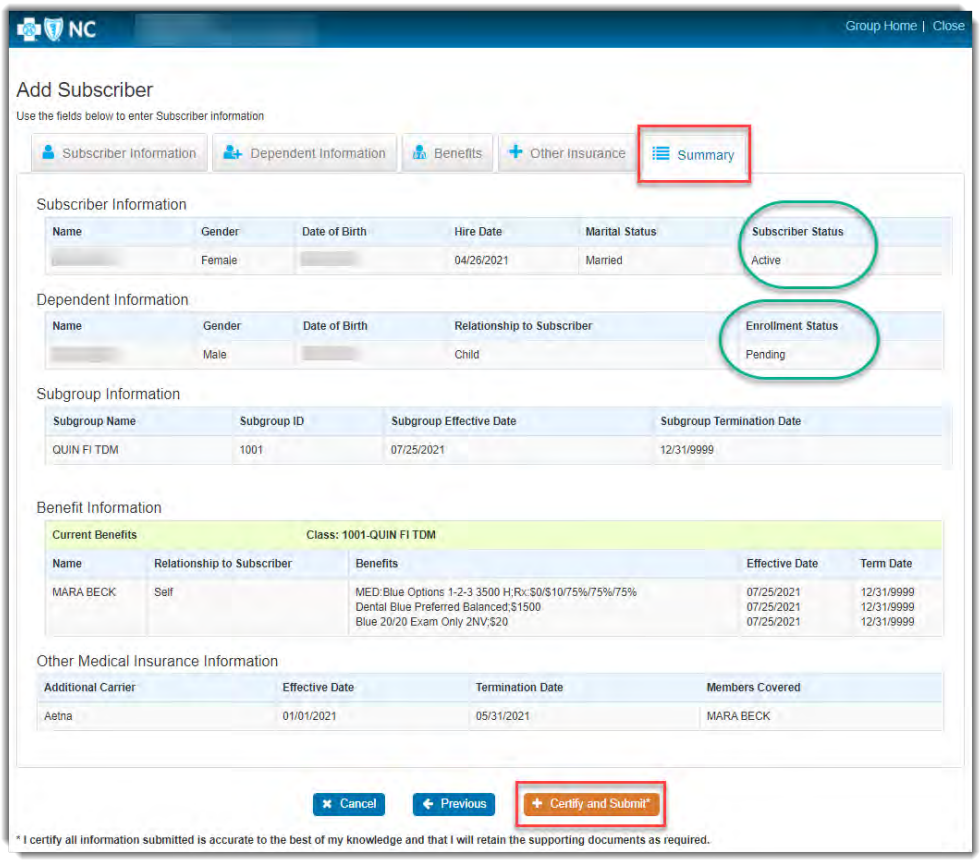
Step	Action	Comments
3	**Add Subscriber: Select Class and Subgroup** page displays, if applicable based on the group's invoice structure. Select the **Class** and **Subgroup** for the Subscriber using the dropdown menu. Click the Continue button. 	**Tip:** The add subscriber transaction will require selection of class and subgroup, ***if*** the group has multiple classes and subgroups based on the group's invoice structure. If the group has only one class and one subgroup, this page will not be displayed.
4	Enter the subscriber information in the **Subscriber Information** tab. Notice the **Hire Date**, **Effective Date** and **Signature Date** are all pre-populated and locked based on dates entered on the previous screen.  Click the **Continue** button when finished. **Please note:** The **Effective Date** is calculated based on Blue Cross NC business rules based on **Hire Date** and **Signature Date**.	**Tip:** In the **Date of Birth** pick box, select year first, then month and then day. This will prevent it from defaulting to an inaccurate year. The **Date of Birth** pick box defaults to the youngest age available to be enrolled. If you see a reduced list of months, update the year. Suffixes should be entered behind the last name in the **Last Name** field. Fields with a red asterisk are required. **City**, **County** and **State** will auto-populate based on the **ZIP Code** entered and USPS verification. If multiple cities are associated with the address, select the corresponding option in the city drop down box.

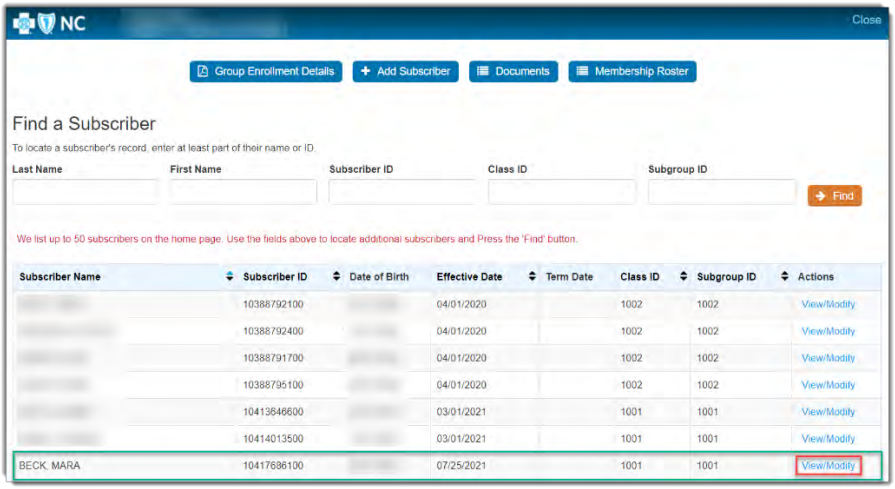
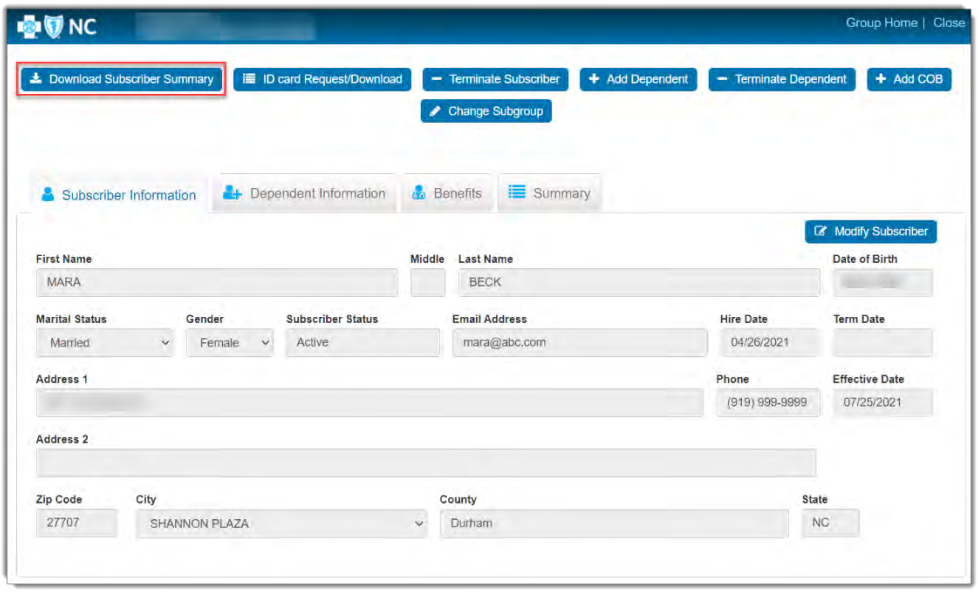
Step	Action	Comments
5	After clicking **Continue**, the following **Add Subscriber** page will be displayed with an additional tab for **Dependent Information**. Click the **Add Dependent** button to add dependents, if applicable, or click the **Continue** button to move to the next screen. *If no dependents will be added, skip to step number 8.* 	
6	Enter the dependent's information on the **Add Dependent: Details** screen.  Once completed, click **Submit Dependent**.	**Tip:** If entering a dependent child, **Custodial Parent** question must be completed. Always select **No** if there is no custodial arrangement.

Step	Action	Comments
7	If additional dependents are to be added, click **Add Dependent** and continue same process as step 5. When all dependents have been added, click **Continue**. 	**Tip:** Notice the **Enrollment Status** reflects the dependents as pending. This is a temporary status until the full new subscriber enrollment has been sent to our membership system. That occurs in Step 13 with the Certify & Submit button.
8	After clicking **Continue**, the **Add Subscriber** screen will display with an additional tab for **Benefits**. Use the drop down to select chosen benefits for the subscriber and any dependent(s). The **Effective Date** field will auto-populate by the system once benefits are chosen, as shown below.  Click **Continue** when completed. **Please note:** The **Effective Date** field will auto-populate once benefits are chosen, based on the hire date and signature date.	**Tip:** A pop up for prior coverage displays for any member that is newly selecting dental coverage (if applicable). It's important to enter prior dental coverage so appropriate waiting periods can be applied. Dependents can only elect benefits that the subscriber has elected. All enrolled groups have a default Class assigned in the Blue Cross NC membership system. The medical product description includes the Rx benefit associated with the medical plan. This helps with identifying the correct plan when more than one medical plan is offered by the group. The medical product description may also include HSA or HRA, if applicable.

Step	Action	Comments
9	After clicking **Continue**, the **Add Subscriber** screen will display with an additional tab for **Other Insurance**. 	**Tip:** Other Medical Insurance Information and/or Medical Coverage Information can be added during Add Subscriber transaction.
10	To add **Other Medical Insurance Information**, select **Yes**. Click on **Add Other Coverage** button. 	

Step	Action	Comments
11	**Add Other Coverage: Details** page displays. Click **Submit** when all required fields are completed. 	
12	Other Insurance tab displays with other coverage information details. If there is no other coverage to add, select **Continue.** 	

Step	Action	Comments
13	After clicking **Continue**, the **Add Subscriber** screen displays with an additional tab for the **Summary**. This tab reflects a summary of the information entered on the previous tabs. Click **Certify and Submit**. 	**Tip:** A **Subscriber Summary** is available for download; however, it will display the **Enrollment Status** as **Pending**. The enrollment hasn't been **Certified & Submitted** to the membership system, so the member is not enrolled yet. Steps 11 & 12 provide instructions on downloading an updated **Employee Summary**. **Subscriber Status** reflects an Active Employee or Cobra (or State Continuation) status.
14	The **Add Subscriber: Status** screen displays to indicate the transaction was successfully completed. Click **Ok**. 	**Tip:** The status screen reflects the subscriber's name as well as any covered dependents in the transaction.

Step	Action	Comments
15	The **Group Home Page** will display after clicking **Ok**. The newly entered employee will display in the list of subscribers.  To download an updated **Subscriber Summary**, click **View/Modify** for the corresponding newly enrolled subscriber.	**Tip:** Newly added subscribers will not always populate at the top of the **Find a Subscriber** listing and may require additional scrolling or use of the **Find** function to locate.
16	Above the **Subscriber Information** tab, click the **Download Subscriber Summary** button.  	**Tip:** The **Subscriber Summary** includes a time and date stamp at the top of the page. This document can be saved or printed.

Step	Action	Comments
17	The summary will automatically download and include all details previously entered. The **Enrollment Status** will appear as **Active**, since the transaction was sent to the membership system in step 9 (Certify & Submit).	

Subscriber Summary As Of: [07:53 PM - May 23, 2021]

BlueCross BlueShield of North Carolina

Subscriber Summary

MARA BECK

QUIN FI TDM ( )

Sub Group: 1001-QUIN FI TDM

Subscriber Information

Member ID:	Employee Name:	Gender:	Date of Birth:	Hire Date:	Marital Status:	Employment Status:
10417686100	MARA BECK	Female		04/26/2021	Married	Active

Dependent Information

Member ID:	Dependent Name:	Gender:	Date of Birth:	Relationship to Subscriber:	Enrollment Status:
10417686101	DAVID BECK	Male		Child	Active

Benefits

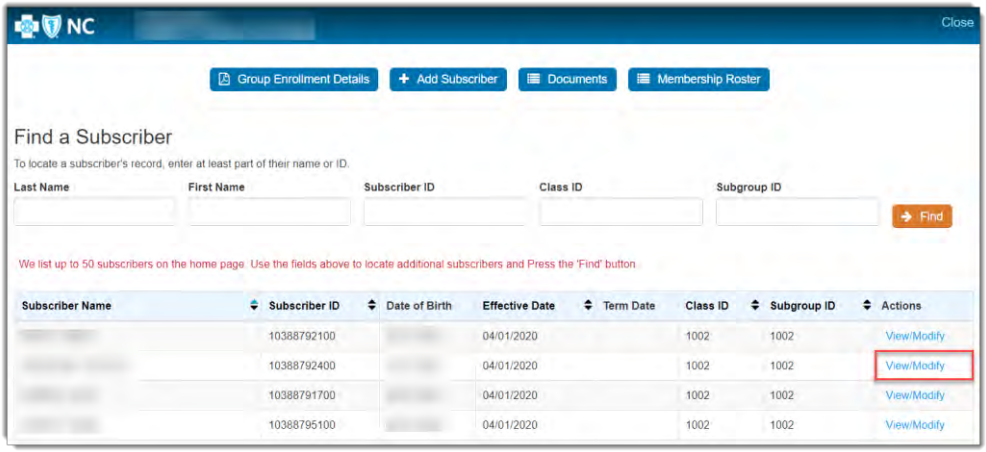
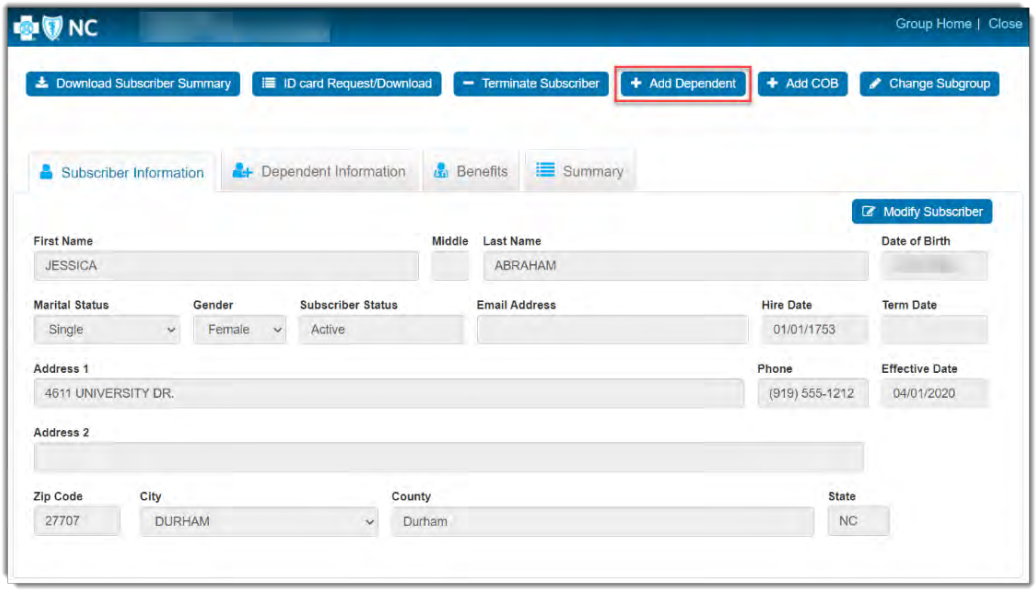
Current Benefits — **Class: 1001-QUIN FI TDM**

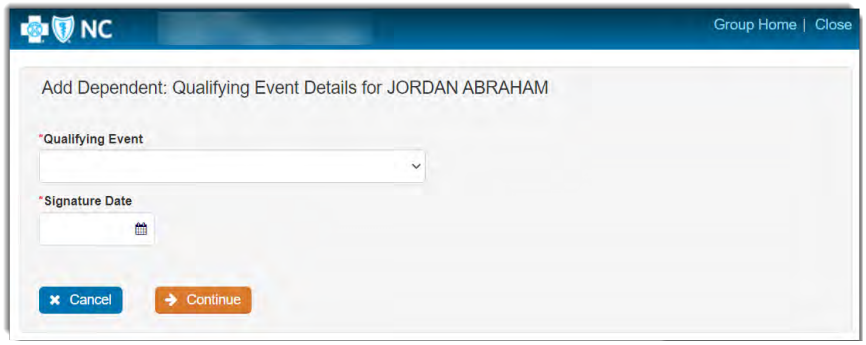
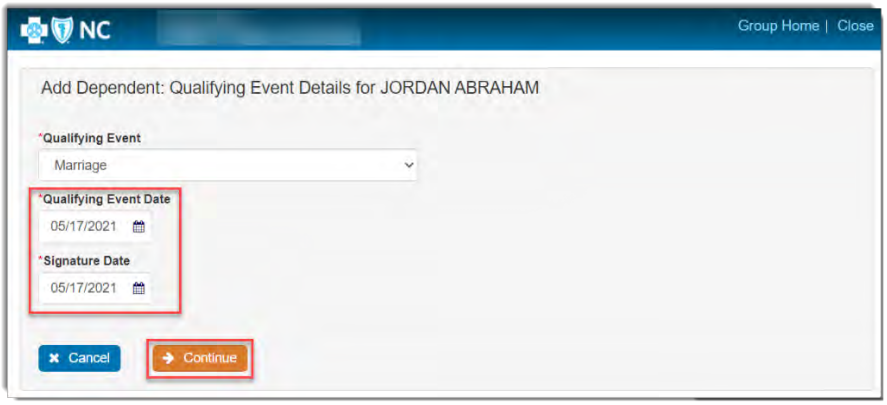
Member Name:	Benefits:	Effective Date:
MARA BECK	MED:Blue Options 1-2-3 3500 H;Rx:$0/$10/75%/75%/75%	07/25/2021
	Dental Blue Preferred Balanced;$1500	07/25/2021
	Blue 20/20 Exam Only 2NV;$20	07/25/2021
DAVID BECK	MED:Blue Options 1-2-3 3500 H;Rx:$0/$10/75%/75%/75%	07/25/2021
	Dental Blue Preferred Balanced;$1500	07/25/2021

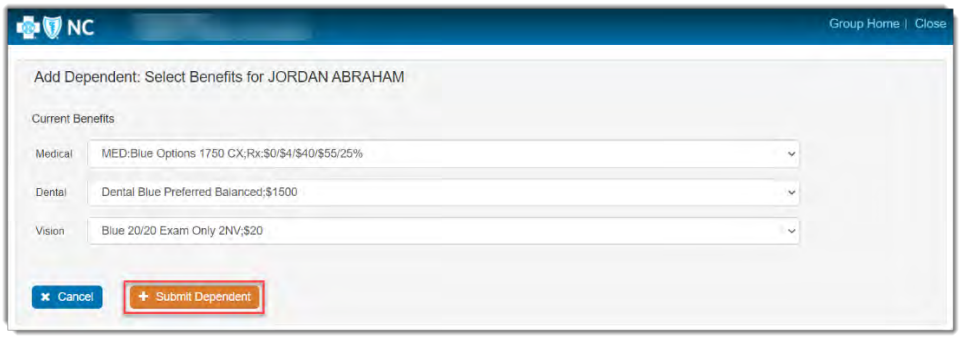
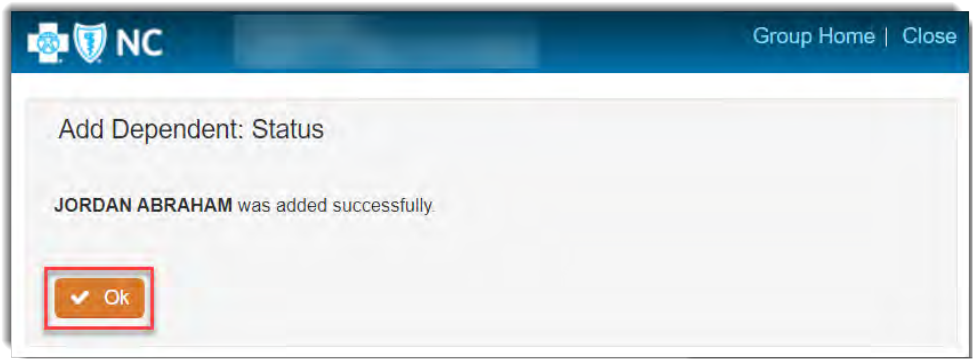
Other Insurance

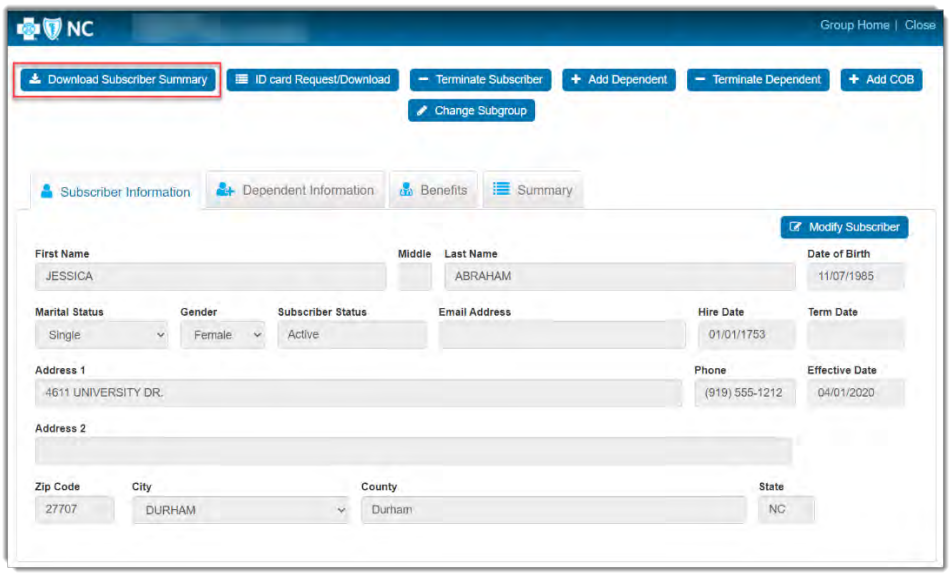
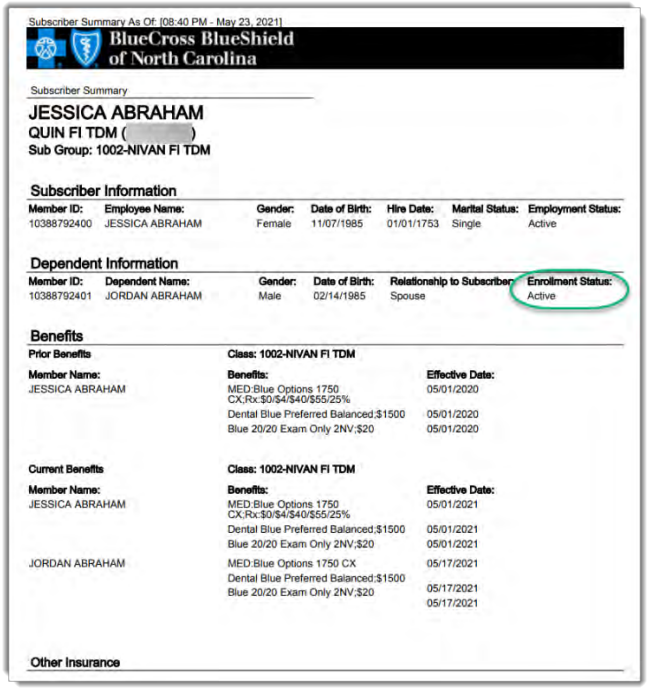
Additional Carrier:	Effective Date:	Termination Date:	Members Covered:
Aetna	01/01/2021	07/31/2021	MARA BECK

How to Add a Dependent to an Existing Subscriber

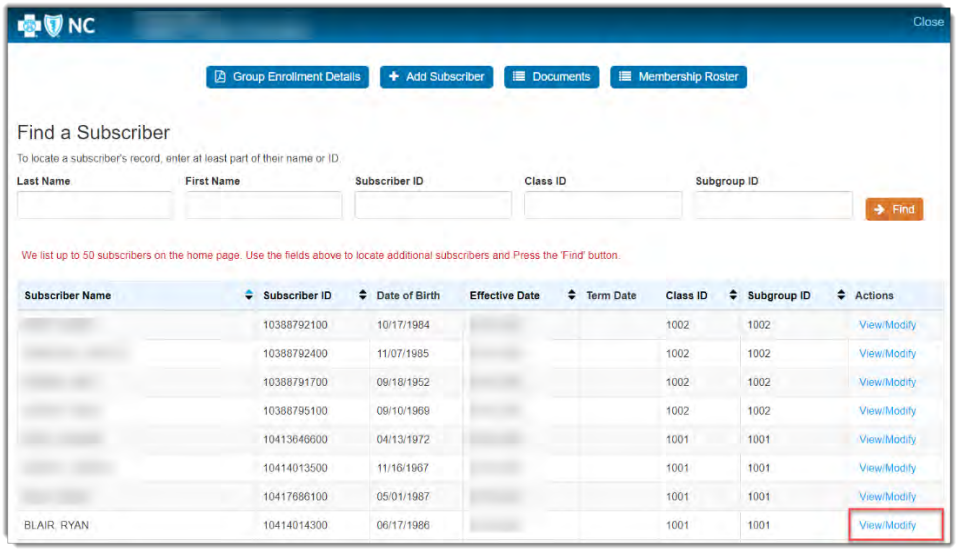
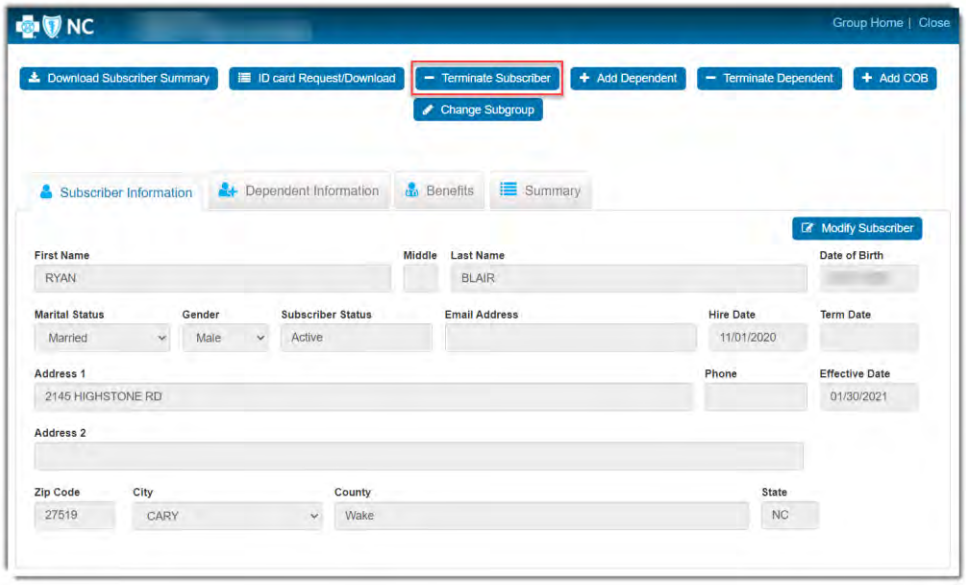
Step	Action	Comments
1	From the **Group Home Page**, locate the subscriber on which a dependent will be added and click **View/Modify.** 	
2	Click the **Add Dependent** button. 	

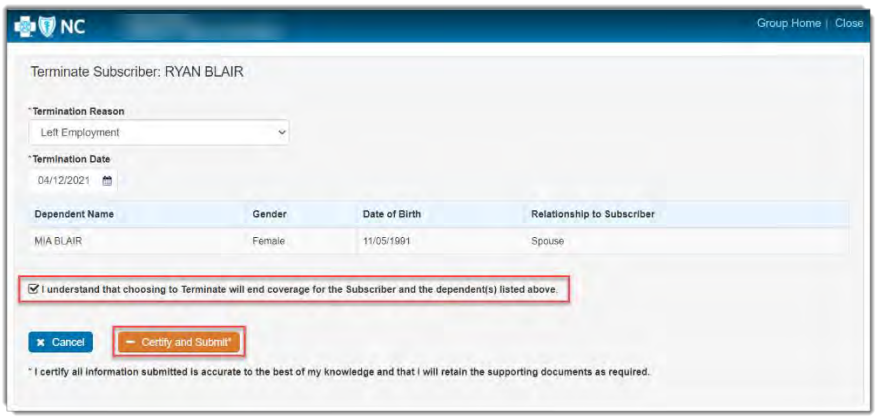
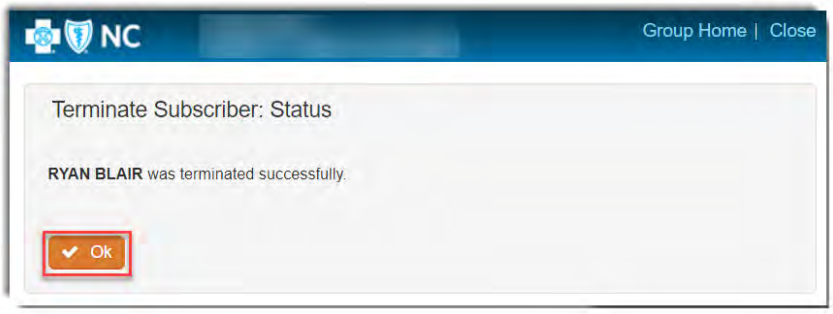
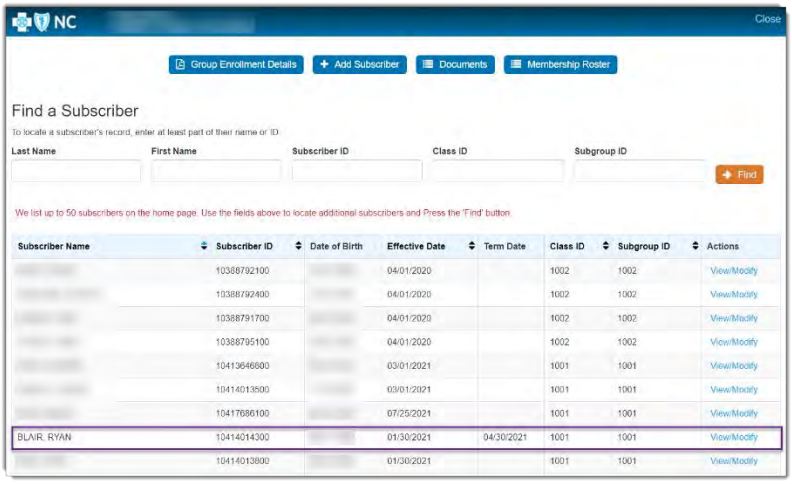
Step	Action	Comments
3	Enter the dependent information and click the **Continue** button when finished. 	**Tip: Domestic Partner** will be displayed as one of the options that can be selected under **Relationship to Subscriber,** only if group has elected to provide coverage for domestic partners.
4	Adding dependents to an existing subscriber requires a **Qualifying Event (QE)**. Select the **QE** from the drop down choices. 	**Tip:** To add a dependent during open enrollment, the group's renewal must be completed in our membership system first. The **QE Open Enrollment** will only display for selection after the renewal has processed and within the 30 day post effective date open enrollment window. See the **Open Enrollment Qualifying Event** section in this document for more details.
5	Once the **QE** has been selected, enter the **Qualifying Event Date** and **Signature Date**. Click **Continue**. 	**Tip:** For the Qualifying Events below, a future Qualifying Event Date can be selected: • Adoption • Placement for Adoption/Foster • Court ordered dependent coverage • Loss of other coverage The Qualifying Event date can be up to 30 days in the future from the Signature date. Signature date cannot be > 120 days in the past (i.e., from the current/system /transaction date).

Step	Action	Comments
6	Select the benefits for the dependent from the drop down options. The dependents can enroll in any benefits for which the subscriber is currently enrolled.  Click **Submit Dependent** when completed.	**Tip:** The dependent(s) can enroll in one or all benefits which the Subscriber has enrolled in.
7	**Other Medical Insurance Information page** displays. Click Certify and Submit. 	
8	The **Add Dependent: Status** screen indicates the dependent was added successfully.  Click the **Ok** button.	

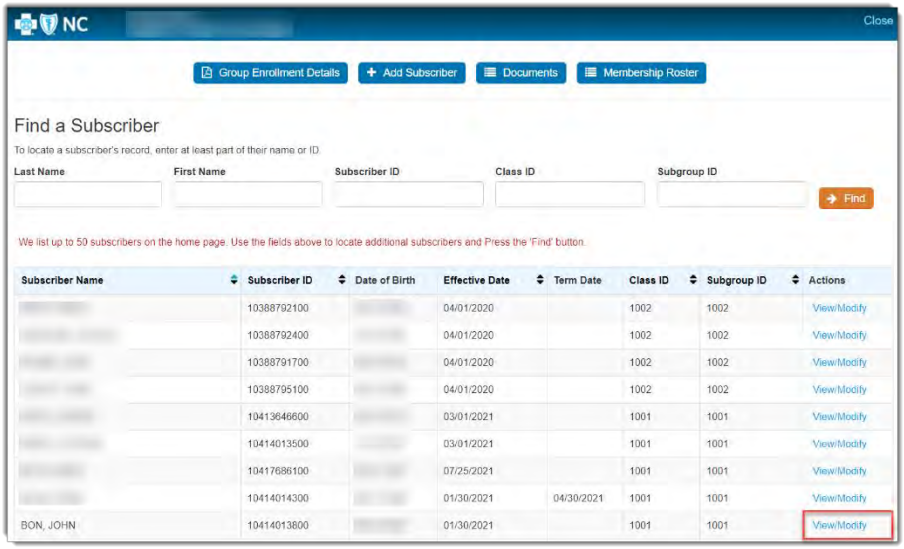
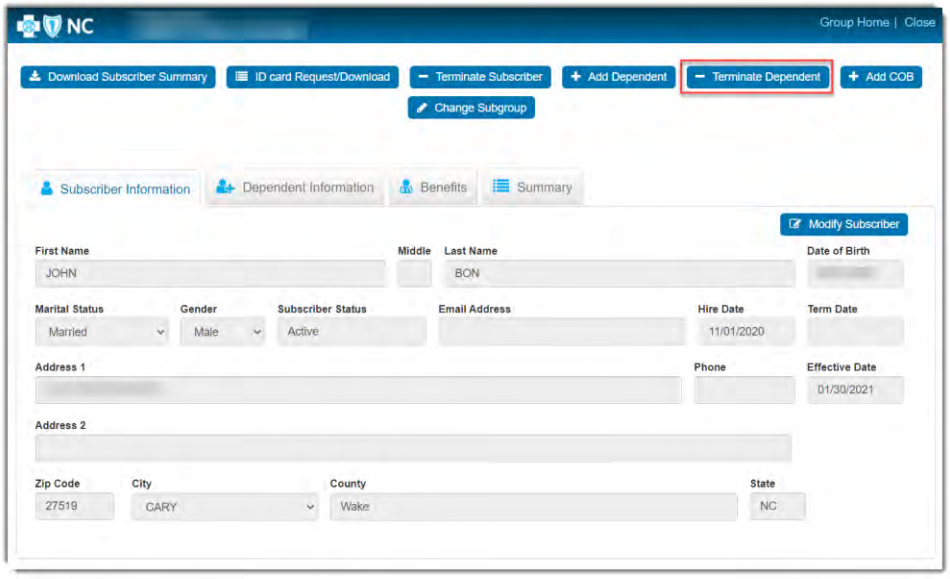
Step	Action	Comments
9	The screen returns to the **Subscriber Information** tab. To download a summary of the dependent that was added, click **Download Subscriber Summary**.  The summary automatically downloads.  The **Enrollment Status** for the newly added dependent shows **Active**. The **Subscriber Summary** can be printed or saved.	

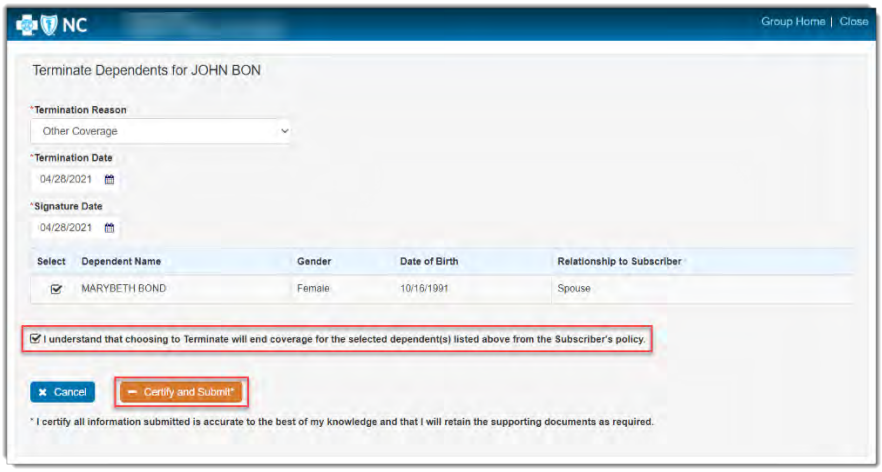
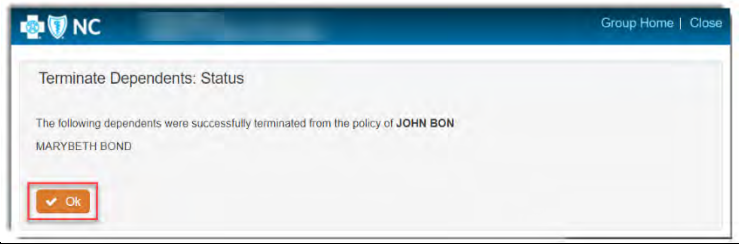
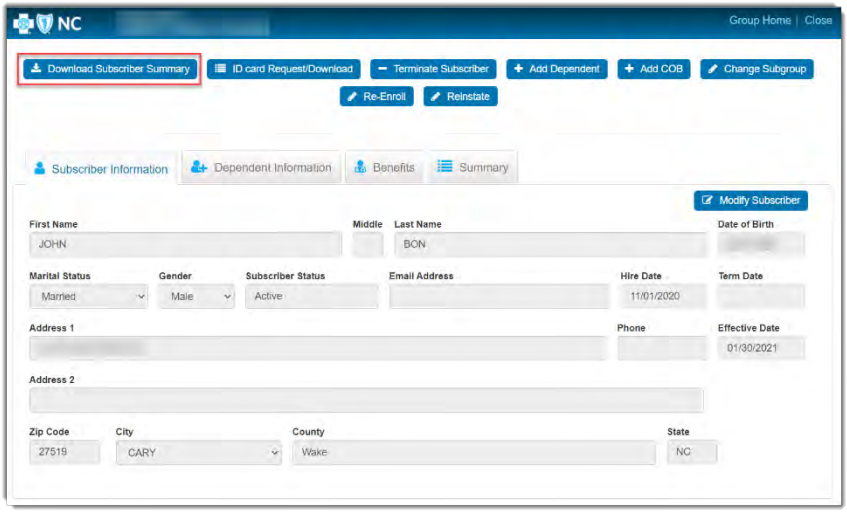
How to Terminate a Subscriber

Step	Action	Comments
1	From the **Group Home Page**, locate the subscriber and click **View/Modify.** 	
2	The **Subscriber Information** tab displays. Click **Terminate Subscriber**. 	

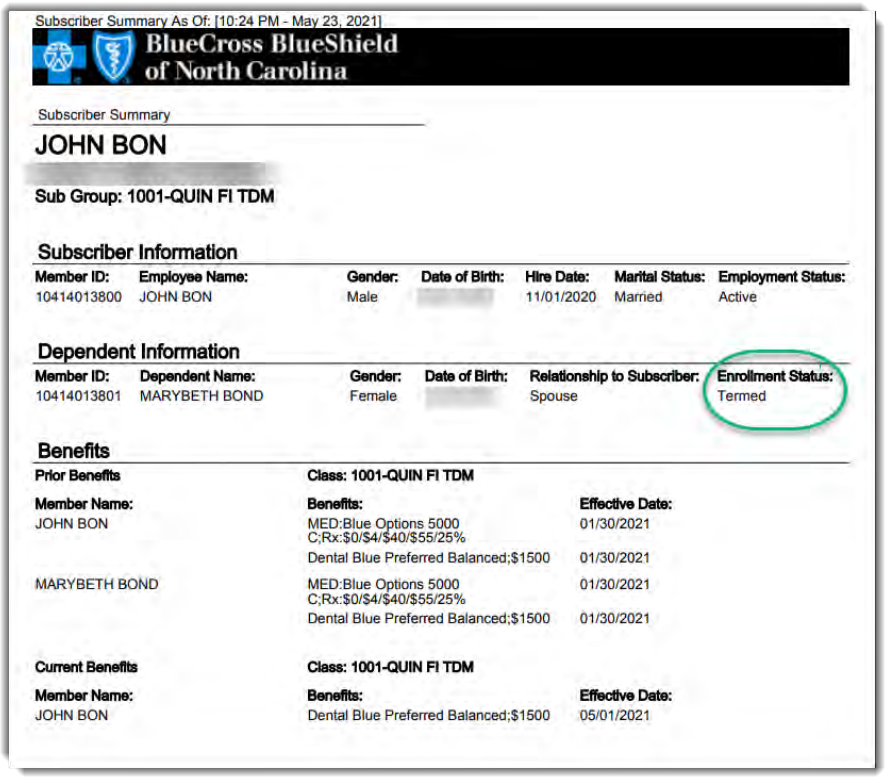
Step	Action	Comments
3	The **Terminate Subscriber: (subscriber name)** page displays. Select the **Termination Reason** from the drop down box and enter the **Termination Date**. Once all selections are made, select the check box next to the statement of understanding and click **Certify and Submit**. 	**Tip:** Some **Termination Reasons** below will require additional 'Signature Date' field to complete: • Other Coverage • Medicare Primary • Military • FMLA-Subscriber's Request • Subscriber's Request Terminating a subscriber with enrolled dependents will terminate all members.
4	The **Terminate Subscriber: Status** screen indicates the subscriber (and any dependents) was terminated successfully. Click the **OK** button. 	**Tip:** This status screen does not reflect all the members associated with the termination—only the Subscriber. However, when a Subscriber is terminated, all covered dependents are terminated, as acknowledged on the previous screen.
5	The screen returns to the **Group Home Page**. The terminated subscriber now indicates a date in the **Term Date** column. 	

How to Terminate a Dependent

Step	Action	Comments
1	From the **Group Home Page**, locate the subscriber that has the dependent(s) to be terminated and click **View/Modify.** 	
2	On the **Subscriber Information** tab, click **Terminate Dependent**. 	

Step	Action	Comments
3	Select the **Termination Reason** from the drop down, and enter the **Termination Date** and **Signature Date**. **Select** the applicable dependent(s) to be terminated. Once all selections are made, select the check box next to the statement of understanding and click **Certify and Submit**. 	
4	The **Terminate Dependents: Status** page indicates the dependent(s) was terminated successfully. 	
5	The **Subscriber Information** tab displays. Click the **Download Subscriber Summary** button.  The summary automatically downloads.	

Step	Action	Comments
8	The **Enrollment Status** for the newly terminated dependent is now reflected as **Termed**. The **Subscriber Summary** can be printed or saved.	



Subscriber Summary As Of: [10:24 PM - May 23, 2021]

BlueCross BlueShield of North Carolina

Subscriber Summary

JOHN BON

[redacted]

Sub Group: 1001-QUIN FI TDM

Subscriber Information

Member ID:	Employee Name:	Gender:	Date of Birth:	Hire Date:	Marital Status:	Employment Status:
10414013800	JOHN BON	Male	[redacted]	11/01/2020	Married	Active

Dependent Information

Member ID:	Dependent Name:	Gender:	Date of Birth:	Relationship to Subscriber:	Enrollment Status:
10414013801	MARYBETH BOND	Female	[redacted]	Spouse	Termed

Benefits

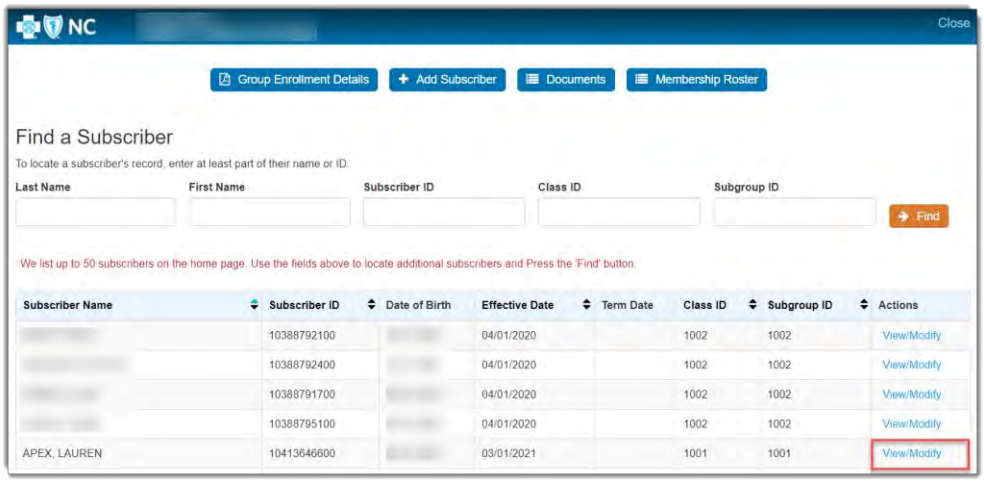
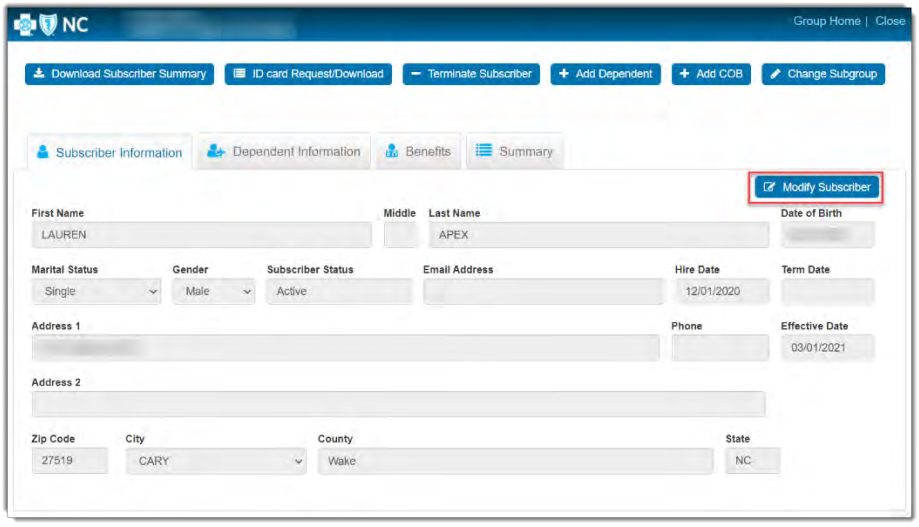
Prior Benefits — **Class: 1001-QUIN FI TDM**

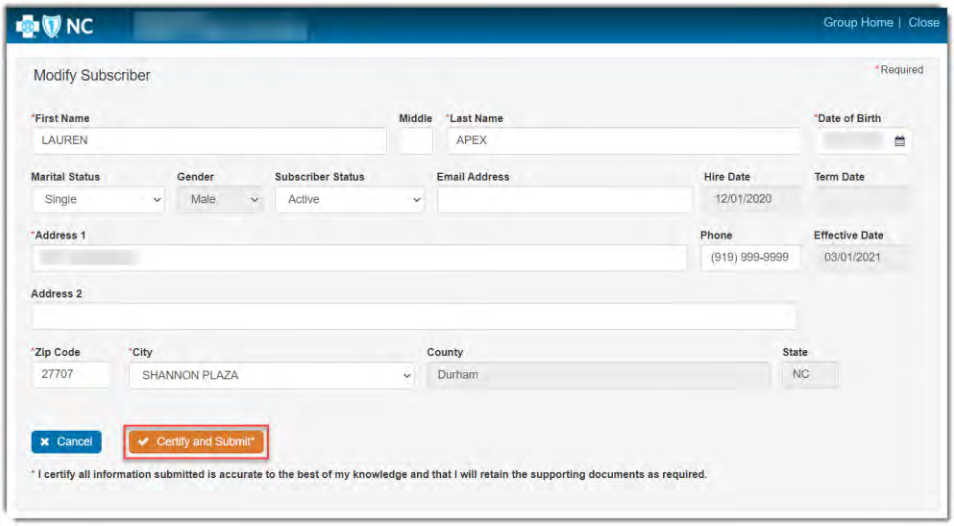
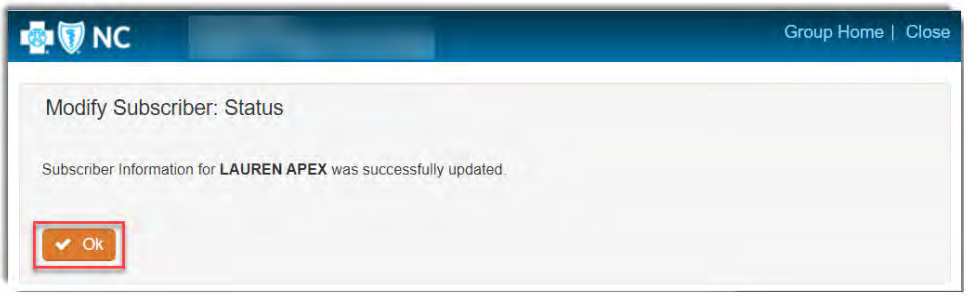
Member Name:	Benefits:	Effective Date:
JOHN BON	MED:Blue Options 5000 C;Rx:$0/$4/$40/$55/25%	01/30/2021
	Dental Blue Preferred Balanced;$1500	01/30/2021
MARYBETH BOND	MED:Blue Options 5000 C;Rx:$0/$4/$40/$55/25%	01/30/2021
	Dental Blue Preferred Balanced;$1500	01/30/2021

Current Benefits — **Class: 1001-QUIN FI TDM**

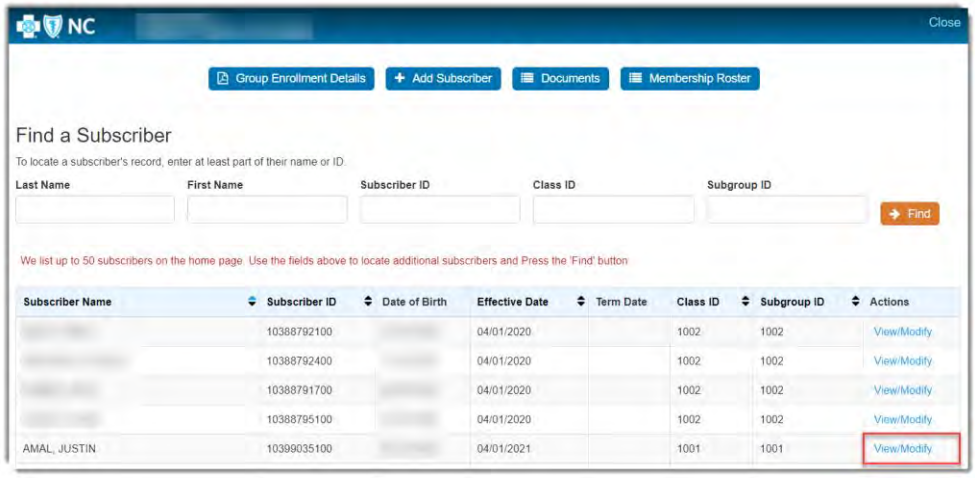
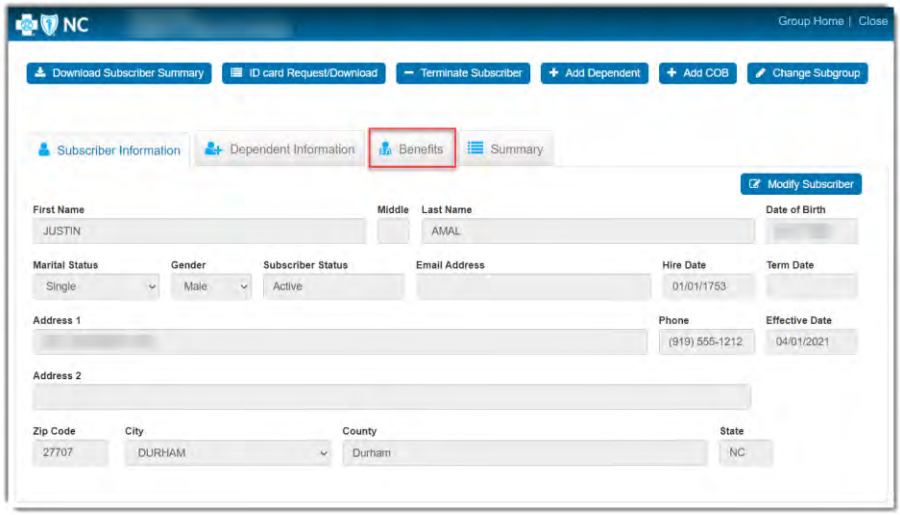
Member Name:	Benefits:	Effective Date:
JOHN BON	Dental Blue Preferred Balanced;$1500	05/01/2021

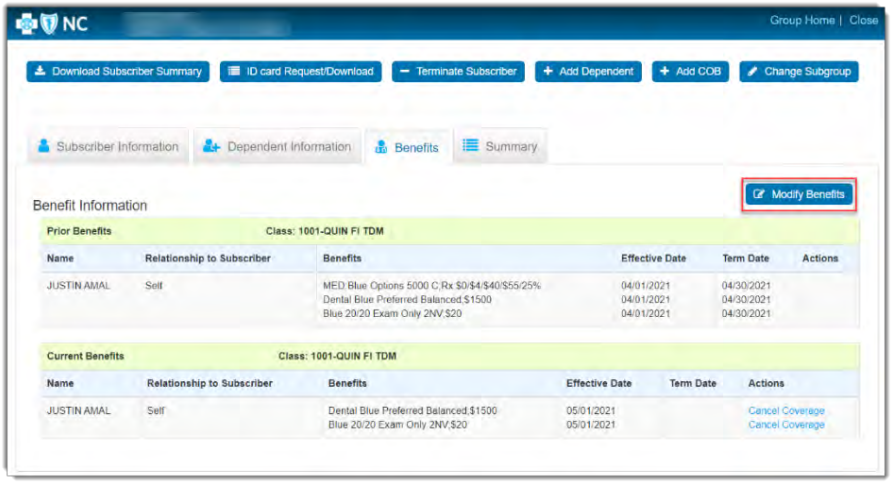
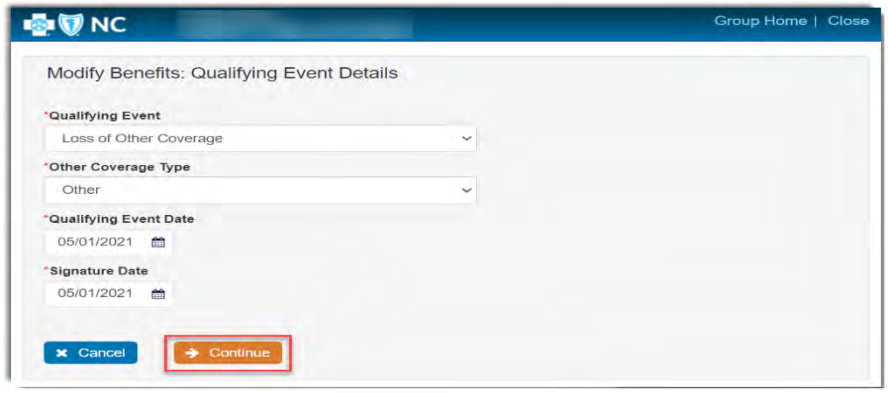
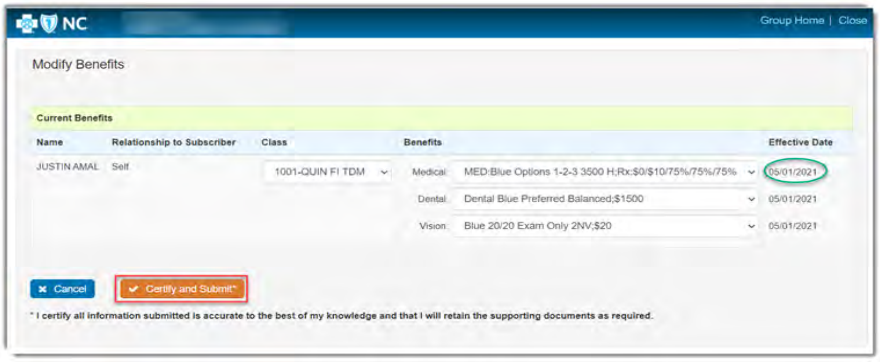
How to Modify the Subscriber's Demographic Information

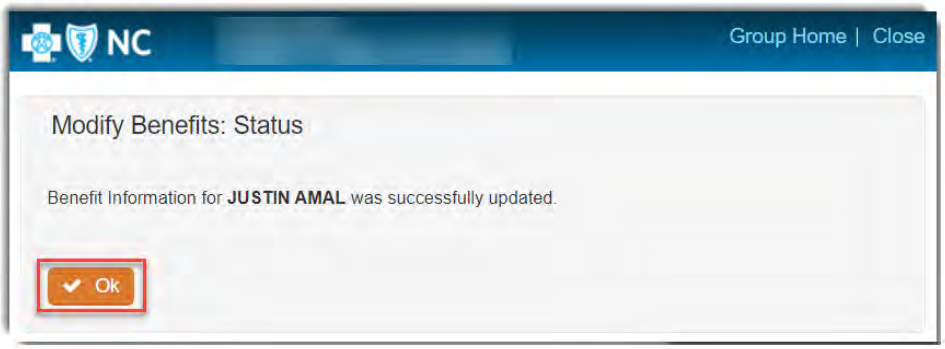
Step	Action	Comments
1	From the **Group Home Page**, locate the subscriber that has demographic information to be updated. Click **View/Modify.** 	
2	On the **Subscriber Information** tab, click **Modify Subscriber**. 	

Step	Action	Comments
3	 The **Modify Subscriber** page displays. **First Name**, **Last Name**, **Middle Initial**, **Marital Status**, **Gender**, **Subscriber Status***, **Email Address**, **Address 1 & 2** and **Zip Code** can all be modified. ***Subscriber status** can be modified from **Active** to **Retiree** only for groups that offer Retiree coverage. Please note: Retiree coverage is only permitted for groups rated in the 51+ market who have the benefit approved and included in their group contract. Once information is updated, click **Certify and Submit**.	**Tip: Date of Birth** and **SSN** (social security number) are not editable. Any changes to these fields must be completed outside of the member maintenance application and be sent to Blue Cross NC for processing. Demographic changes can be performed on terminated subscribers and/or dependents.
4	The **Modify Subscriber: Status** page indicates the **Subscriber Information** was updated successfully. Click **Ok**. 	

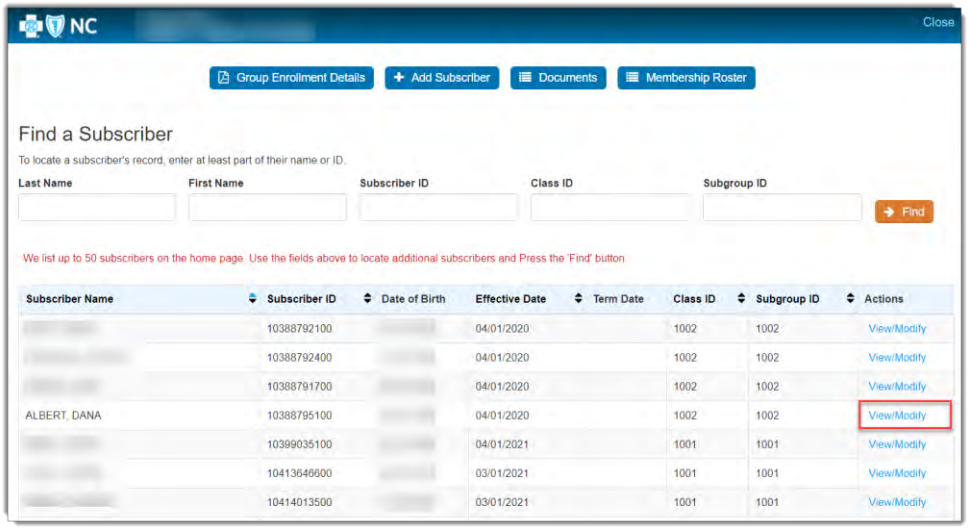
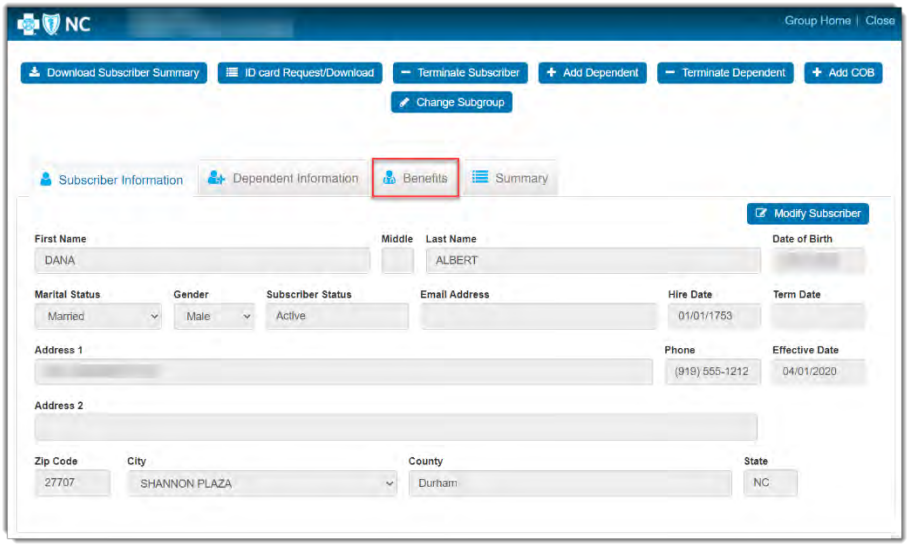
How to Modify the Subscriber's Benefit Election

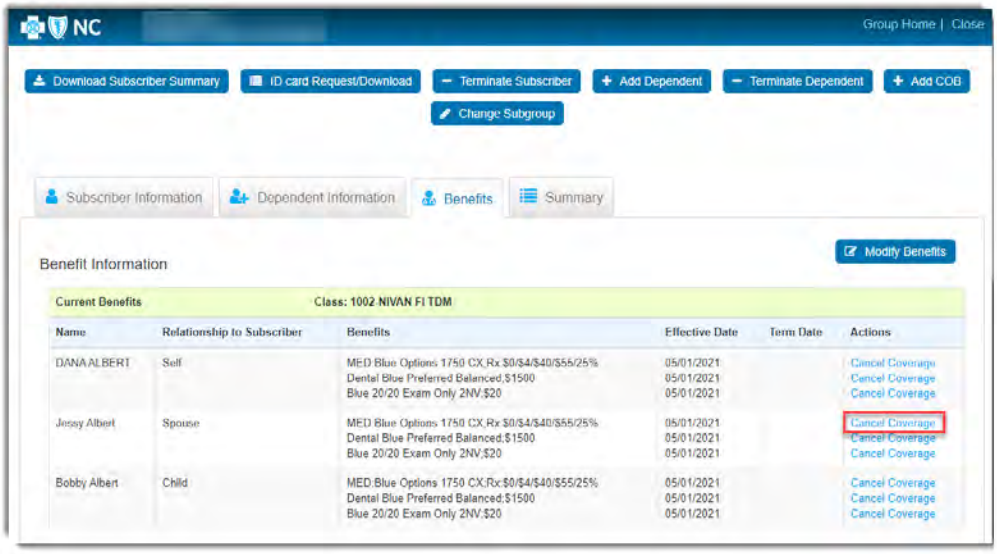
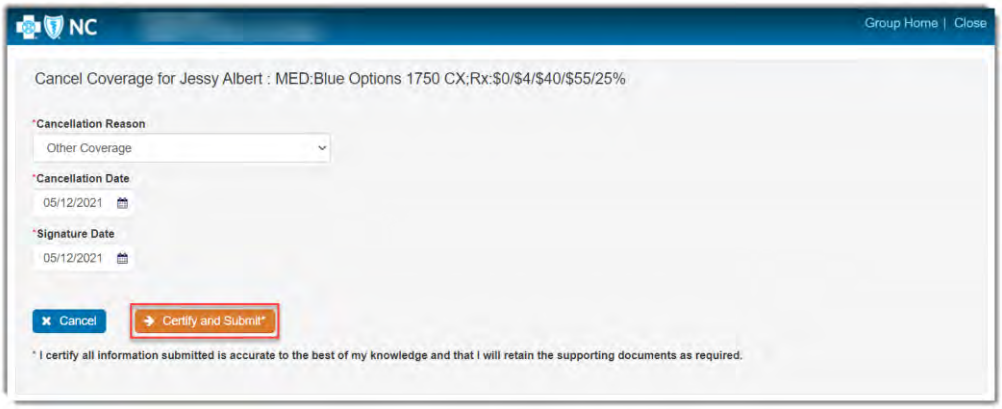
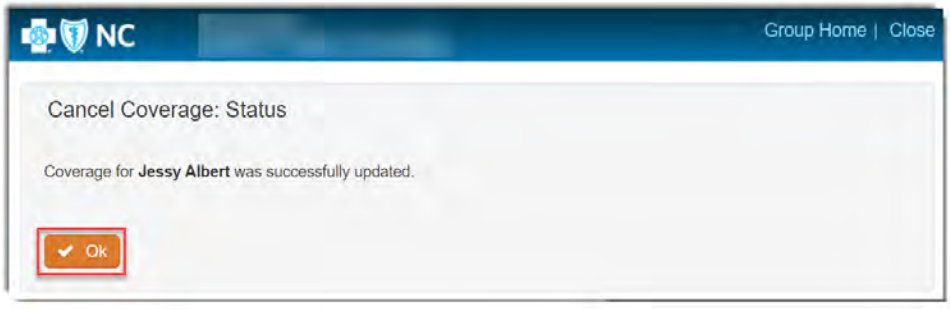
Step	Action	Comments
1	From the **Group Home Page**, locate the subscriber that has benefit information to be updated. Click **View/Modify.** 	**Tip:** Benefits can be modified for a subscriber with the following Qualifying Events: • Loss of Other Coverage • Marriage • Birth • Adoption • Placement for Adoption/Foster • Court Ordered Dependent Coverage • Spouse Divorce • Open Enrollment Period (Open Enrollment will display once a group's renewal has been processed and for 30 days following the renewal date.)
2	On the **Subscriber Information** tab, click the **Benefits** tab. 	

tep	Action	Comments
3	On the **Benefits** tab, click the **Modify Benefits** button. 	
4	The **Modify Benefits: Qualifying Event Details** page displays  Complete the **Qualifying Event**, **Other Coverage Type** (if choosing **Loss of Other Coverage**) drop downs, and enter the **Qualifying Event Date** and **Signature Date**. Click **Continue**.	
5	On the **Modify Benefits** page, select the benefits to be modified. Use the drop down to make benefit selections. The **Effective Date** for newly added coverage will automatically populate.  When finished, click the **Certify and Submit** button.	

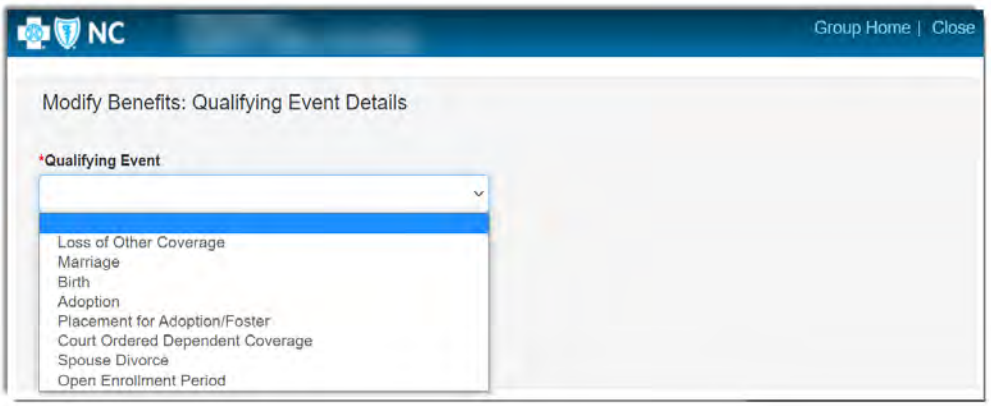
Step	Action	Comments
6	The **Other Medical Insurance Information** displays. Click **Certify and Submit**. 	
6	The **Modify Benefits: Status** screen indicates the **Benefit Information** was updated successfully. Click **Ok**. 	**Tip:** To verify the transaction, download the **Subscriber Summary** which is available after every subscriber and member transaction.

How to Cancel Coverage for a Line of Business

Step	Action	Comments
1	From the **Group Home Page**, locate the subscriber that will cancel coverage for a line of business. Click **View/Modify.** 	**Tip:** The **Cancel Coverage** transaction removes enrollment in a line of coverage or product but does not terminate the member entirely from coverage. If a full termination is requested, **Terminate Subscriber** or **Terminate Dependent** are the appropriate transactions to utilize.
2	On the **Subscriber Information** tab, click the **Benefits** tab. 	

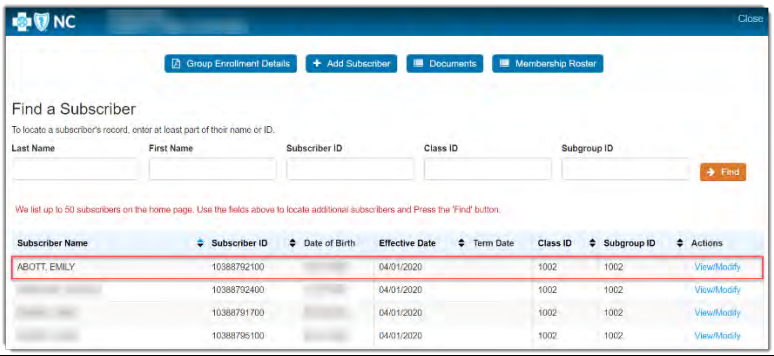
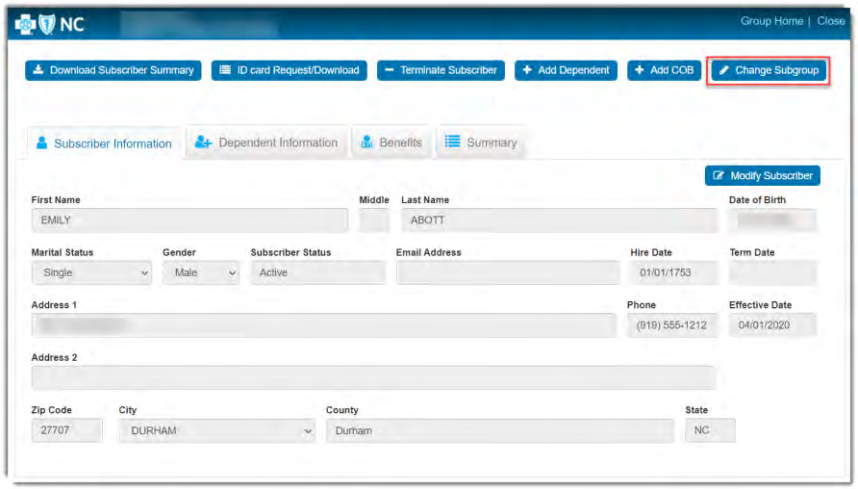
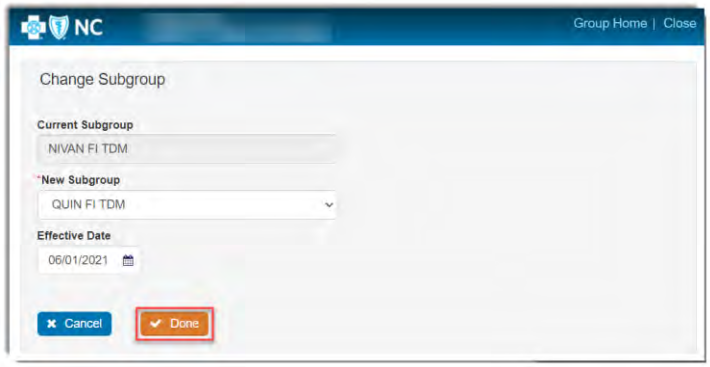
Step	Action	Comments
3	On the **Benefits** tab, select **Cancel Coverage** for the corresponding member and benefit. 	**Tip:** Cancelling a specific line of coverage on a subscriber also cancels that coverage or line of business for any enrolled dependents.
4	Choose the **Cancellation Reason** from the drop down, enter the **Cancellation Date** and **Signature Date**.  Click the **Certify and Submit** button.	
5	The **Cancel Coverage: Status** screen indicates the coverage was updated successfully. Click **Ok**. 	**Tip:** To verify the transaction, download the **Subscriber Summary** which is available after every subscriber and member transaction.

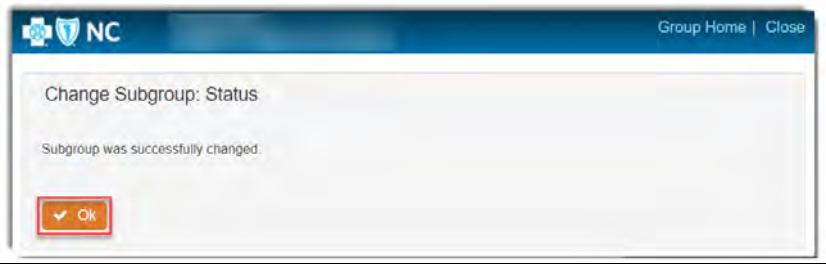
Open Enrollment Qualifying Event

Step	Action	Comments
1	Once a group has been processed for renewal by Blue Cross NC, a **Qualifying Event** of **Open Enrollment** will display in the drop-down selection. Open Enrollment will display for 30 days following the renewal date.  Select **Open Enrollment Period** as the Qualifying Event, enter the required **Signature Date** and click **Continue** to proceed with the rest of the requested transaction. As soon as the renewal has been processed, Open Enrollment will display as an available QE option for all transaction requests as appropriate (Add a Subscriber, Add a Dependent, Modify Benefits, etc.).	**Tip:** If the Open Enrollment QE is not displaying, then the group renewal has not yet been processed by Blue Cross NC. For enrolled members requesting Open Enrollment changes, use the **Modify Benefits** button from the subcriber's benefit tab. Enter the subscriber changes prior to any dependent changes. This will ensure the correct plans are available for dependents to elect. There is no black-out period for renewal Open Enrollment processing in the maintenance application.

How to Modify the Subgroup for a Subscriber

Groups can request an account structure to include multiple subgroups with Blue Cross NC. Subgroups are multiple billing locations. To transfer an employee to another work location (subgroup), follow the below steps.

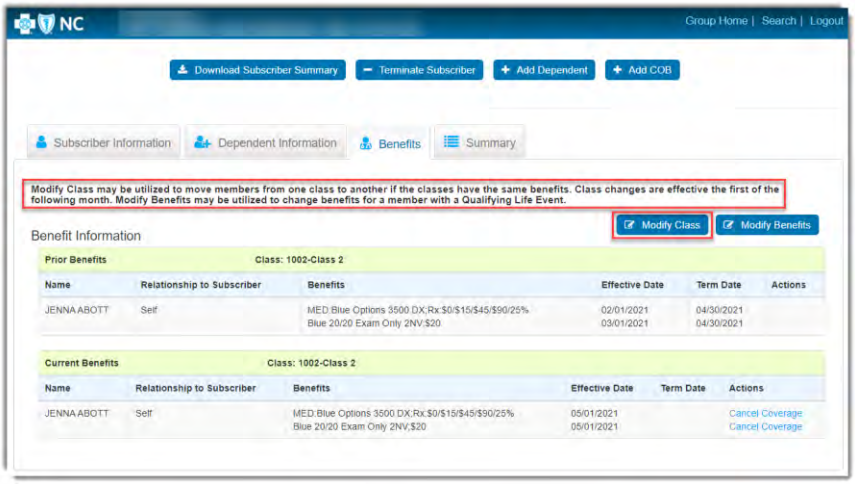
Step	Action	Comments
1	From the Group Home page, locate the subscriber that has a subgroup to be updated. Click **View/Modify.** 	
2	To change the subgroup of the subscriber, select the **Change Subgroup** button. 	**Tip:** The '**Change Subgroup'** button only appears if there are multiple subgroups available for the group.
3	The **Change Subgroup** page displays. Select the **New Subgroup** from the New Subgroup drop-down menu. Enter the effective date for the subscriber on their new subgroup. Click **Done**. 	

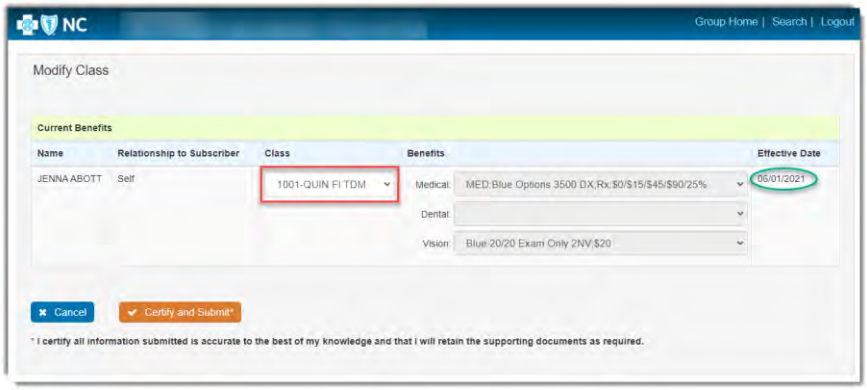
Step	Action	Comments
4	The **Change Subgroup: Status** page displays. Click **Ok**. 	**Tip:** To verify the transaction, download the **Subscriber Summary** which is available after every subscriber and member transaction.

How to Modify the Class for a Subscriber

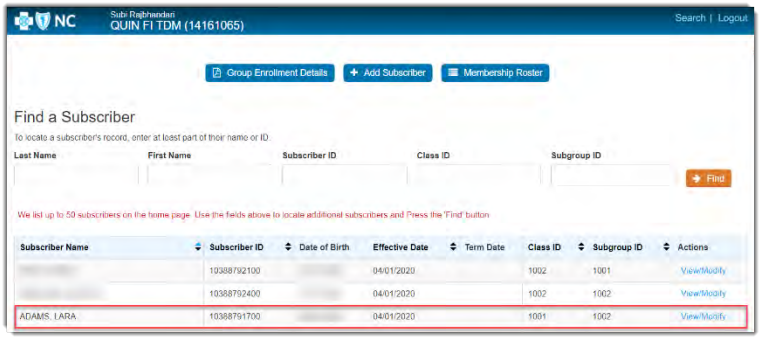
Groups can request an account structure to include classes with Blue Cross NC. A class is a sub-section of employees that are separated in designated groupings on one invoice with one payment remittance for the group. Examples of a class are departments, divisions, locations, etc.

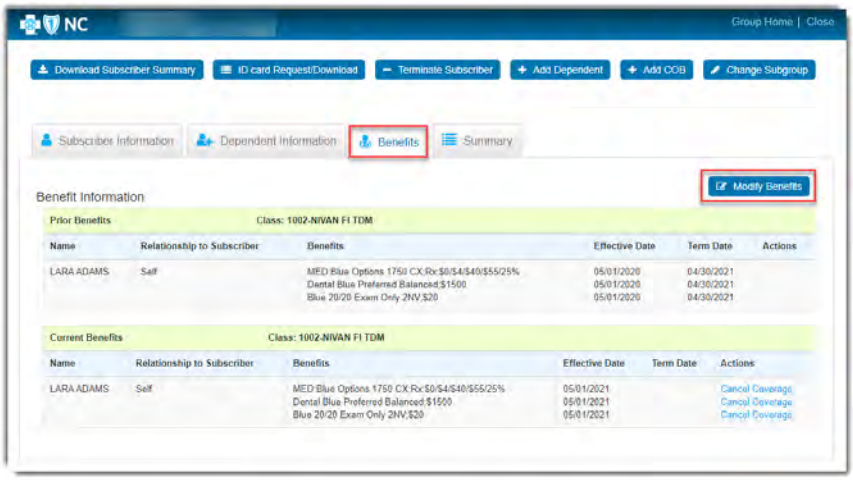
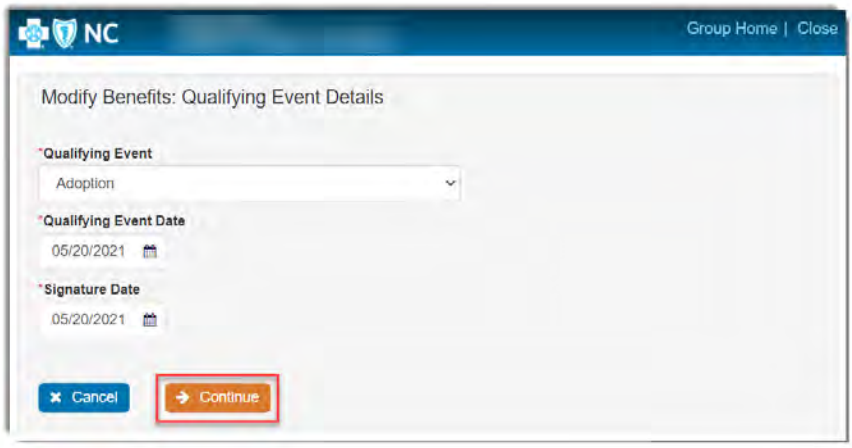
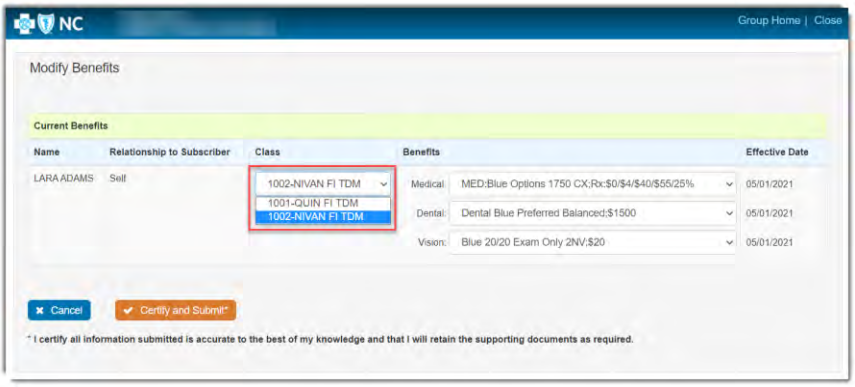
How to Modify the Class for a Subscriber without QLE

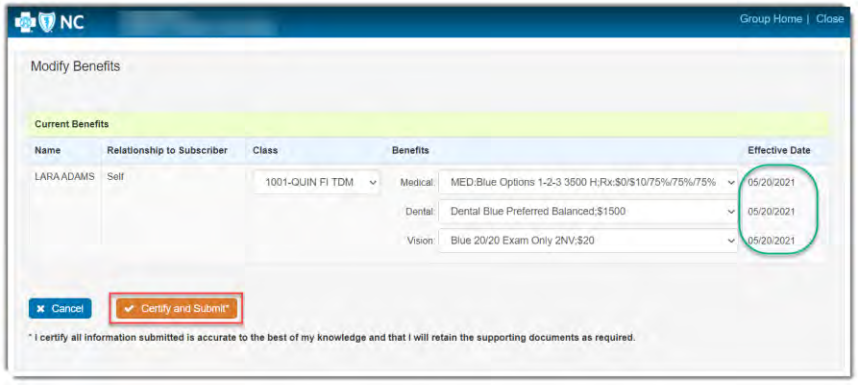
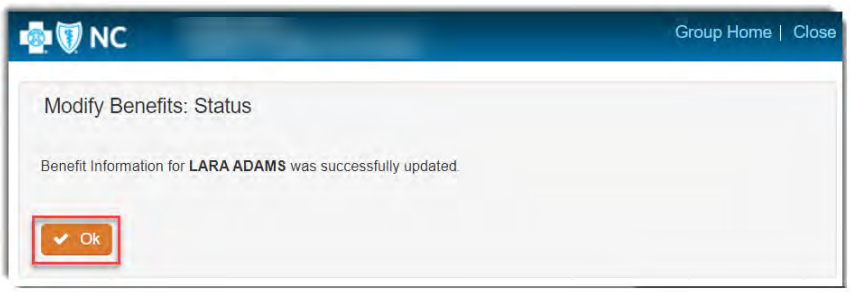
Step	Action	Comments
1	When a group has more than one class with the same benefits, the **Modify Class** button displays on the Benefits tab with the following message: **"Modify Class may be utilized to move members from one class to another if the classes have the same benefits. Class changes are effective the first of the following month. Modify Benefits may be utilized to change benefits for a member with a Qualifying Life Event."**. This function may be used when classes are set up on the group account as locations, departments, etc. and the benefit package for the classes are the same. Select **Modify Class**. 	**Tip:** Select the **Modify Benefits** button to move a subscriber from one class to another when classes have different benefits or to make other benefit changes. A Qualifying Life Event is required for any change in benefit. A subscriber's class change will change the class of the dependents.

Step	Action	Comments
2	**Modify Class** page displays. Select the Class from the dropdown menu. 	
3	Click **Certify and Submit**. The **Effective Date** for the new class will be the first day of the next month. 	**Tip:** After selection of Class, the Effective Date populates on the right.

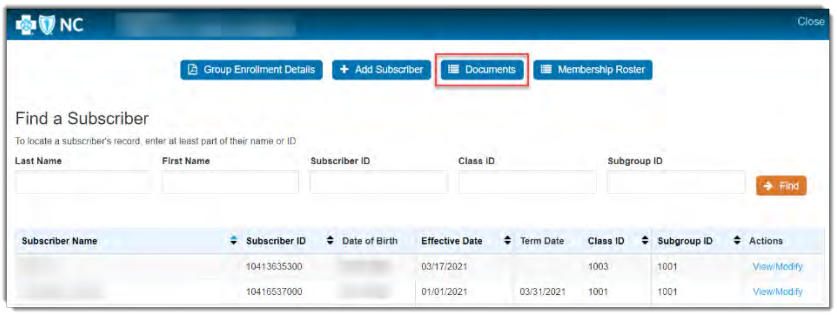
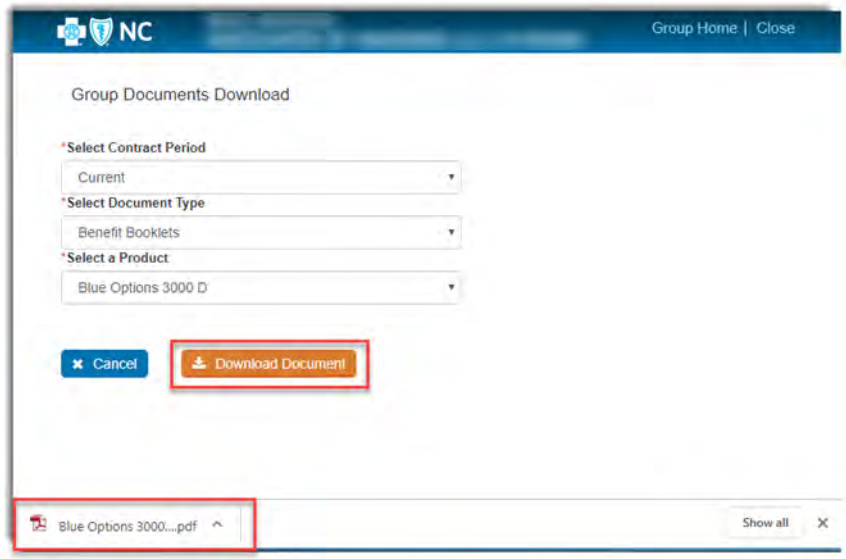
How to Modify the Class for a Subscriber with QLE

Step	Action	Comments
1	From the Group Home page, locate the subscriber that has a class to be updated. Click **View/Modify.** 	

Step	Action	Comments
2	From the **Subscriber Home** page, select the **Benefits** tab. From the **Benefits** tab, select the **Modify Benefits** button. 	
3	The **Modify Benefits: Qualifying Event Details** page displays. Complete the **Qualifying Event Details** and enter the Qualifying Event Date and Signature Date. Click **Continue**. 	
4	The **Modify Benefits** page displays. Select the desired **Class** from the drop-down menu under the Class column. 	

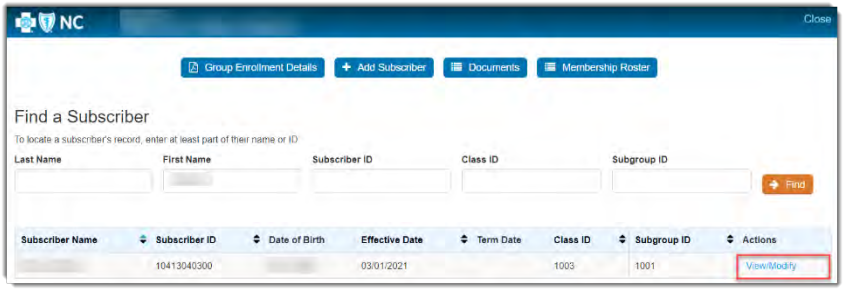
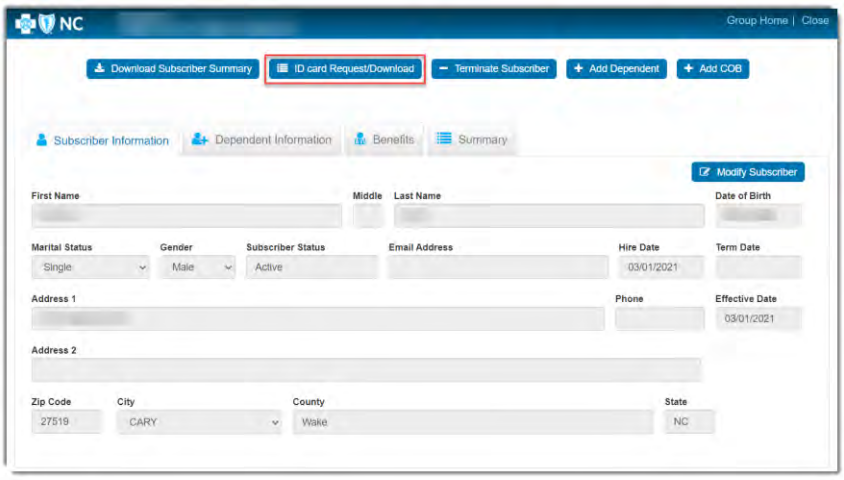
Step	Action	Comments
5	After selecting the **Class**, select the **Benefits**. Click **Certify and Submit.** 	
6	The **Other Medical Insurance Information** displays. Select **Certify and Submit**. 	**Tip:** If the subscriber and or the dependent has other coverage, the information can be added here.
7	The **Modify Benefits: Status** page displays. Click **Ok.** 	

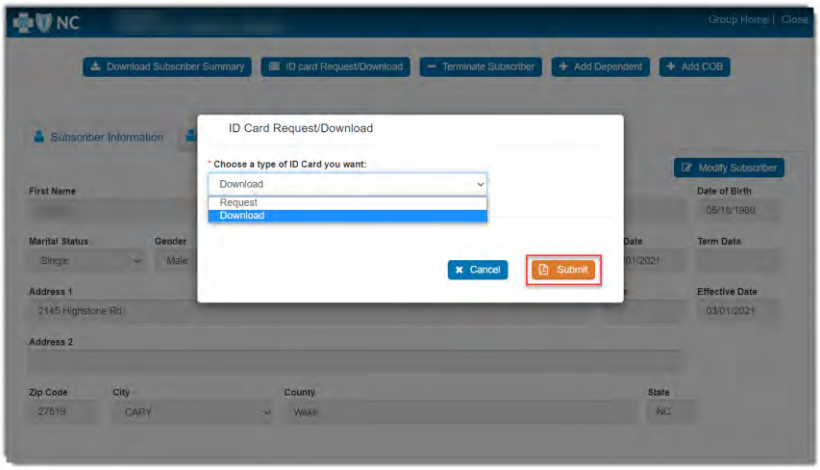
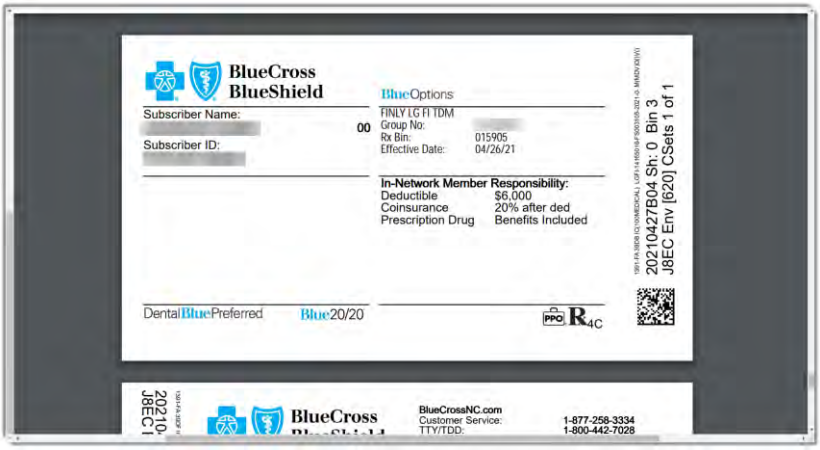
How to Access Group Documents in Member Maintenance

Step	Action	Comments
1	From the Group home page, select the **Documents** button. 	**Tip:** 51+ groups contracted to utilize eBenefitsNow have "read only" access to the Blue Cross NC Member Maintenance application. However, agents and group administrators may utilize Member Maintenance to access group documents and generate a membership roster.
2	The **Group Document Download** page displays. From the **Select Contract Period** drop-down menu**,** select the applicable **Contract Period, Document Type** and **Product Type.** Select the **Download Document** button.  Click the PDF file on the lower left portion of the screen to view, save or print.	**Tip:** Documents are available for the group's prior, current and renewal contract periods, if applicable. Benefit Booklets, Uniform Coverage Documents and Group Contracts are the group documents available for viewing or download. The group specific products enrolled for the selected contract period will display for selection.

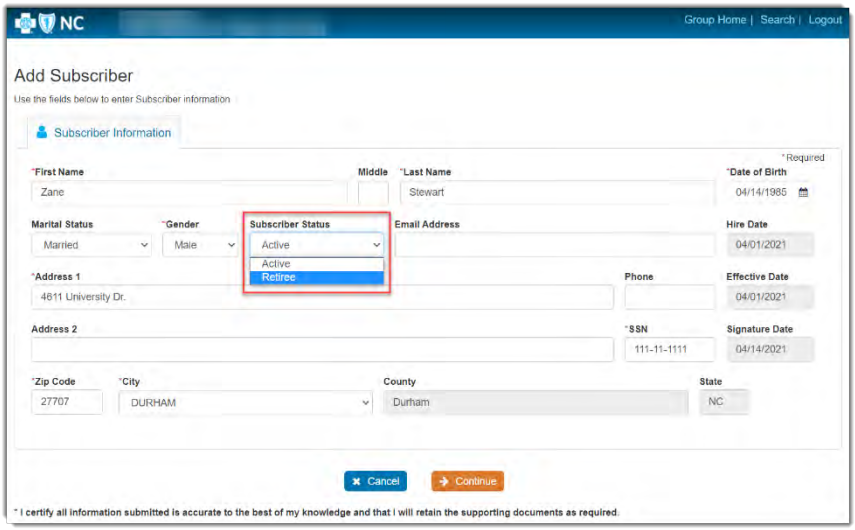
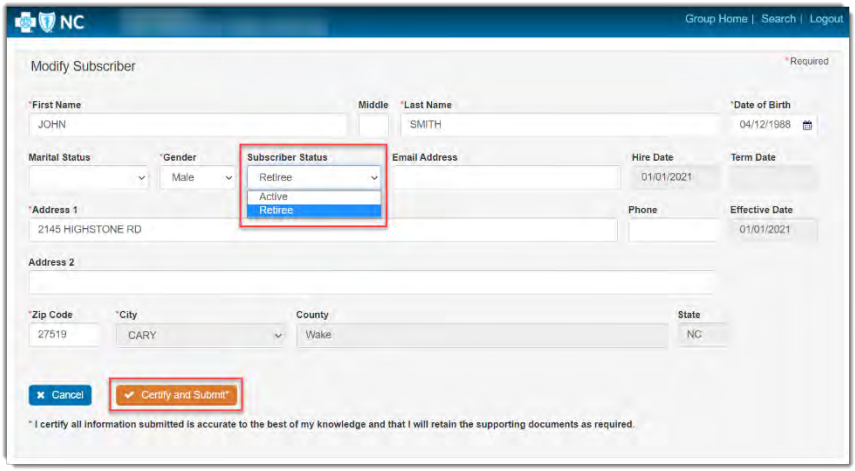
Step	Action	Comments
3	The downloaded document displays. 	

How to Download ID Cards in Member Maintenance

Step	Action	Comments
1	From the **Group Home Page**, locate the **Subscriber**. Click **View/Modify.** 	**Tip:** 51+ groups contracted to utilize eBenefitsNow have "read only" access to Member Maintenance. Group administrators may utilize Member Maintenance to download Blue Cross NC ID cards, group documents and generate a membership roster.
2	The subscriber page displays. Click the **ID Card Request/Download** button. 	

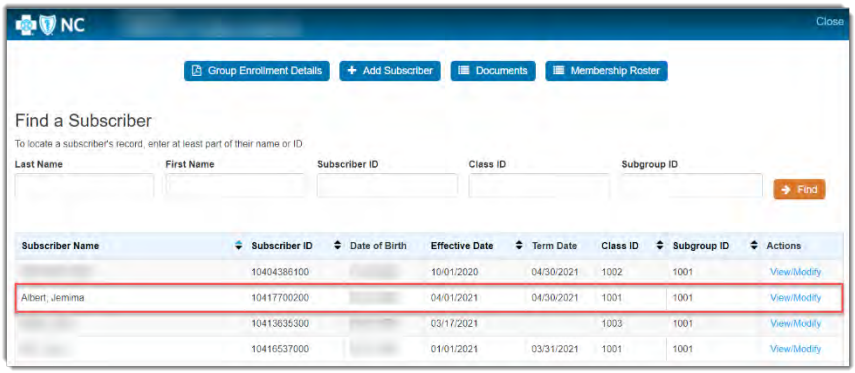
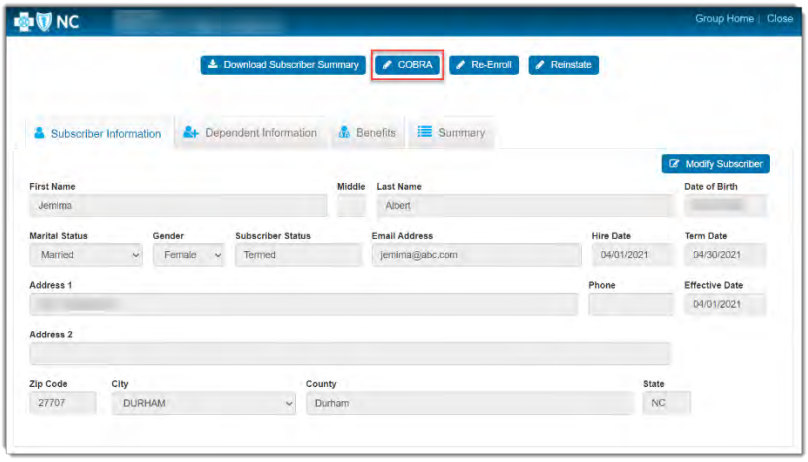
Step	Action	Comments
3	The **ID Card Request/Download** page displays. Select the **type of ID card** request from the drop-down box. **Group Administrators should only choose the Request option when an additional or duplicate ID card is needed**. Blue Cross NC mails ID cards when benefits changes are made, when new members are added or terminated, etc. By clicking **Submit** on the **Request** option, a new Blue Cross NC ID card will be ordered and mailed. **Download and Submit** will display the PDF of the most current subscriber ID card on the bottom left of the screen. 	**Tip:** Expect five business days from the request of an ID card for the member to receive the card at their listed home address.
4	The ID card displays in PDF format. 	

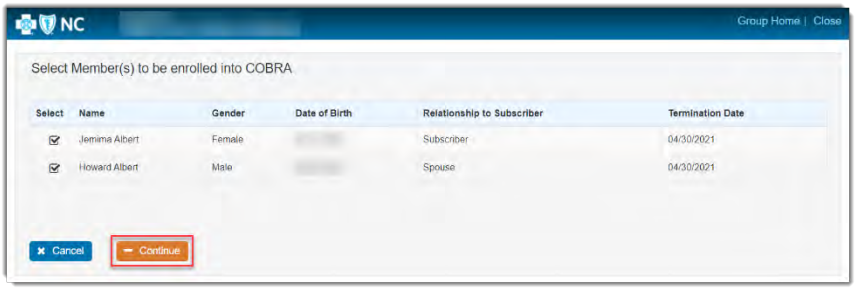
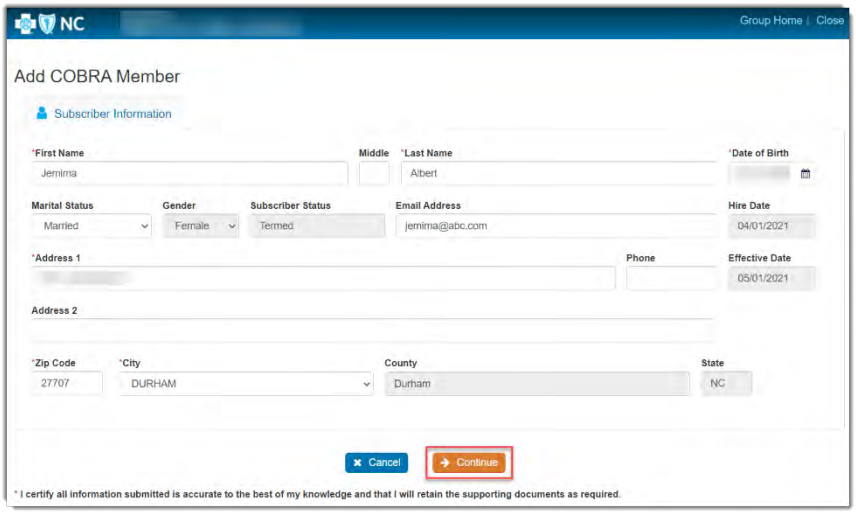
Subscriber Status: Retiree

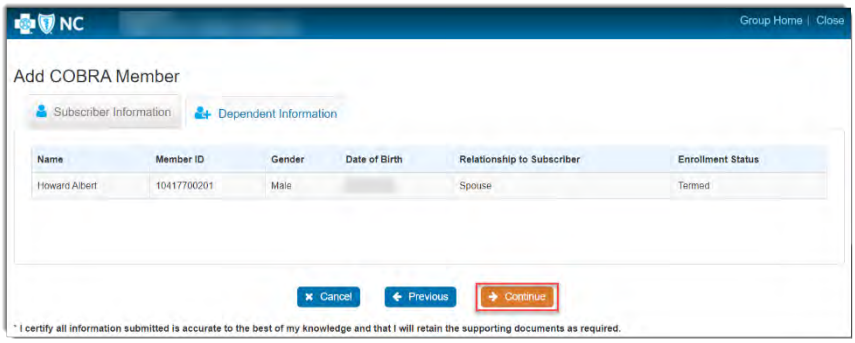
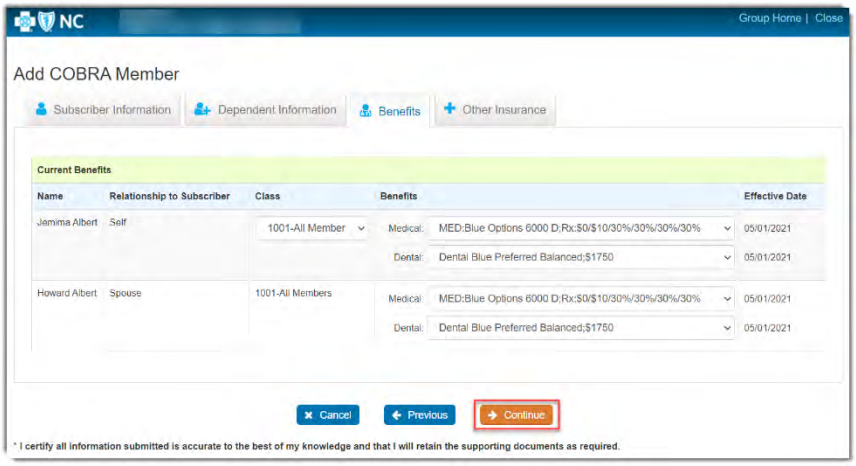
Step	Action	Comments
1	**Please note:** Retiree coverage is only permitted for groups rated in the 51+ market who have the benefit approved and included in their group contract. Select **Retiree** from the **Subscriber Status** dropdown to add a subscriber with Retiree status. 	**Tip:** Retiree coverage is not permitted for groups rated as a Small Employer and meet the definition of a Small Employer as defined by the North Carolina Small Employer Group Health Insurance Reform Act. North Carolina General Statute § 58-50-110(22b).
2	Subscriber status can also be updated to "**Retiree**" through **Modify Subscriber.** 	**Tip:** Terminated Subscribers with "Retiree" status are eligible for reinstatement, as applicable.

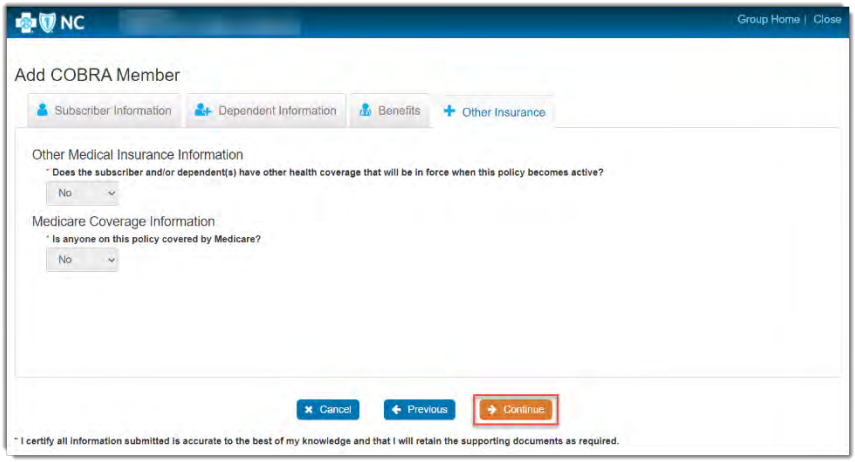
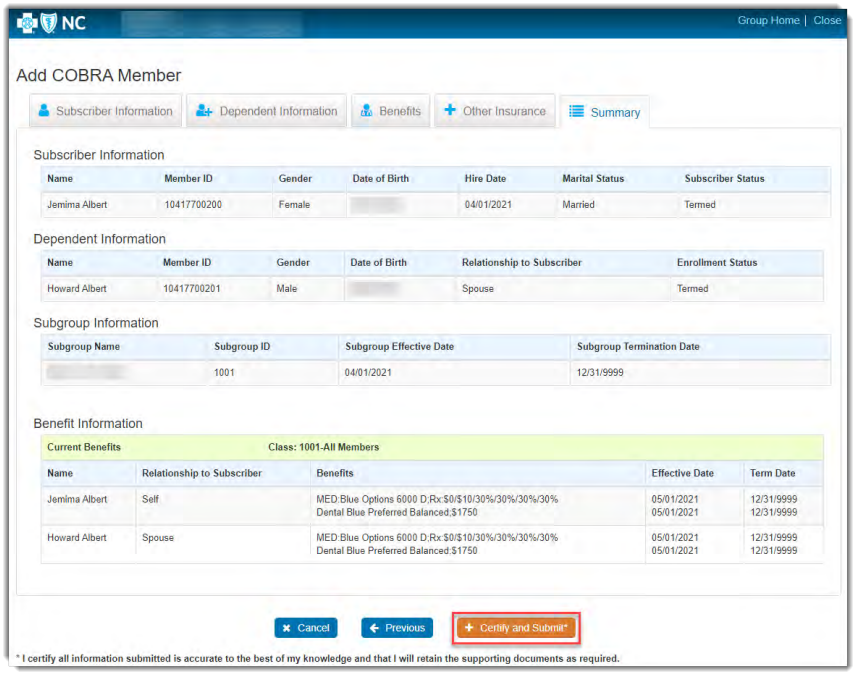
Enroll COBRA/State Continuation (State C&C)

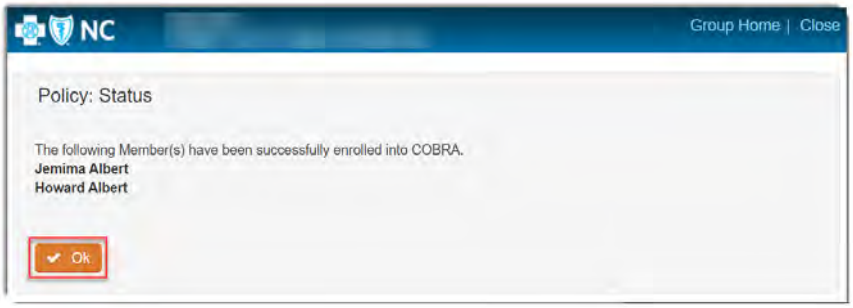
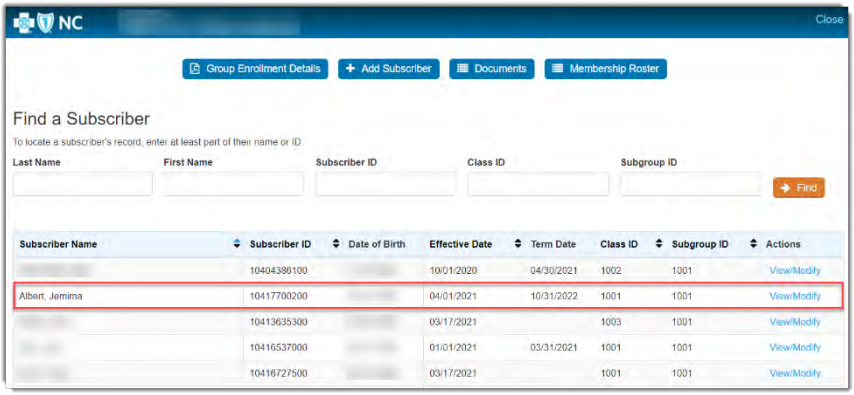
How to Enroll COBRA/State Continuation for a Subscriber Policy

Step	Action	Comments
1	 From the **Group Home Page**, locate the terminated subscriber that must be enrolled into COBRA/State Continuation. Click **View/Modify**.	**Tip:** Members cannot be enrolled onto COBRA/State Continuation (State C&C) until after the termination date of the active policy (e.g., the COBRA/State Continuation button will not appear for future term date members). A member must have been covered by the group for **at least three consecutive** months to be eligible for **State Continuation.** A member must have been covered by the group for **at least one day** to be eligible for **COBRA**.
2	The **Subscriber Information** tab displays. Click **COBRA** to enroll the subscriber in a COBRA policy. **Please note:** If the group is compliant with **State Continuation** per Blue Cross NC records, then the transaction button will display **'State C&C'** instead of **COBRA**. 	**Tip:** If the subscriber is not eligible for COBRA or State Continuation, the transaction button will not appear. State Continuation applies to groups who had less than 20 employees the prior year.

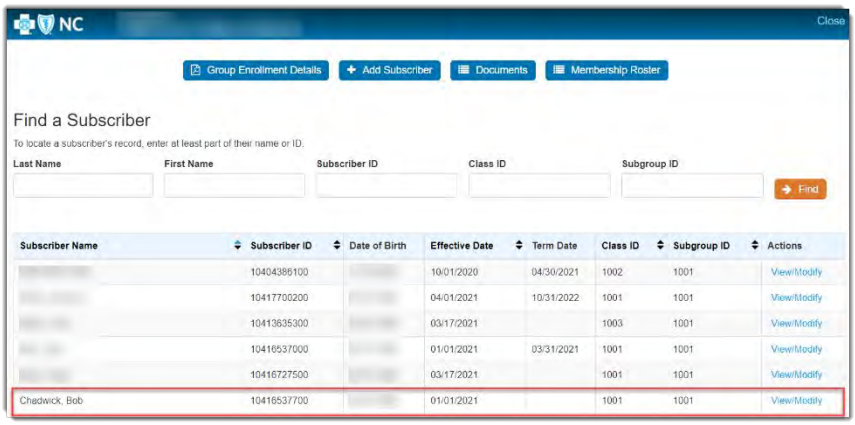
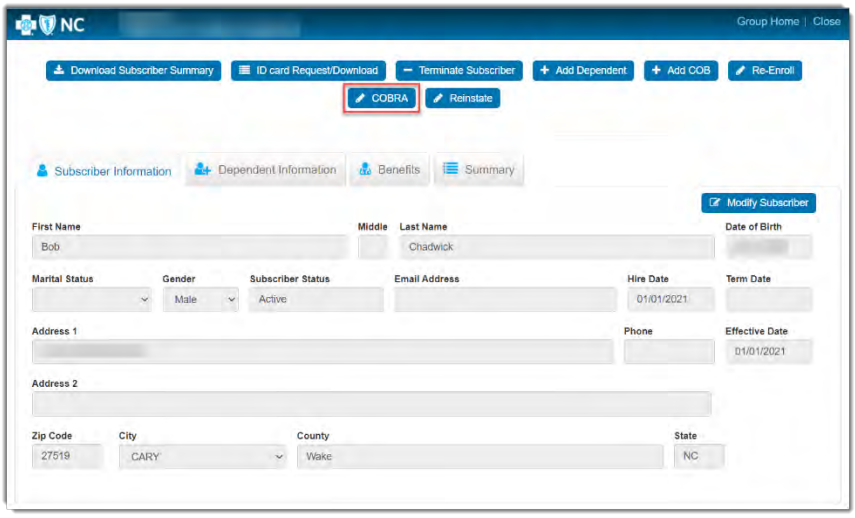
Step	Action	Comments
3	Next, the **Select Members to be enrolled** page displays. **Select** the applicable dependent(s) to be enrolled on COBRA along with the subscriber. After selecting the members, click **Continue** to proceed. 	**Tip:** Only dependents who were effective as of policy termination (i.e., same termination date as subscriber) are eligible for the COBRA/State Continuation enrollment transaction. After a subscriber has been processed with COBRA status, dependents with the qualifying life event of marriage, birth and adoption/foster may be added to a COBRA/State Continuation policy.
4	**Add COBRA Member** page displays along with the **Subscriber Information** tab. Modify the subscriber's information in the **Subscriber Information** tab, where applicable. Click **Continue**.  **Effective Date** is retroactive to the termination date and not editable based on COBRA guidelines. **First Name**, **Last Name**, **Middle Initial**, **Marital Status**, **Gender**, **Email Address**, **Address 1 & 2** and **Zip Code** can be modified.	**Tip:** Date of Birth and SSN (social security number) are not editable. Any changes to these fields must be completed outside of the member maintenance application and sent to Blue Cross NC for processing. Other demographic changes can be performed on terminated subscribers and/or dependents.

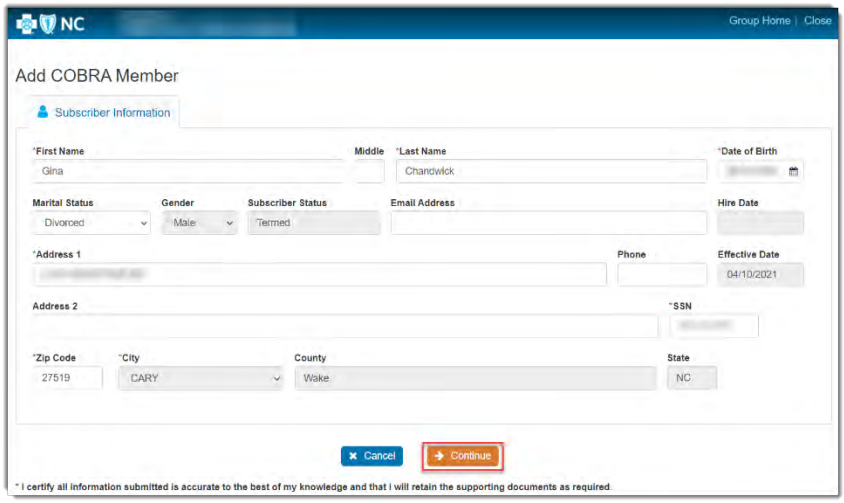
Step	Action	Comments
5	Next the **Add COBRA Member** page displays with the **Dependent(s) Information Tab.** Click **Continue.**  **Please note**: If no dependent(s), click **Continue.**	**Tip:** Domestic partners and children of domestic partners are not eligible for COBRA coverage. Domestic partners and children of domestic partners are eligible for State Continuation coverage.
6	After completing the above step on the **Add COBRA Member** page, the **Benefits** tab appears to select eligible benefits for each member. After selecting the benefits, click the **Continue** button. 	**Tip:** COBRA/State Continuation member's benefits will default to those that were in effect at the time of termination. The subscriber can only downgrade their benefits from the original subscriber's policy and cannot upgrade benefits while enrolling into COBRA/State Continuation. If the subscriber was previously enrolled in multiple products (e.g., medical, dental & vision), they can remove a product(s) but cannot add new products to their election. COBRA/State Continuation members can choose from all available (health, vision and dental) products during the group's annual renewal period.

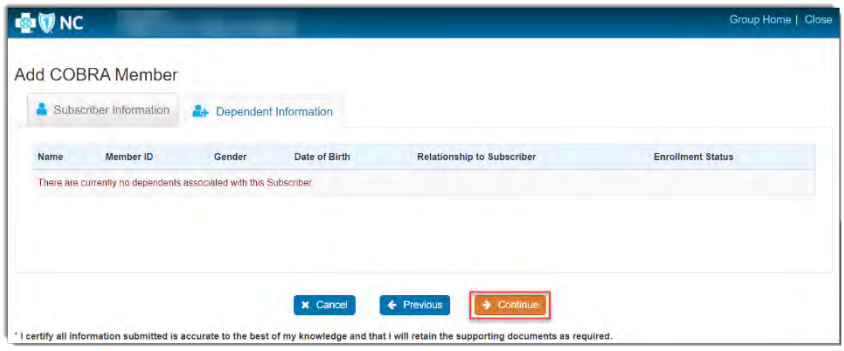
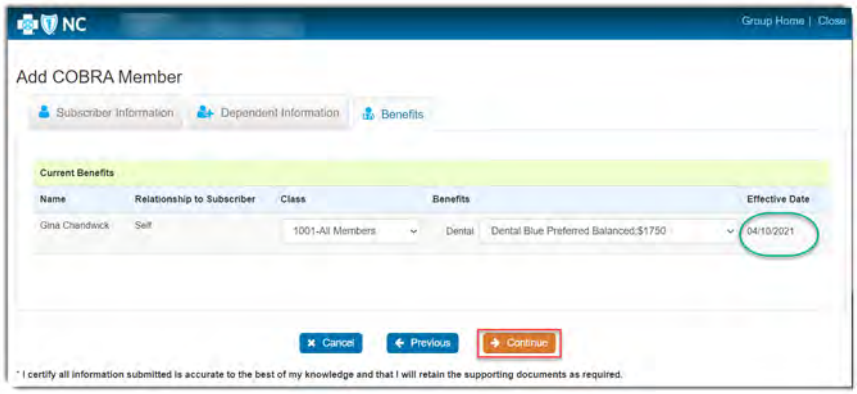
Step	Action	Comments
7	Add COBRA Member, Other Insurance page displays. Click **Continue**. 	
8	On the **Add COBRA Member** page, the **Summary** tab appears which displays the subscriber information, dependent(s) information and benefit information along with the effective date of the COBRA status coverage.  Click the **Certify and Submit** button to complete the transaction.	**Tip:** The COBRA/State Continuation expiration date and the Enrollment Status of COBRA/State Continuation will only display after the **Certify & Submit** transaction is complete. The **Group Home** page will display the COBRA/State Continuation expiration date after successfully completing the COBRA/State Continuation transaction.

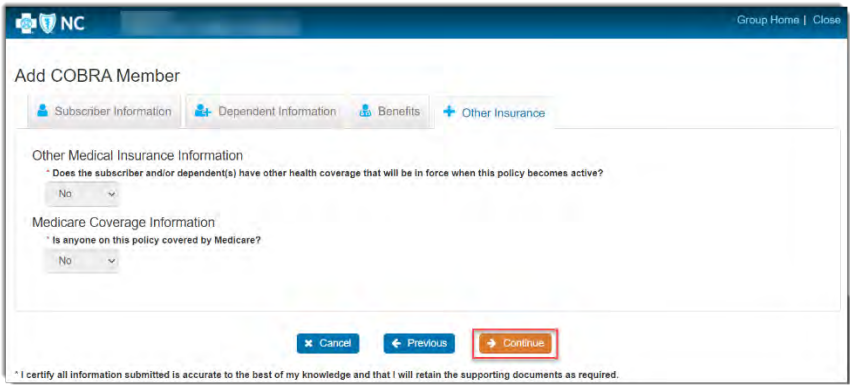
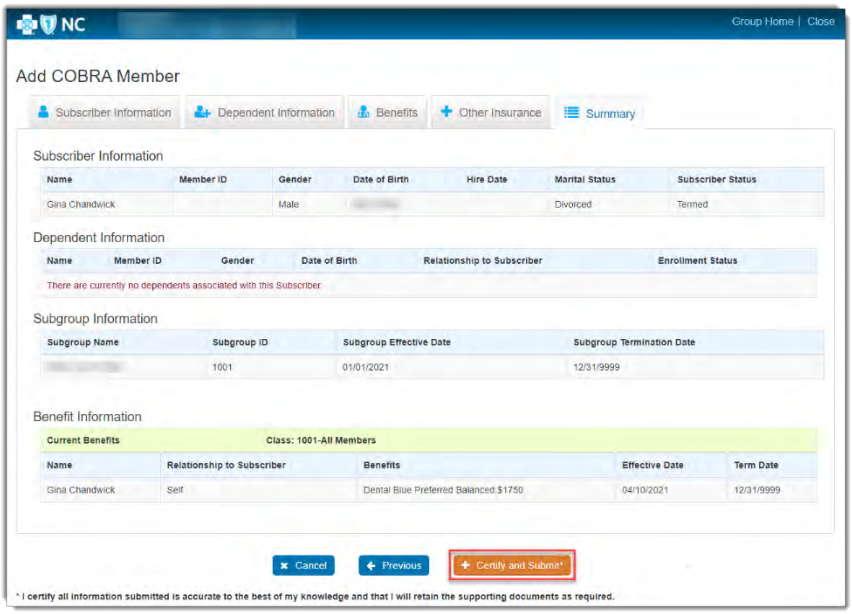
Step	Action	Comments
9	The **Subscriber: Status** screen indicates that the selected subscriber and the dependent(s) were successfully added to COBRA. Click **Ok.** 	
10	The screen returns to the **Group Home Page**. The terminated subscriber now indicates a date in the **Term Date** Column, which is their COBRA expiration date. 	**Tip:** A **Subscriber Summary** can be generated by selecting continuant from the **Group Home** page. The **Subscriber Summary** will reflect an **Enrollment Status** of COBRA/State Continuation as appropriate. COBRA/State Continuation Coverage begins the day after the member's termination date, so there is no gap in coverage (i.e., effective/begin date = member's termination date + one day).

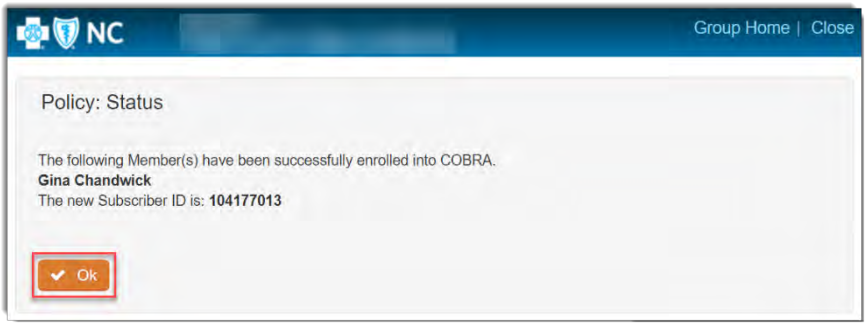
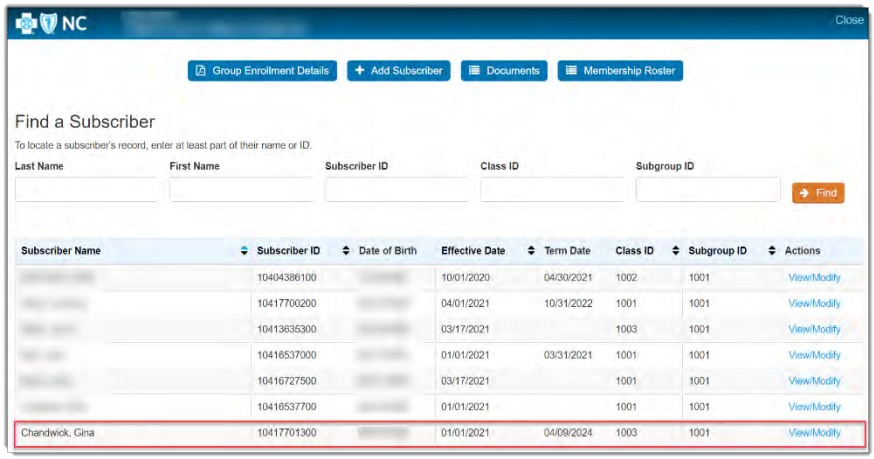
How to Enroll COBRA/State Continuation Dependent-Only Policy

Step	Action	Comments
1	From the **Group Home Page**, locate the subscriber on which a dependent will be added to a COBRA/State Continuation and click **View/Modify.** 	**Tip:** To enroll a member into COBRA/State Continuation, a terminated member must be selected. Dependents may enroll on their own COBRA/State Continuation policy for the following termination reasons: • Death of Subscriber • Medicare Primary • Military • Divorce • Overage Dependent • Laid Off • Left Employment • Reduction in Hours
2	Select "**COBRA"** to enroll the dependent(s) into COBRA. 	**Tip:** A member must have been covered by the group for **at least one day** to be eligible for **COBRA**. A member must have been covered by the group for **at least three consecutive** months to be eligible for **State Continuation.** The transaction button will not appear if the subscriber is not eligible for COBRA or State Continuation.

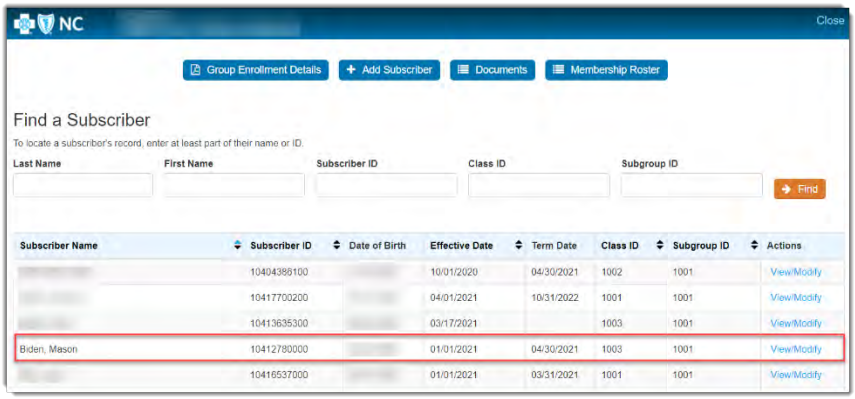
Step	Action	Comments
3	The **Select Member(s) to be enrolled into COBRA** page displays. **Select** the applicable dependent(s) to be enrolled into **COBRA.** Once all selections are made, **click** the **Continue** button to enroll the members into COBRA.	**Tip:** In this example, the dependent's termination reason is **"Divorce",** so the dependents of the subscriber are eligible to enroll in Cobra/State Continuation. Only dependents can enroll into COBRA/State because of divorce. Domestic partners and children of domestic partners are not eligible for COBRA coverage. Domestic partners and children of domestic partners are eligible for State Continuation coverage.
4	The Subscriber information displays on the **Add COBRA Member** page. Select **Continue** to add other dependent(s) if applicable.  **First Name**, **Last Name**, **Middle Initial**, **Marital Status**, **Gender**, **Email Address**, **Phone, Address 1 & 2** and **Zip Code** can all be modified.	**Tip: Date of Birth** and **SSN** (social security number) are not editable. Any changes to these fields must be completed outside of the member maintenance application and sent to Blue Cross NC for processing.

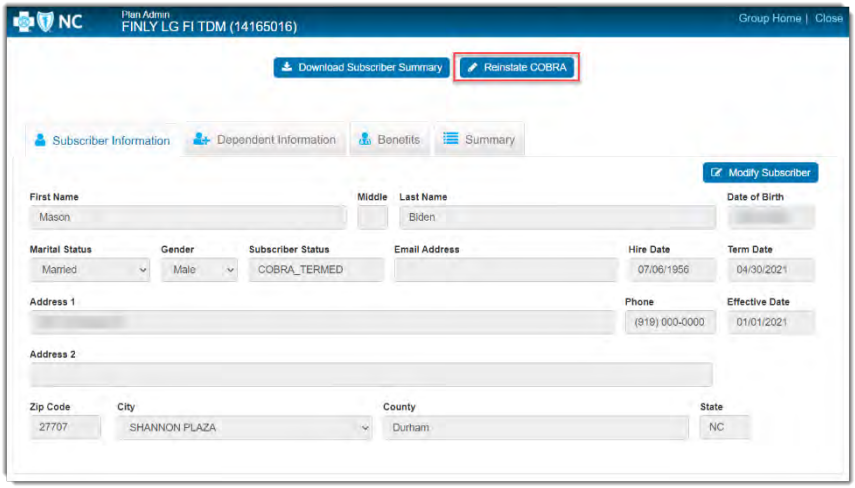
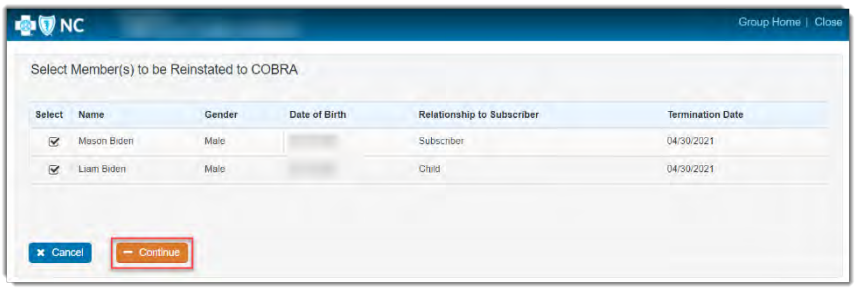
Step	Action	Comments
5	Select the **Continue** button. The **Benefits** tab displays. 	
6	On the **Benefits** page, **select** the available **Benefits** for the subscriber or the dependent(s). Use the drop-down to make benefit selections. The **Effective Date** will automatically populate. Once the **Benefits** are selected, click **Continue.** 	**Tip:** Members can reduce the level of coverage when initially enrolling on COBRA/State Continuation but cannot add coverage. Example: If a group is on a high/low plan, the subscriber can move from the high plan to the low plan but cannot move from the low plan to the high plan. If a subscriber was enrolled in multiple products (e.g., medical, dental and vision), they may choose to waive a product when they enroll on COBRA/State Continuation, but they cannot elect new products.

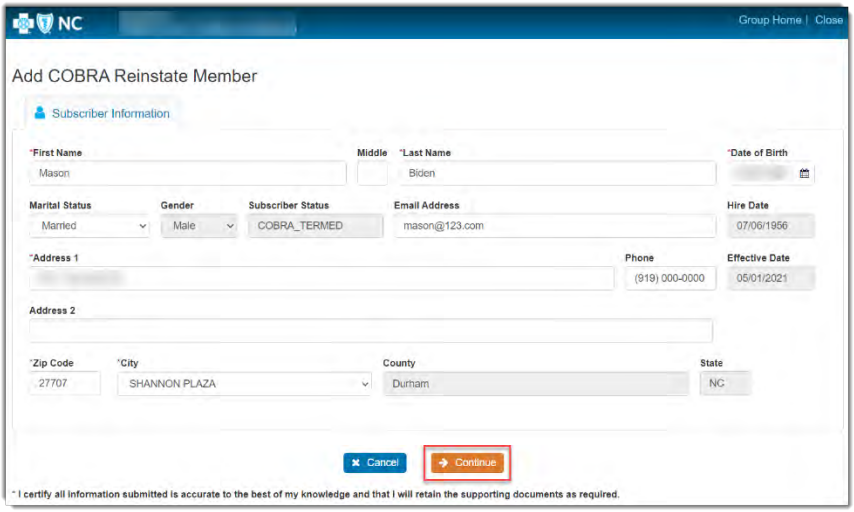
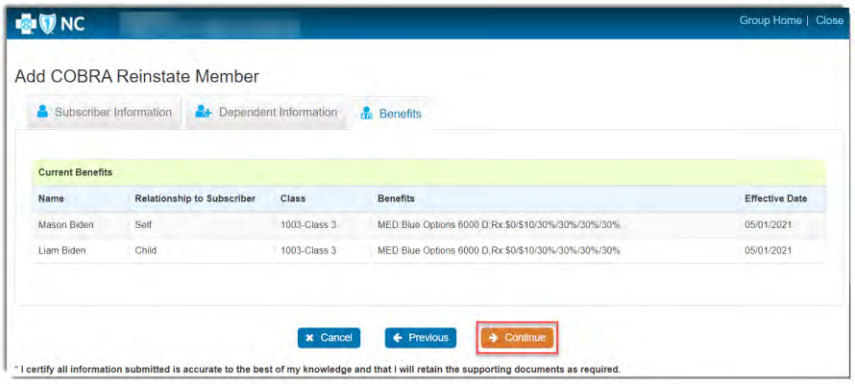
Step	Action	Comments
7	Add COBRA Member, Other Insurance page displays. Click **Continue**. 	
8	Choose the **Certify and Submit** button to complete the transaction. 	**Tip:** The COBRA termination date is only shown after submitting the COBRA transaction successfully.

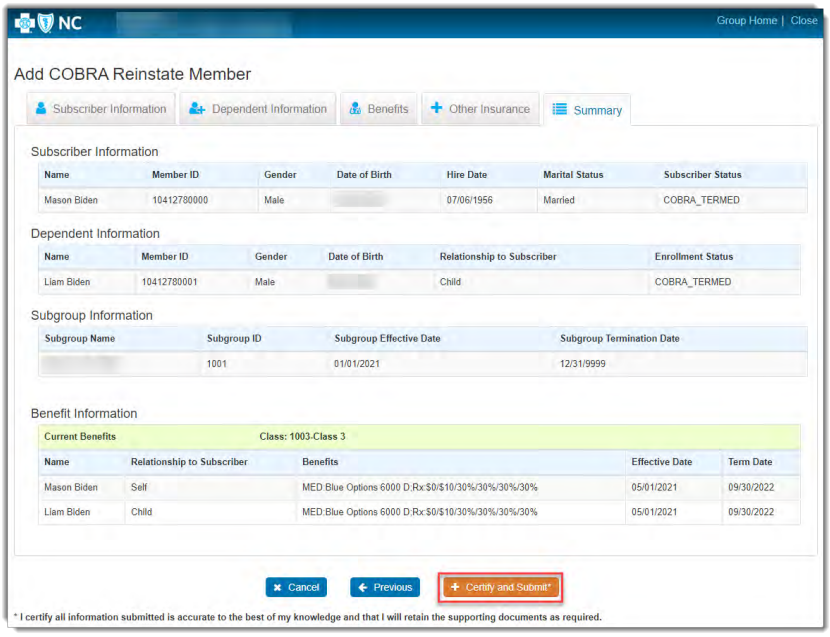
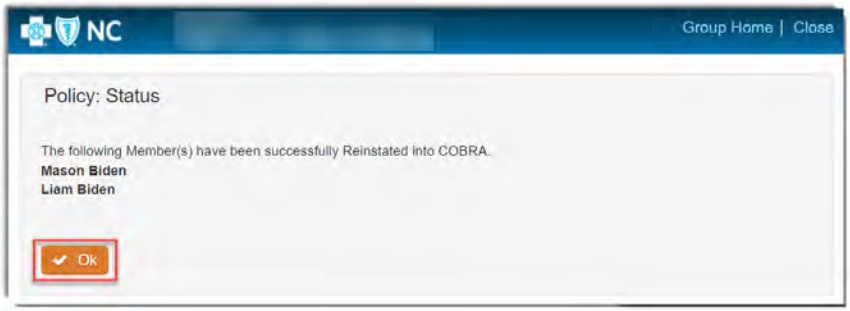
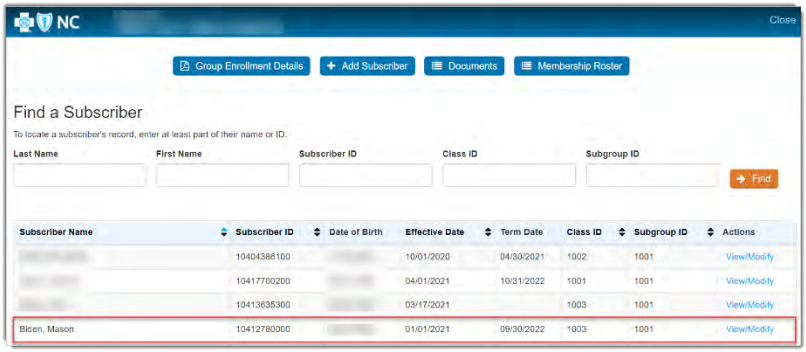
Step	Action	Comments
9	The **Policy: Status** screen indicates that the dependent(s) were added successfully to the COBRA policy. Click **Ok**. 	**Tip:** In this example, the dependent spouse becomes the new subscriber of the COBRA policy. A new **Subscriber ID** is created only when the original subscriber is not enrolling on the COBRA policy and the dependent becomes the subscriber of the policy.
10	The screen returns to the **Group Home Page.** The COBRA policy subscriber is shown with the new **Subscriber ID** and **COBRA Termination Date** for the COBRA policy.  **Please note:** When the Subscriber is not displayed in the Group Home Page, the newly added COBRA policy holder can be located using the filter fields and selecting the **Find** button as shown.	**Tip:** The new subscriber ID is only given when a dependent becomes the subscriber once enrolled on COBRA/State Continuation. COBRA/State C&C coverage begins the day after the member's termination date, so there is no gap in coverage (i.e., effective/begin date = member's termination date + one day).

Reinstate COBRA or State Continuation (State C&C)

Step	Action	Comments
1	From the **Group Home** page, locate the subscriber to be **Reinstated** to the COBRA policy and click **View/Modify.**  **Please note:** Tip: Only subscribers who are terminated from COBRA policy can reinstate their COBRA policy. Leave of absence is not a COBRA/State Continuation-eligible termination reason code.	**Tip:** Only COBRA/State Continuation members terminated prior to their calculated COBRA/State Continuation expiration/end date are eligible to be reinstated. If the subscriber is included in COBRA/State Continuation reinstatement, only dependents who were effective as of policy termination (i.e., same termination date as subscriber) are eligible for reinstatement. The subscriber may exclude any eligible dependent(s) from reinstatement. The COBRA policy's term date can be seen on the Group Home page once the subscriber enrolls on COBRA.

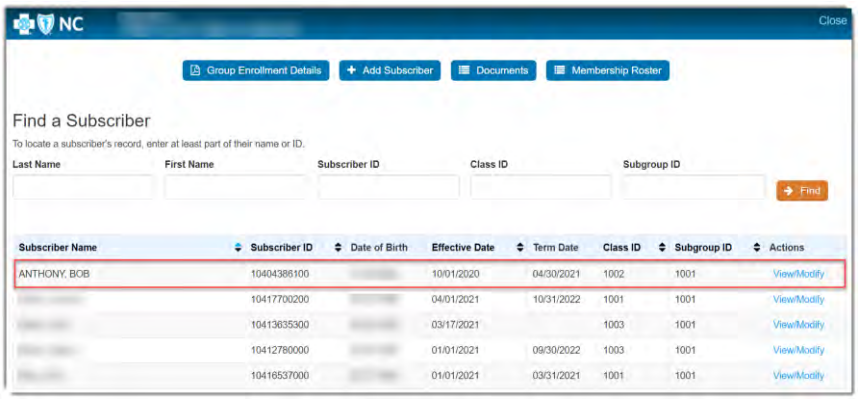
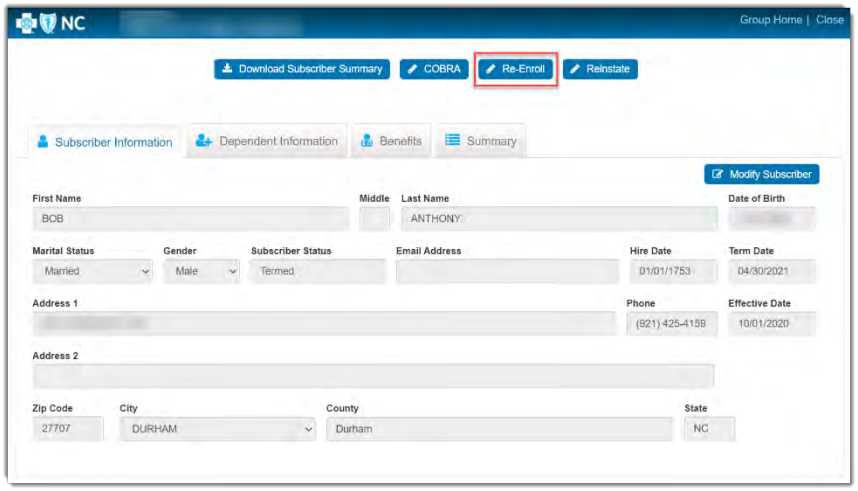
Step	Action	Comments
2	From the **Subscriber Home Page**, click **Reinstate COBRA.** 	**Tip:** If the group is State Continuation compliant, the **Reinstate C&C** button appears**.**
3	The **Select Members to be enrolled** page appears.  Select the applicable member(s) to be reinstated to the COBRA policy. Click **Continue.**	**Tip:** If the subscriber is included in COBRA/State Continuation reinstatement, only dependents who were effective on the COBRA /State Continuation policy as of the subscriber/policy termination date are eligible for COBRA/State Continuation reinstatement. The subscriber may exclude any eligible dependent(s) from reinstatement. If the subscriber was terminated, he must be reinstated to reinstate the COBRA/State Continuation policy and any eligible dependent(s).

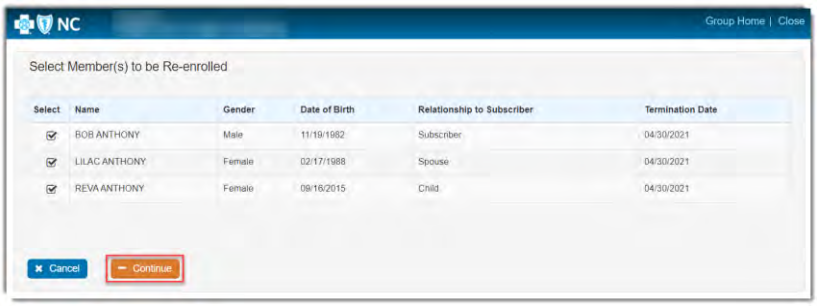
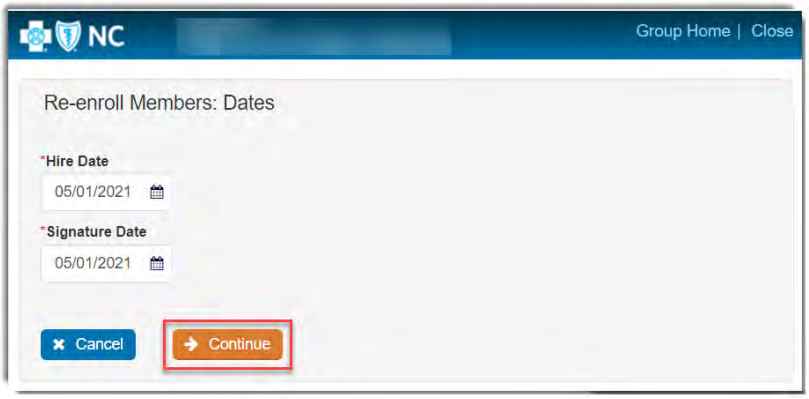
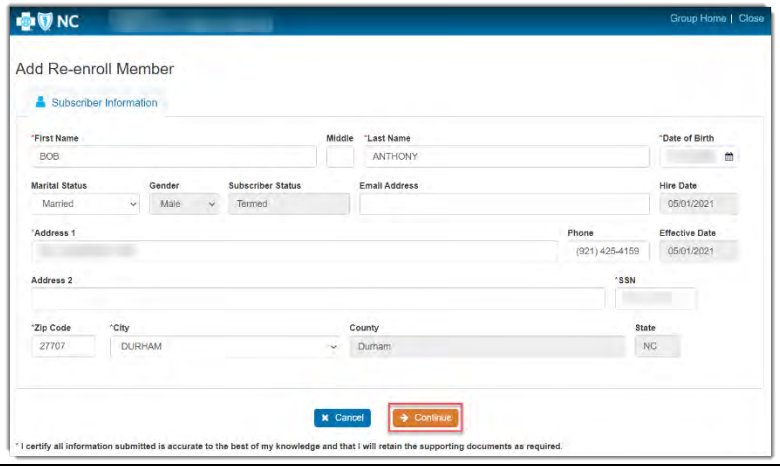
Step	Action	Comments
4	The **Add COBRA Reinstate Member** page appears with **Subscriber Information**. Click **Continue**. 	
5	The **Add COBRA Reinstate Member** page appears with **Dependent(s) Information**. Click **Continue**. 	
6	The **Add COBRA Reinstate Member** page appears with **benefits** information for the selected member(s). Click **Continue.** 	**Tip:** Reinstatement (effective) date must be equal to or later than current/ transaction date minus the group's retroactive period (in days). For the coverage period that coincides with their COBRA/State Continuation termination, member(s) must be enrolled in the same COBRA/State Continuation benefits that were in effect when member was terminated.

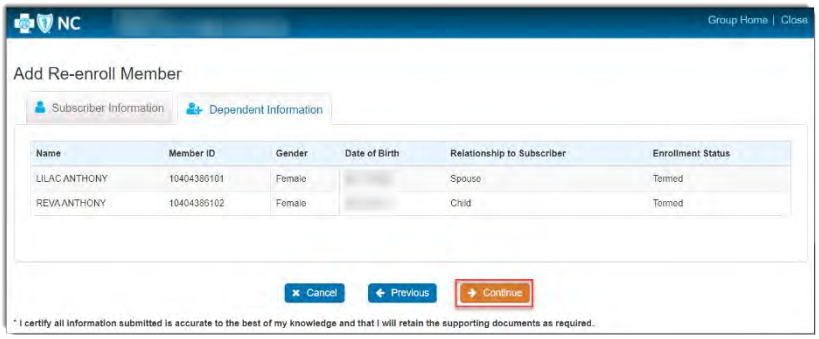
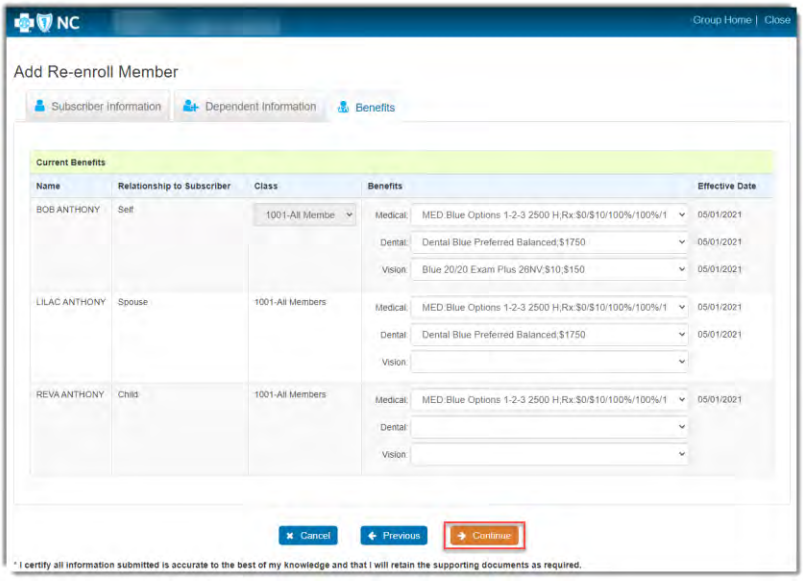
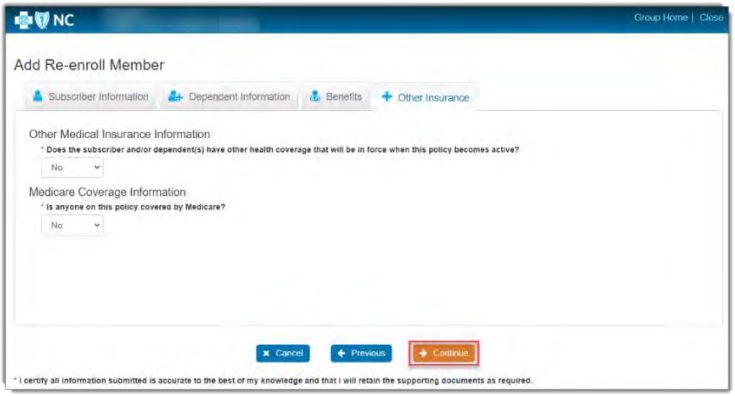
Step	Action	Comments
7	The **Add COBRA Reinstate Member** page appears Other Insurance. Click **Continue**. The **Add COBRA Reinstate Member** page appears with **summary** information for the selected member(s). Click the **Certify and Submit** button. 	
8	The **Policy: Status** page displays where it states that the member(s) were added successfully. Click **Ok.** 	
9	The **Group Home page** displays, where the COBRA termination date can be viewed in the Term Date column. 	

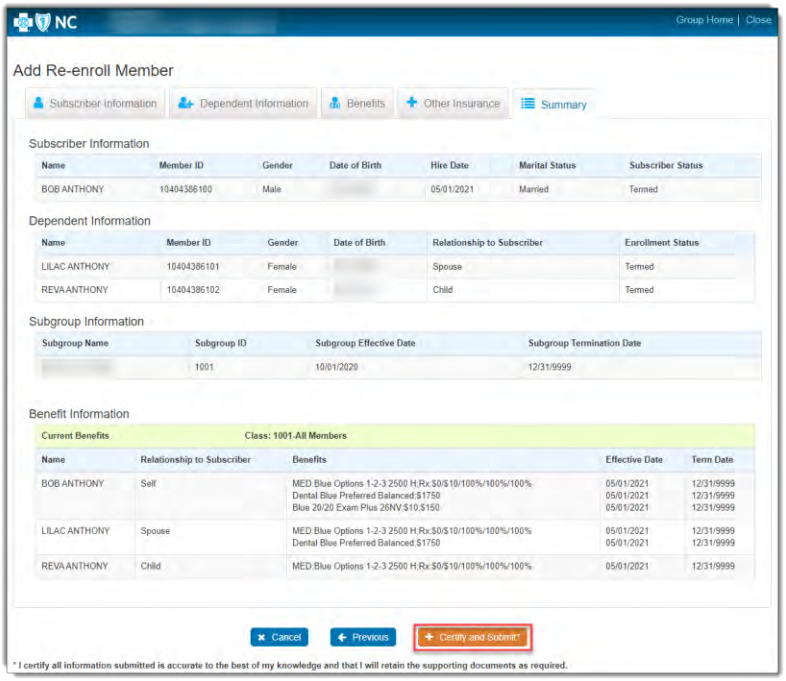
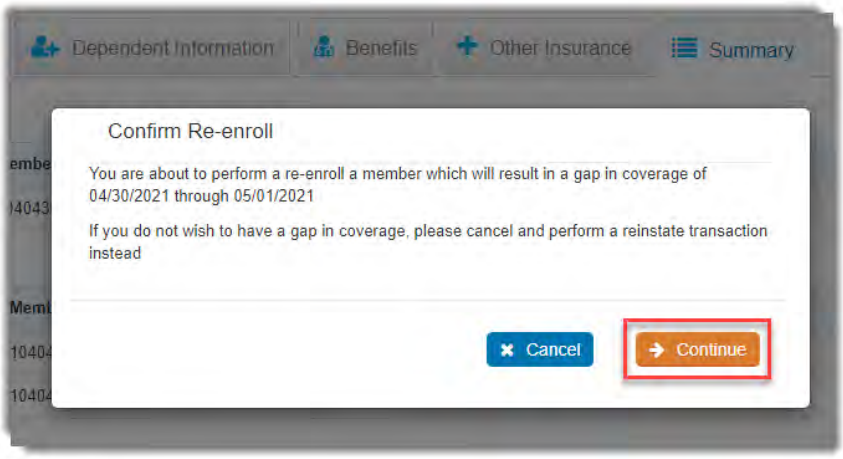
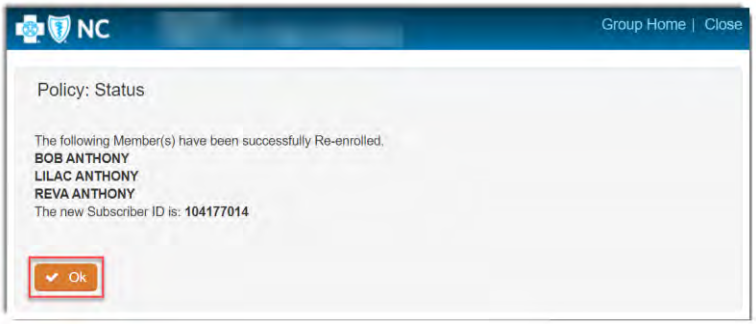
Re-enroll a Subscriber

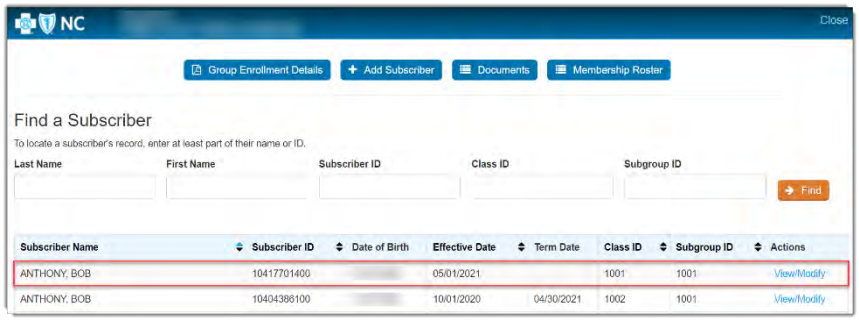
The **re-enroll** transaction should be utilized when a terminated subscriber (including or excluding dependents) on a group policy needs to be re-enrolled in the same group resulting in **a gap in coverage** and a new subscriber ID number. For example, a terminated subscriber is re-hired as an employee whereas the contractual probationary period applies and is used to determine the new effective date for the subscriber. To prevent duplicate entry, this function displays the demographic information from the prior (terminated) member record(s) that can modified as needed for the new policy.

Step	Action	Comments
1	From the **Group Home page**, locate the subscriber to re-enroll. Click **View/Modify.** 	**Tip:** If a subscriber was terminated, he/she **must** be re-enrolled from the terminated policy for any eligible dependents to re-enroll. The subscriber may exclude any eligible dependent(s) from the original, terminated policy during the re-enroll transaction.
2	Click **Re-Enroll.** 	**Tip:** All demographic data from the member's original, terminated record can be modified for re-enrollment.

Step	Action	Comments
3	**Select Members to be enrolled** page displays. Select the Member(s) to be **re-enrolled.**  Click **Continue.**	**Tip:** The subscriber may exclude any eligible dependent(s) from the original, terminated policy for the re-enroll transaction.
4	The **Re-enroll Members: Dates** page diplays. Enter the **Hire Date** and the **Signature Date.** Click **Continue.**  	**Tip:** On the **Re-enroll Members: Dates** page, enter the **Subscriber Hire Date** and the **Signature Date**, using the calendar icon box. Click the **Continue** button when completed. The **Subscriber Hire Date** and **Signature Date** will determine if the transaction is considered a timely new hire or is being added due to a **qualifying life event**. This example reflects a timely hire.
5	The **Add Re-enroll Member** page displays. Click **Continue**.  	**Tip:** The demographic data from the subscriber's original, terminated record can be modified for re-enrollment.

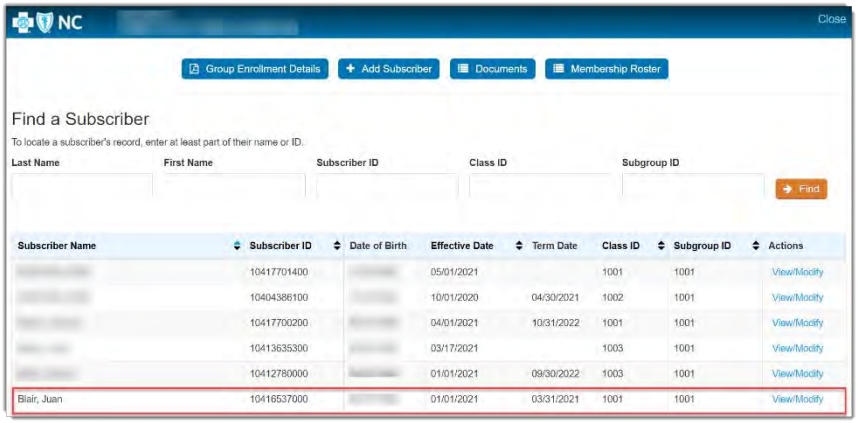
Step	Action	Comments
6	The **Add Re-enroll Member** page displays with **Dependent**(s) **Information.** Click **Continue.** 	
7	**Add Re-enroll Member** page displays with **Benefits** tab. Select the applicable **Benefits** from the drop-down menu. After selecting the **Benefits** for the subscriber and dependent(s), click **Continue.** 	**Tip:** The benefits available to dependent(s) are limited to those selected by the subscriber.
8	The **Add Re-enroll Member, Other Insurance** tab displays. Click **Continue.** 	

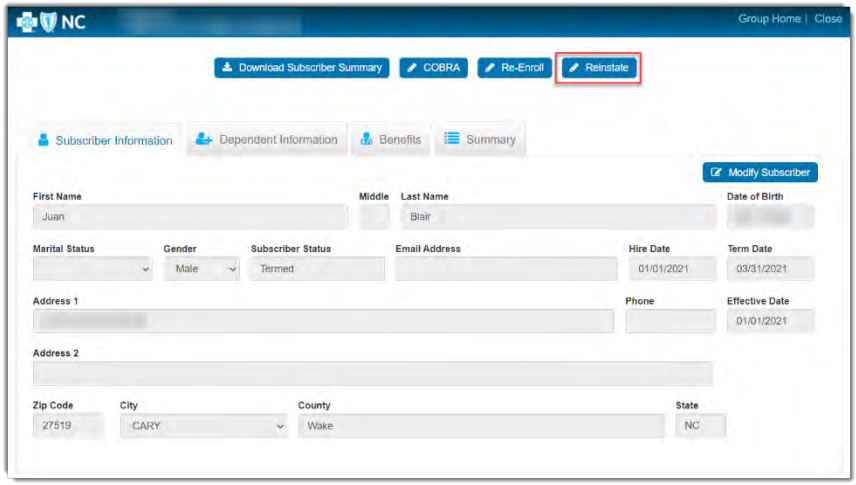
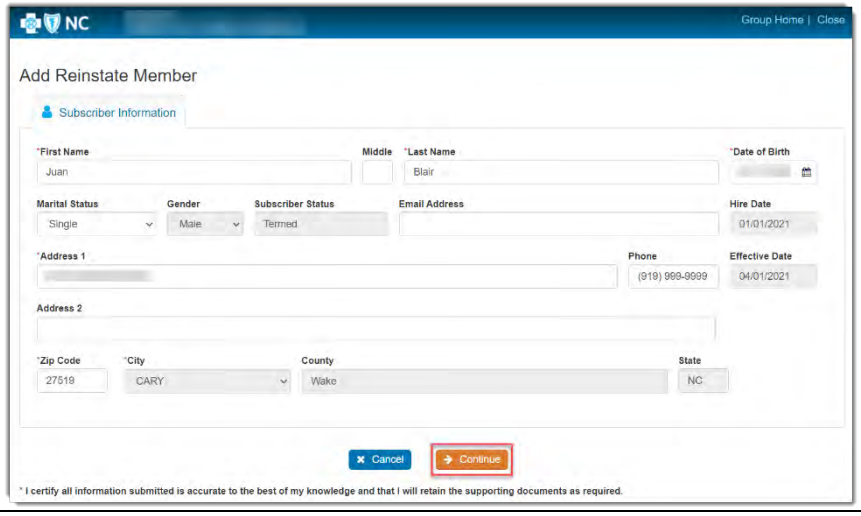
Step	Action	Comments
9	The **Add Re-enroll Member, Summary** tab displays. Click **Certify and Submit.**  Confirm Re-enroll page displays. Click **Continue**.  	
9	The **Policy: Status** page displays with new subscriber ID. Click **Ok**.  	**Tip:** When a subscriber re-enrolls, a new subscriber ID is assigned.

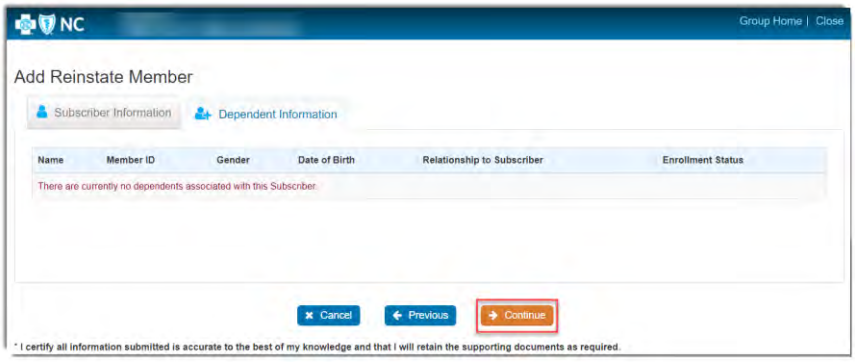
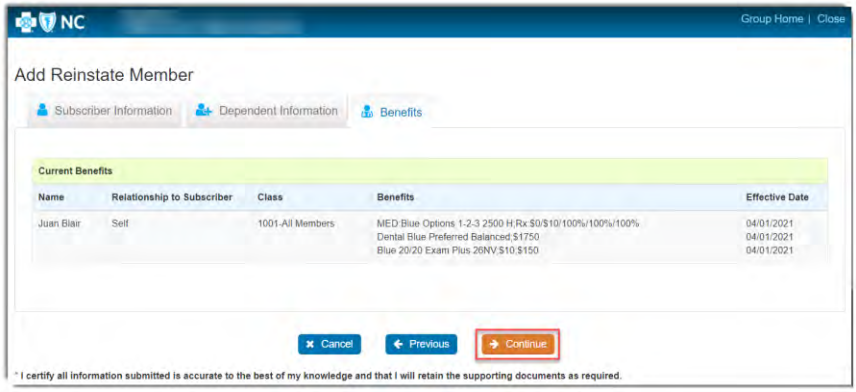
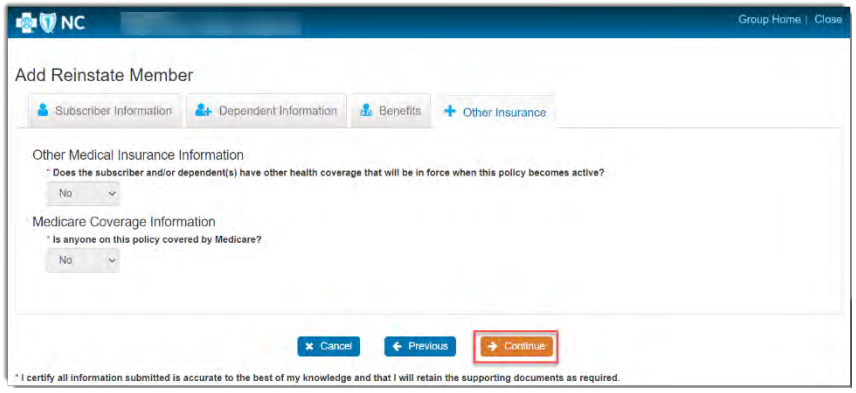
Step	Action	Comments
10	The **Group Home page** displays. The subscriber can be located using the search filter field followed by the **Find** button.The new effective date is displayed in the **Effective Date** column along with the **new subscriber ID** in the **Subscriber ID** column. 	**Tip:** The prior subscriber policy is still reflected on the Group Home page and Membership Roster for reference.

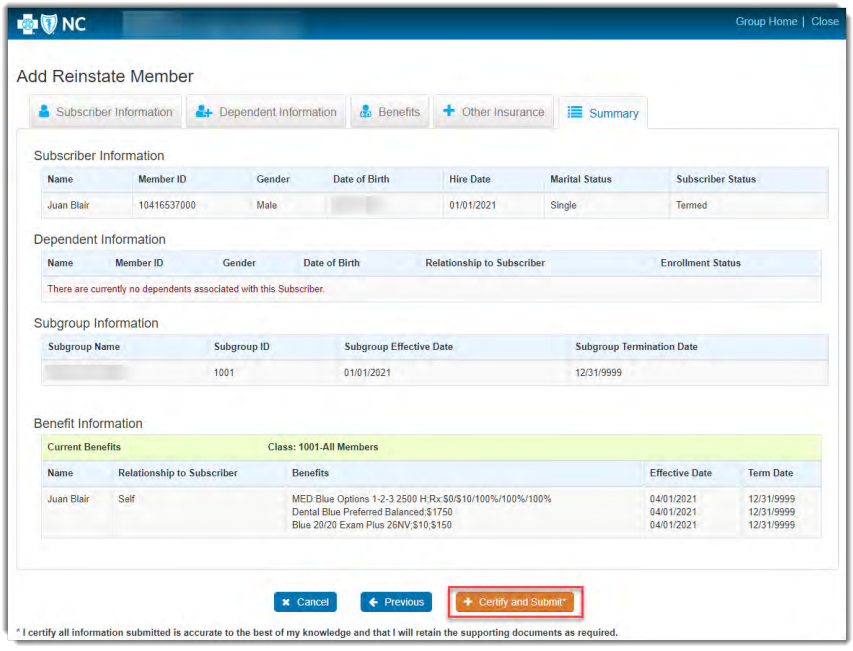
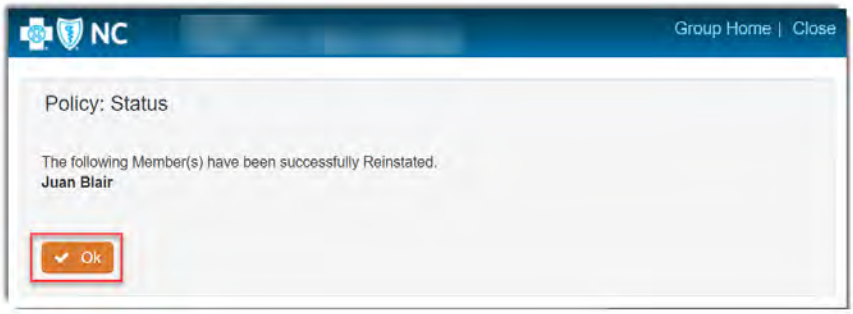
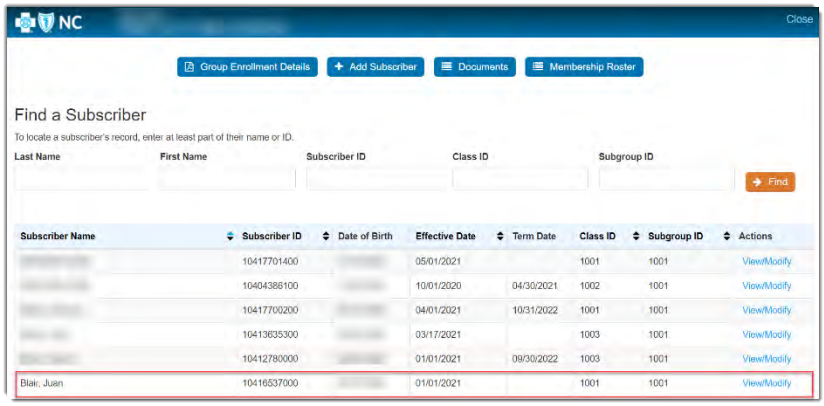
Reinstate a Subscriber

The **reinstate** transaction should be utilized when a terminated member needs to be reactivated on the same group **without a gap** in coverage. If the subscriber is included in reinstatement, only dependents who were effective as of policy termination (i.e., same termination date as subscriber) are eligible for reinstatement. Terminated dependents of an active subscriber policy can also be reinstated. For example, if a subscriber and/or dependent is terminated in error, the reinstate transaction should be utilized to add the member back onto the same policy with no gap in coverage.

Step	Action	Comments
1	From the **Group Home Page,** select the subscriber to be reinstated. Click **View/Modify**. 	

Step	Action	Comments
2	Select **Reinstate.** 	
3	The **Select Members to be Reinstated** page displays. Select the member(s) to be reinstated, click **Continue.**	**Tip:** When the subscriber is included in reinstatement, only dependents who were effective as of the policy termination (having same termination date as subscriber) are eligible for reinstatement. Terminated dependents of an active subscriber can be reinstated as well as terminated subscribers including eligible dependent(s).
4	**Add Reinstate Member** page with **Subscriber Information** tab displays. Click **Continue.** 	**Tip: Hire Date, Date of Birth and Social Security Number (SSN)** are not editable during reinstatement of a subscriber.

Step	Action	Comments
5	The **Dependent Information** tab displays. Click **Continue.** 	
6	The **Benefits** tab displays. Click **Continue.** 	**Tip:** Only product(s) effective as of the date of member termination are eligible for reinstatement. Members cannot add, change, or remove benefits at reinstatement for the coverage period that coincides with subscribers' termination.
7	The **Add Reinstate Member, Other Insurance** tab displays. Click **Continue.** 	

Step	Action	Comments
8	The **Add Reinstate Member, Summary** tab displays. Click **Certify and Submit.** 	**Tip:** The effective date for reinstating a subscriber is equal to the subscriber's termination date plus one day (i.e., no gap in coverage).
9	The **Policy: Status** page displays. Click **Ok.** 	
10	The Group Home page displays. 	**Tip:** Reinstatement retains the former subscriber ID number since there is no gap in coverage.

Helpful Tips

Listed below are helpful tips and reminders to assist with processing member maintenance in the new application.

- The Membership Roster is available as of the effective date after a new group is enrolled in our membership system.
- Member Maintenance is real time. Upon clicking 'Certify and Submit', the policy is automatically enrolled. It takes approximately 24 hours on average for pharmacy benefits to update in Prime.
- The qualifying event Open Enrollment will only display as an available QE once a group's renewal has been processed in our membership system and for 30 days following the effective date.
- Utilize the Cancel Coverage link to remove a line of business from a member. Utilize the Terminate button to remove a member from all lines of coverage.
- The Member Maintenance application is used only for specific member maintenance tasks. Group level changes (such as probationary period changes, adding or removing domestic partners, etc.) are handled at renewal via the group application.
- Fields that are not marked with a red asterisk (*) are optional fields.
- Domestic addresses and ZIP codes are validated against the United States Postal Service (USPS) database.
- If there are two cities within the same ZIP code, the member maintenance application will provide options. Remember to select the city according to what the member provides.
- Select the year first from the calendar (pick option). Selecting the year first allows all months to appear for selection.
- The maintenance application will not process a date of hire in the future or a future qualifying event. This is a Blue Cross NC business rule that is also followed with paper processing by the Membership team. Coverage cannot be provided prior to the hiring event or the qualifying event.

Enroll COBRA/State Continuation

- A member must have been covered by the group for at least one day to be eligible for COBRA.
- A member must have been covered by the group for at least three consecutive months to be eligible for State Continuation.
- Members cannot be enrolled onto COBRA/State Continuation until after the termination date of the active policy (e.g., the COBRA/State Continuation button will not appear for future term date member(s).
- Domestic partners and children of domestic partners are not eligible for COBRA coverage.
- Domestic partners and children of domestic partners are eligible for State Continuation coverage.
- Retirees are not eligible for COBRA/State Continuation coverage.
- Members can reduce the level of coverage when initially enrolling on COBRA/State Continuation but cannot add coverage. Examples: If a group is on a high/low plan, the subscriber can move from the high plan to the low plan, but not move from the low plan to the high plan. If a subscriber was enrolled in multiple products (e.g., medical, dental and vision), they may choose to waive a product when they enroll on COBRA/State Continuation, but they cannot elect new products to their coverage.
- COBRA/State Continuation members may choose from all available (medical, vision and dental) products upon renewal. The renewal coverage period is the coverage period *following* the coverage period that coincides with the member's termination.

Reinstate COBRA/State Continuation

- COBRA/State Continuation policies or members terminated prior to their calculated COBRA/State Continuation expiration/end date are eligible to be reinstated.
- If a subscriber is included in a COBRA/State Continuation reinstatement, only dependents who were effective as of the policy termination (i.e., same termination date as subscriber) are eligible for reinstatement. Any eligible dependent(s) may be excluded from reinstatement.
- If a subscriber was terminated, the subscriber must be reinstated to reinstate any eligible dependents previously covered on the COBRA/State Continuation policy.
- For an active COBRA/State Continuation subscriber to reinstate a terminated dependent, the dependent(s) must have been enrolled on the COBRA/State Continuation policy prior to the termination.

Re-Enroll a Subscriber

- Probationary periods are waived for employees re-hired within 90 days of being laid off.

Reinstate a Subscriber

- Only members with the same termination date may be reinstated within the same reinstate transaction.
- New dependents cannot be added to a policy for any coverage period during the reinstatement transaction.
- Retirees are eligible for reinstatement.

Helpful Tips for adding COB (coordination of benefits) during Enroll COBRA/State Continuation, Reinstate and Re-enroll

Enroll COBRA/State Continuation

- If a member(s) has other coverage information/COB, the member is not eligible to enroll into COBRA/State Continuation policy.
- A member can enroll into COBRA/State Continuation policy, only after the other coverage/COB is terminated.
- The COBRA/State C&C button will not appear until the other coverage/COB is terminated.

Reinstate COBRA/State Continuation

- If a member(s) has other coverage information/COB, the member is not eligible to reinstate their COBRA/State Continuation policy.
- The COBRA/State C&C button will not appear until the other coverage/COB is terminated.

Re-Enroll a Termed Member

- Other coverage information/COB can be added to a member(s) during Re-enroll transaction.

Reinstate a Termed Member

- If a member(s) has other coverage information/COB during termination, the same COB information would be available after successfully reinstating the subscriber or dependent(s).
- If a member(s) does not have other coverage information/COB during termination, the COB information can be added after successfully reinstating the subscriber or dependent(s).

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