

GROUP BENEFITS ADMINISTRATION

WEB GUIDE



Empire  
BLUECROSS BLUESHIELD

empireblue.com

VIEW, RECALCULATE AND PAY BILLS ONLINE

Request Online Access to Bills

- Click on the Billing tab on the top right-hand side of your personal Welcome page.
- Click “Edit your billing preferences” at the bottom of the page.
- You will see the options to Access Bills Online and get Bills in Regular Mail. Select your billing preference for each group and subgroup by clicking on the appropriate radio button, and click “Continue.”
- Confirm your selection by clicking “Continue” again on the next screen. Or, select “Cancel” to revise your selections or stop the transaction.
- An acknowledgement screen will confirm that your billing preferences have been updated. We will send you an e-mail confirming the change. We also send written confirmation of the change to your group’s authorized billing contact.
- Your bills will be available online beginning with the billing cycle following your request.

View Bills

- Click the Billing tab on the right-hand side of your personal Welcome page.
- To view an unpaid bill, select the appropriate billing period date link.
- Click “See history” to view your paid bills or to view your group’s four most recent bills.
- At the Billing History page, choose the appropriate group or subgroup number for the group whose bills you want to view using the drop down box at the top of the screen. Then click “Go.”
- You may view the details of any adjustments made to a bill by clicking on the adjustments line item in the summary.
- Click “Print” at the lower right corner to obtain a printer-friendly copy of your billing history.

Recalculate Bills

- Make the appropriate enrollment changes for your group by selecting “Employee Admin” or “Enroll Employee” from the links at the top of the screen.

- Click on the Billing tab to return to billing page.
- Click “Recalculate Bill” for the bill you want to adjust. You will see the Projected Due Amount that was calculated based on your changes.
- Click the “Details” link to see a list of changes that will be applied to your bill.
- Check the box to confirm that the list reflects all your requested changes. Then, click “Confirm.”
- An acknowledgement screen will confirm that your bill has been recalculated and is ready to be paid. You may not recalculate or pay any other bills until this bill has been paid.

Pay Bills

- From the Billing page click “Pay Bill.”
- Review details and click “Continue” to pay bill. You will be directed to the JPMorgan Chase secure payment site — PayConnexion.SM
- Returning users may log into the PayConnexion site using their previously defined User ID and Password, and follow payment instructions.
- If you are paying your Empire bills online for the first time, you must register on the PayConnexion site using an Empire-assigned authorization code. We will e-mail that ID to you at the time you click “Continue” to pay your bill (see above), and you must retrieve it from your e-mail inbox before you proceed to pay your bill online.
- Retrieve your authorization code from the e-mail inbox associated with the e-mail address you used to register with Employer Online Services. Return to the PayConnexion log-in screen.
- At the PayConnexion log-in page, click “Register,” complete all of the bolded fields (entering your Empire-assigned authorization code where noted), and click “Submit.”
- A payment confirmation screen will confirm that your payment has been processed. Click “Exit” to return to Empire’s Employer Online Services.

To learn more about the billing features:

- Click on the Billing tab on the right-hand side of your personal Welcome page.
- Click on “Billing Features.”

LOG IN

- Go to the Employer site at empireblue.com. On the left side, click “Log in.”
- At the Welcome page, enter your User ID and Password; click “Enter.”

VIEW THE STATUS OF CLAIMS

- Enter either the employee’s name or ID number at Select Employee and click “Go.”
- Select the Claims tab at the top of Employee Administration: Profile.
- Enter Claim Number and click “Search.”

REGISTRATION FOR PRIMARY GBA

- Go to empireblue.com and click on the Employers tab at the left of the screen.
- Click “Register” on the left of the screen.
- At the Welcome page, under Register, click “Register to use this site.”
- At Site Registration, enter the required information and click “Continue.”

If you are a member of the Empire group and are willing to use your membership information to expedite processing, your registration will become effective immediately.

If you are not an Empire member, or do not want to use your Empire membership information for registration, we will e-mail an activation key to you to complete the registration process. Follow the instructions in the e-mail on how to activate your registration.

Keep a record of the log-in identification and password you selected. You will need this information each time you log in.

ADD/CANCEL A DEPENDENT

Note: Adding or deleting a dependent can change the contract type for the employee.

- Enter either the employee’s name or ID number at Select Employee and click “Go.”

To add a dependent

- At Employee Administration: Profile click “Add a dependent.”
- Select the plan and click “Continue.”
- At Employee Administration: Add Dependent’s Coverage Information, enter all the information and click “Continue.”
- Enter the requested information and follow the prompts to complete the transaction.

To cancel a dependent

- At Employee Administration: Profile, scroll down to Dependent Information, select Cancel, select the Reason and enter the Effective Date. Click “Cancel coverage.”
- Select the plan(s) from which to cancel the dependent and click “Continue.”
- Complete the cancellation by clicking “Continue” or stop the transaction by clicking “Go Back to Employee Profile.”

ADD A PLAN ADMINISTRATOR

- Click on the User Admin tab at the top of your personal Welcome page. Scroll down and click “Add User.”
- Enter all the required information including role, account and group level access.

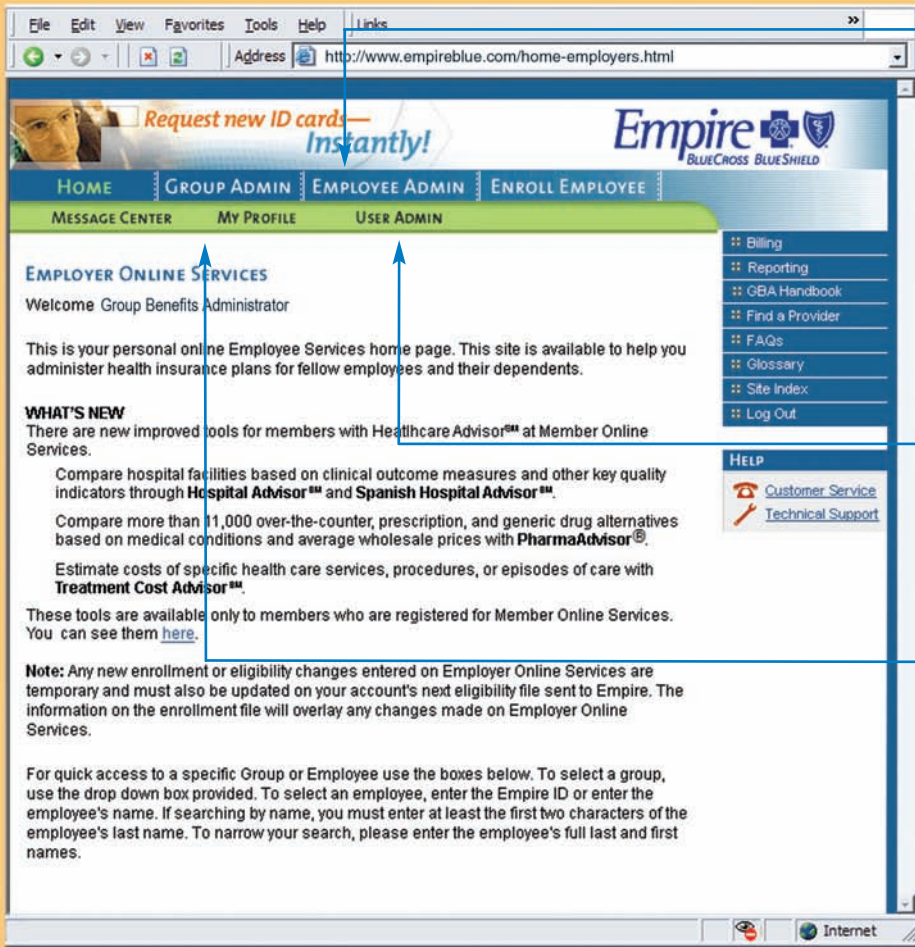
Option 1 User Admin – Manually Assign Group Level Access Rights.

- Select privileges for the role you have selected.
- Select groups for access rights.

Option 2 User Admin – Copy Access Rights from Another User.

- Select the user name from which you want to copy rights.
- Click “Continue” to confirm or “Back” to make changes.
- An activation key will be sent to the new user to complete registration.

FAST, EASY, CONVENIENT: *empireblue.com*



EMPLOYEE ADMIN:

- View status of claims
- View, change and update employee profiles
- Cancel an employee's coverage/enroll in COBRA
- Add/cancel a dependent
- View plan details, billing, rosters and forms

USER ADMIN:

- Cancel, delete or reinstate a plan administrator
- Add a plan administrator

GROUP ADMIN:

- View plan details
- Rosters
- View and pay bills online
- Forms

CANCEL, DELETE OR REINSTATE A PLAN ADMINISTRATOR

- Click on the User Admin tab at the top of your personal Welcome page.
- Select All Users or Users for Group (a specific group) and click "Display."
- You will see the names of all users, their roles and status. Click on your desired action ("Cancel," "Delete," or "Reinstate") in the last column for the selected user.
- Click either "Continue" or "Back" to complete or cancel your transaction.

Note: The primary GBA cannot be cancelled or deleted. You must notify Empire of any change to be made to the primary GBA.

VIEW PLAN DETAILS, ROSTERS AND FORMS

- Click on the Group Admin tab at the top of your personal Welcome page.
- You will see coverage summaries of all the groups to which you have access. To view details for a group, click "profile" next to it.
- At Group Administration: Profile, you can select tabs at the top of the page for the following functions:
 - **Coverage Details** — view options by group
 - **Roster** (for groups with fewer than 500 employees) — create and view lists of employees by status, contract, coverage terms and date
 - **Forms** — download and print the forms you need for your group

VIEW, CHANGE AND UPDATE EMPLOYEE PROFILES

- Enter either the employee's name or ID number at Select Employee and click "Go."
- At Employee Administration: Profile you can select any of these functions:
 - Change Address
 - Change Name, Birthdate or Sex
 - Add/Change Phone
 - Add/Change COB
 - Add/Change Payroll Location (where applicable)
 - Add/Change Department (where applicable)
 - Add/Change PCP (where applicable)
 - Add a Product
 - Transfer employees from one product to another (Transfer a Plan)

CANCEL AN EMPLOYEE'S COVERAGE/ENROLL IN COBRA

- Enter either the employee's name or ID number at Select Employee and click "Go."

To cancel an employee's coverage

- At Employee Administration: Profile, select Reason, enter the Effective Date and click "Cancel Coverage."
- Select the plan from which you want to cancel the member and click "Continue."
- At Cancel Coverage: Confirm the cancellation by clicking "Continue" or cancel by clicking "Return to Employee Profile."

To enroll an employee in COBRA

- At Employee Administration: Profile, select "Enroll in COBRA."
- Enter COBRA Effective Date and select either Maintain Current Plans for the employee and/or dependents or Select Plans and Dependents. Click "Continue."
- At Confirmation, you can click "Continue" or "Back" (to change or cancel).
- If Payroll Location/Department Information is requested, enter the required information and click "Continue."

REQUEST NEW ID CARDS AND PRINT TEMPORARY ONES

- Enter either the employee's name or ID number at Select Employee and click "Go."
- Click on the Print/Request ID Cards option at the top of Employee Administration: Profile.
- You have the option to Request ID Card and it will be mailed to you or print a temporary ID card.
- Click on "Print" under the Temp ID Card header for that employee. Print or screen print the health care card image for that employee.
- "Return to Employee Profile."

ENROLL EMPLOYEES

- Click on the Enroll Employee tab.
- Enter all the required employee information, select the coverage plan and click "I have read and agree to the above statement."
- At Coverage Information, enter all required information:
 - For a New Hire, enter the date of hire; for Other, select the event and enter the date. (The system will calculate the date of coverage for your plan.)
 - Click "Continue."
- Select the Benefit Package for the employee from those available and click "Continue."
- Payroll Location/Department Information is optional; if presented, complete the two fields and click "Continue."
- At Start Summary, you will get the effective date of coverage based on your group eligibility. Click "Continue" (or "Cancel").
- For community-rated groups: Proof of Employment, click "I Agree" to certify the employee is eligible.
- Enter Employee Information. Click "Continue."
- For HMO and POS plans, you can select the Primary Care Physician (PCP) for the employee.
- At Enroll Employee Complete, you can:
 - Click "Temporary ID Cards" to print a temporary ID card for the new employee
 - Click "Summary Page" to print a summary of this enrollment
 - Click "Employee Profile" to view a profile of the new employee
 - Click "Enroll Another Employee" to enroll another employee

EMPLOYER ONLINE SERVICES

At empireblue.com you can be confident that your information is secure and your transactions are implemented immediately. We are continually improving the site to make it easier and faster for you to administer your group's Empire health plan. For answers to common questions, click on the FAQs at the right side of every screen, or go to the Site Index to view the pages available.

- If you have a problem with the website, please contact Empire's Technical Support at **1-877-603-0923**.
- If you have a question about any procedure, call the GBA Contact Center at **1-866-422-2583** or your Empire Account Service Representative.



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