MASSACHUSETTS

BENEFITS ADMINISTRATOR QUICK TIPS

Follow these helpful tips for a seamless BluesEnroll experience.

How to add new employees:

On the home page, select the **Add a new employee** button on the right-hand side.

Note that required fields are marked with an asterisk (*).

The following fields are required to add a new employee to the system:

- First and last name
- Gender
- Date of birth
- SSN
- Hire date (if you don't know the date, you can use the effective date of coverage)
- Address

Other fields may be required depending on the settings established for your company.

How to access the system as a benefit administrator

You may log directly into the system if you already have login credentials at secure-enroll.com/go/bcbsma.

If you don't have login credentials, you can self-register by following the directions in the Self-Registration Guide:

BluesEnroll Self-Registration Guide.pdf

Login requirements

To log in to the system, enter your username and password and click **log in**. Your password must:

- Be between 12–64 characters
- Contain all of the following:
  - Uppercase letter
  - Lowercase letter
  - Number
  - Symbol

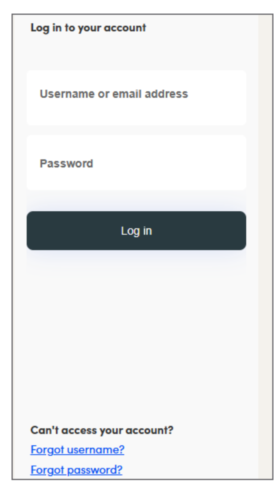
***At first login, you'll be prompted to select a multifactor authentication method.**

Session timeouts

A system message warns you that you'll be logged out of the system if you remain inactive after 30 minutes. If you don't respond to the message, you're returned to the login page and must re-enter your username and password and complete the multifactor authentication requirements.

How to reset passwords

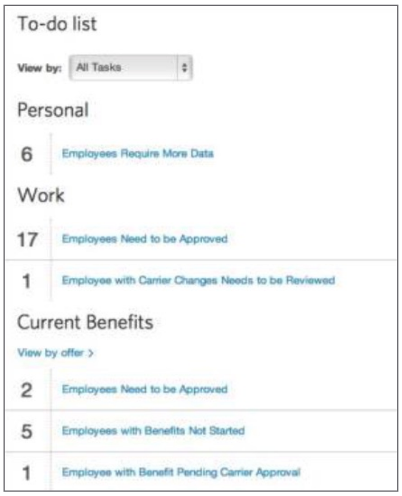
If you forget your password, select the **Can't access your account** links on the login page. This will only work if you set up your own login information. Otherwise, you can email **blue.enroll@bcbsma.com** to have your password reset.



(Continued)

How to manage daily tasks

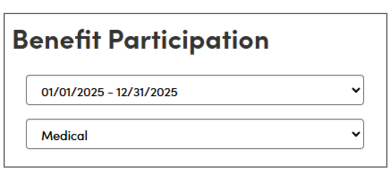
The **To-do list** section shows actions that you need to perform based on specific categories of information, like an employee's tasks under the **Personal**, **Work**, or **Current Benefits** sections. Keeping up with the items in your to-do list is important to ensure that data is sent to us quickly and your employees' benefits are processed promptly. If tasks are pending, this data won't transmit to Blue Cross systems.



Note: If your company has over 1,000 employees, the to-do list is collapsed by default. You must select View by > All Tasks to see all categories of information.

How to manage open enrollment

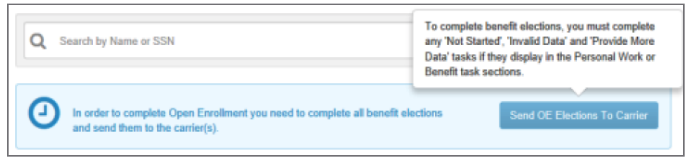
To process open enrollment transactions, your renewal needs to be finalized. You can check to see if your open enrollment period is open in the system on the home screen. Scroll down to the **Benefit Participation** section and click on the drop-down menu to see the dates. If your open enrollment period is available, you'll see the most recent renewal period dates listed. Example: 1/1/2025-12/31/2025.



We don't accept any change spreadsheets for enrollment elections. All enrollments need to be processed online via the system.

At open enrollment, you only need to make changes to employees that are making a benefit change. If an employee wants to keep the same coverage they had last year with no changes, no action is needed.

When you make a change to an employee it will transmit to us automatically, as long as a task isn't generated. You don't have to click the **Send OE Elections To Carrier** button.



How to change plans for an existing employee

- Search for the employee.
- Select the **Benefit Details** link for the employee on the left-hand side.
- Click **Edit Benefits** on the right-hand side.

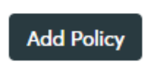
Note: If you're outside the open enrollment period or outside the allowable retro limit period, you may be required to enter a life event, such as birth, marriage, etc., as a reason for changing the employee's benefit plan.

- Select the **Edit** button next to the **Plan name** section to change the benefit plan.
- Select the new benefit plan and click **Next**.
- Continue with the enrollment flow and click **Save** when you have completed the plan change.

How to add COBRA benefits for an employee

Employees and dependents that are terminated from active group coverage may be eligible for a COBRA election. To add a subscriber and/or family to COBRA the employee must be terminated.

- Search for the employee.
- Select the **Benefit Details** link on the left-hand side.
- At the top of the page you'll see **COBRA Benefits** and the available plans.
- Select the **Add Policy** button on the right-hand side.



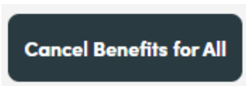
- Choose an existing event using the drop-down, then click **Next**.
- The plan the employee had will be defaulted. Click **Next**.
- If all family members are electing COBRA, then click **Next**. If not, click **Waive Coverage** next to the dependent.
- The COBRA effective date will default to the date the employee lost coverage or was terminated. Click **Next**.
- Save the benefit election.

(Continued)

How to cancel benefits for an active employee

When you cancel benefits for employees, they remain active (usually the employee chooses to go on their spouse's coverage).

- Search for the employee.
- Select the **Benefit Details** on the left-hand side.
- Click **Edit Benefits** on the right-hand side.
- Click the **Cancel Benefits for All** button.



- Select the change reason, then click **Next**.

Note: a change reason will only be prompted if you're outside your open enrollment period.

- Enter the date of request (cancellation date).

Note: if you enter a cancellation date of 10/1 this means the last day of coverage is 9/30 and first date of no coverage is 10/1

- Enter the date you were notified. You can type in "today." Click **Next**.
- The end date will populate, then click **Next**.
- Review and save the changes.

How to terminate employment and the difference between terminating employment and canceling benefits

When you cancel benefits for employees, they remain in an active status (they're still employed just not electing coverage). Terminating employment means the employee is no longer working for the company.

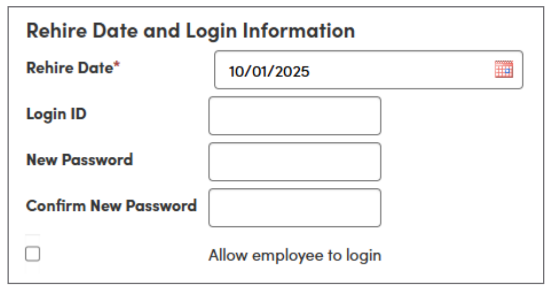
Note: You must terminate an employee for them to be eligible for COBRA.

- Search for the employee.
- Select **Terminate Employment** from the **Manage Employee** drop-down menu.
- Enter the employment termination date for the employee.
- Enter a termination reason and click **Next**.
- Review the benefit cancellation date for each benefit available. This date is pre-populated based on the employee's termination date and the benefit termination rule.
- Save the changes.

How to rehire employees

Once employment is terminated, employees can be rehired, and their benefits can be reinstated. To rehire an employee:

- Search for the employee.
- Select **Rehire Employee** from the **Manage Employee** drop-down menu.
- Enter the employee's rehire date (this date must be after the termination date).
- (If applicable) Reset employee login and password.
- Click **Next**.



Note: You can assign a new password for the rehired employee. If you allow your employees access to make their own changes, create a new password and select the Allow employee to login box; if not, leave the fields blank.

- Select the appropriate **Benefit Reinstatement** button.
- Specify how to reinstate benefits **(With No Lapse in Coverage reinstates the employee with no break in coverage. With a Wait Period re-enrolls the employee in benefits leaving a break in coverage)**.
- Review the rehire information and click **Save**.
- Check the effective date to confirm that it's correct.

Report types and how to access them

You can create numerous group reports, including benefit detail, employee census, and dependent census reports. From the **Data & Reporting** tab on the left hand-side, you can:

- Generate reports in multiple file formats, including PDF, Excel, or CSV.
- Sort reports by employee name or SSN.
- Group and/or filter reports.
- You can also generate employee specific reports from the **Employee Reports** section of the employee's record.

003948944 (10/25)