EMPLOYER RESOURCE CENTER REFERENCE GUIDE

Enrollment Services

BlueCross BlueShield of Vermont

An Independent Licensee of the Blue Cross and Blue Shield Association.

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SECTION 1: USER REGISTRATION

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SECTION 1: USER REGISTRATION

1. To start the registration process, go to www.bluecrossvt.org/employer-resource-center
2. Scroll down and select ‘Register Now’

   Register Now

   Access is not immediate upon registration. Please allow up to three business days for your request to be reviewed.
   An email will be sent to the address provided during registration when your request is processed.

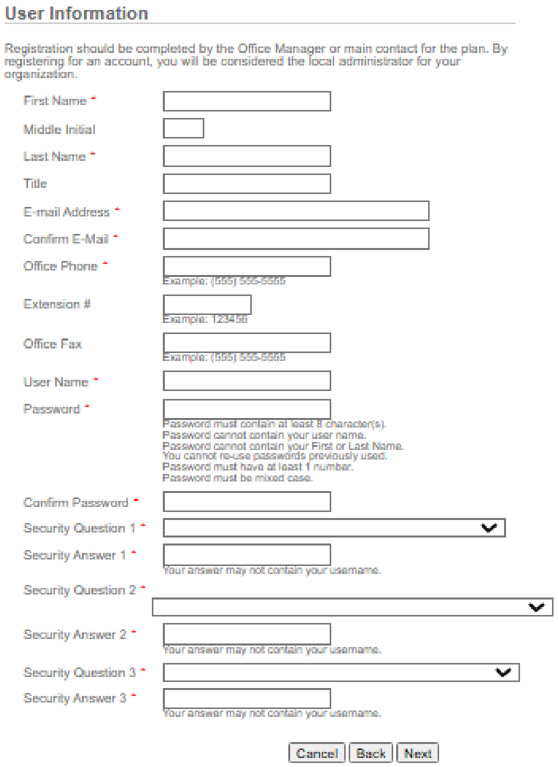
3. Confirm you are the appropriate person for the local administrator role. If you determine you are a user of the Employer Resource Center (ERC) but should not be a local administrator, please reach out to your group’s current portal administrator.

   ### What is a local administrator?

   If you are the first individual registering for your group you will be assigned the local administrator role. This means you will have access to all the standard features of the ERC (same access as the user role) plus the system administrator feature for setting up and overseeing all other users of the group. Typically, the local administrator role is assigned to one individual, though rights can be assigned to more than one person at the company.

SECTION 1: USER REGISTRATION

4. Enter the required User Information. **Be sure to take note of your username and password before clicking 'Next'.** Confirmation will be sent to the email address you provide.



User Information

Registration should be completed by the Office Manager or main contact for the plan. By registering for an account, you will be considered the local administrator for your organization.

First Name *

Middle Initial

Last Name *

Title

E-mail Address *

Confirm E-Mail *

Office Phone *

Example: (555) 555-5555

Extension #

Example: 123456

Office Fax

Example: (555) 555-5555

User Name *

Password *

Password must contain at least 8 character(s).
Password cannot contain your user name.
Password cannot contain your First or Last Name.
You cannot re-use passwords previously used.
Password must have at least 1 number.
Password must be mixed case.

Confirm Password *

Security Question 1 *

Security Answer 1 *

Your answer may not contain your username.

Security Question 2 *

Security Answer 2 *

Your answer may not contain your username.

Security Question 3 *

Security Answer 3 *

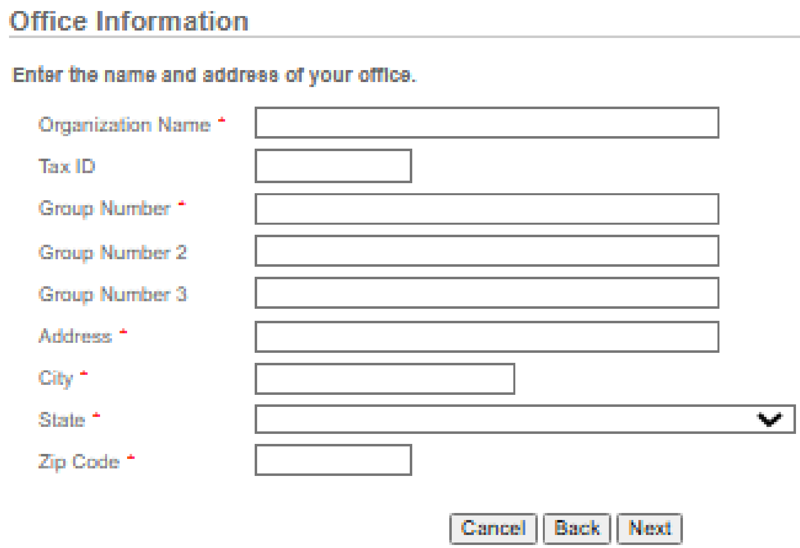
Your answer may not contain your username.

Cancel Back Next

(Required fields are marked with the * symbol)

SECTION 1: USER REGISTRATION

5. Enter the required group information under the Office Information section.
   *Do not include hyphens (-) in the Tax ID field.



(Required fields are marked with the * symbol)

SECTION 1: USER REGISTRATION

6. Review your Registration Summary, verifying that Office Contact Info and User Information are correct. Select ‘Back’ if corrections are needed or if you did not take note of your username and password on the User Information screen. Once completed, select ‘Finish’.

7. Registration Created- Keep a record of your User ID before clicking ‘Next’. You will not be able to return to this page.

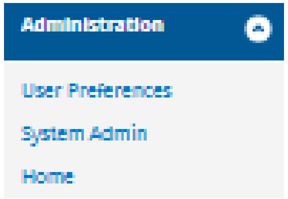
8. You have successfully completed your Blue Cross VT Employer Resource Center (ERC) registration! Once your request has been processed, you will receive an email advising if your registration has been approved or denied.

   Please note- ERC access is not immediately approved after registering. Please allow up to three business days for your registration request to be reviewed.

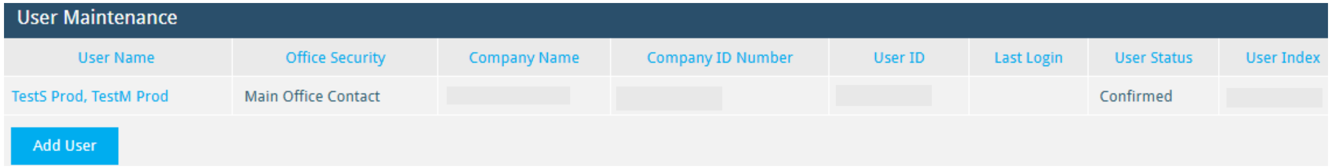
SECTION 2: SYSTEM ADMIN – VIEWING USERS

SECTION 2: SYSTEM ADMIN – VIEWING USERS

1. Select “System Admin” from the lefthand menu. **Only the local administrator can view users.**



2. The User Maintenance screen will appear. This will list all users associated with your group’s access list.


User Maintenance

User Name	Office Security	Company Name	Company ID Number	User ID	Last Login	User Status	User Index
TestS Prod, TestM Prod	Main Office Contact					Confirmed	

Add User

SECTION 3: SYSTEM ADMIN – ADDING A NEW USER

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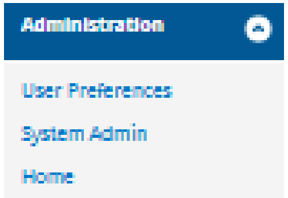
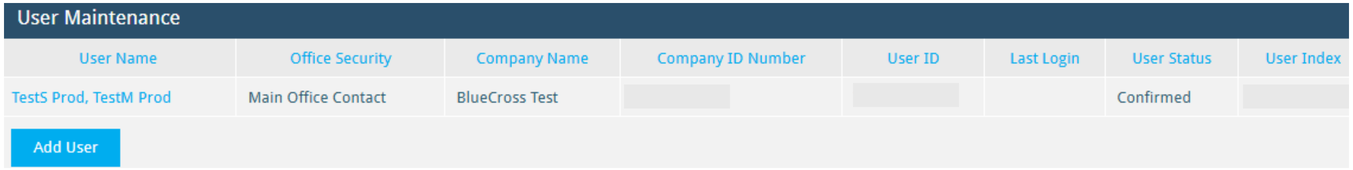
SECTION 3: SYSTEM ADMIN – ADDING A NEW USER

1. Select ‘System Admin’ from the lefthand menu. **Only the local administrator can add users.**



2. Once on the User Maintenance screen, select ‘Add User’.

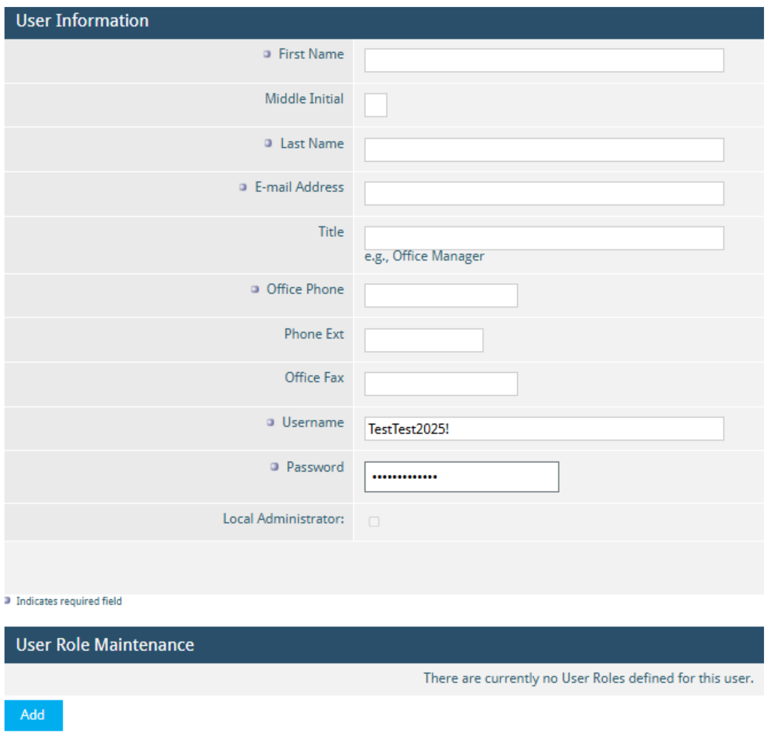

User Maintenance

User Name	Office Security	Company Name	Company ID Number	User ID	Last Login	User Status	User Index
TestS Prod, TestM Prod	Main Office Contact	BlueCross Test				Confirmed	

Add User

SECTION 3: SYSTEM ADMIN – ADDING A NEW USER

3. Enter all required information. You will need to create a username and password for the new user and provide the user with that information. The new user will be prompted to create a new password the first time they log in to their ERC user account.

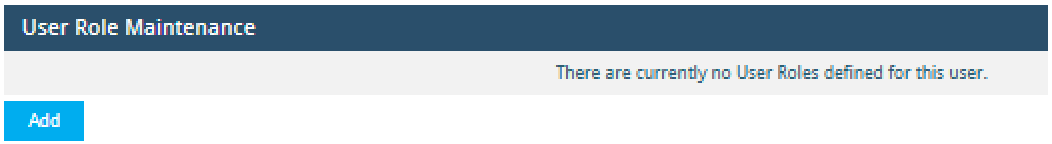


(Required fields are marked with the ° symbol)

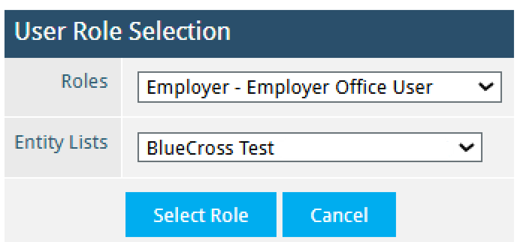
***Important Information:** You will need to assign a user role to the new user under User Role Maintenance. The user will not be added until a role is selected. Refer to the next steps for assistance.

SECTION 3: SYSTEM ADMIN – ADDING A NEW USER

4. To assign a user role to your new user, select ‘Add’ under User Role Maintenance.



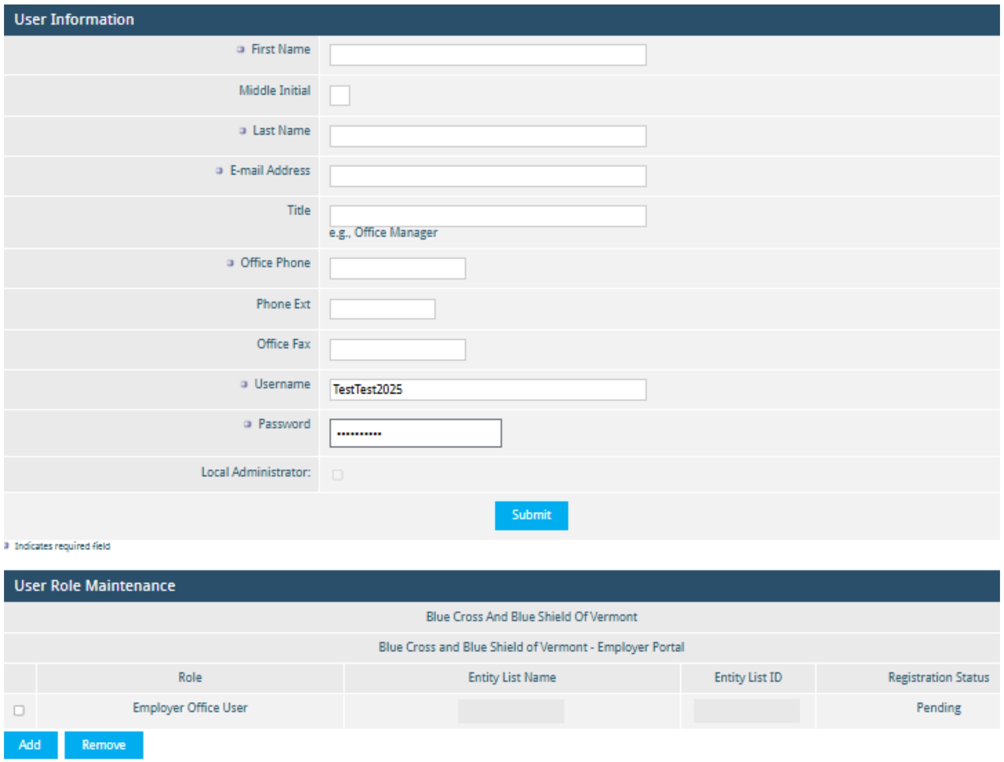
5. In the Roles drop-down list, select the Employer Office User role for the new user and then confirm the Entity List reflects the correct group name. Then click ‘Select Role’.



Please note- The approved local administrator has the role of Employer Office Manager, new users should be added with the Employer Office User role.

SECTION 3: SYSTEM ADMIN – ADDING A NEW USER

6. Confirm all required information is entered accurately and click ‘Submit’.



(Required fields are marked with the ° symbol)

SECTION 3: SYSTEM ADMIN – ADDING A NEW USER

7. After clicking 'Submit' you should receive the following popup listing the new user's information.

Registration Information for Blue Cross and Blue Shield of Vermont		
HealthTrio *connect* Office User List		
User Name	User ID	Office Security Level
Testing , Test		employer User

8. If you click 'Return to User Maintenance', it will bring you back to the list of users associated with the group's access list. The new user should be listed in a Confirmed User Status.

User Maintenance							
User Name	Office Security	Company Name	Company ID Number	User ID	Last Login	User Status	User Index
Testing, Test	User					Confirmed	

Please note- The local administrator adding the new user should also receive a confirmation email from noreply@healthtrioconnect.com once the request is submitted.

SECTION 4: SYSTEM ADMIN – EDITING USER INFORMATION

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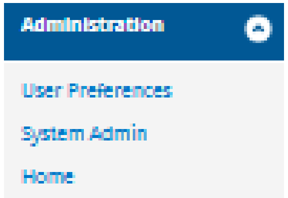
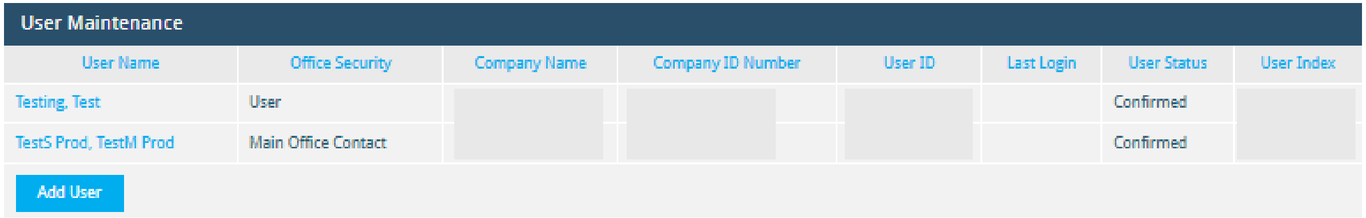
SECTION 4: SYSTEM ADMIN – EDITING USER INFORMATION

1. Select ‘System Admin’ from the lefthand menu. **Only the local administrator can view users.**



2. Once on the User Maintenance screen you will see a list of all users under the group’s access list. Select the User Name you would like to edit.



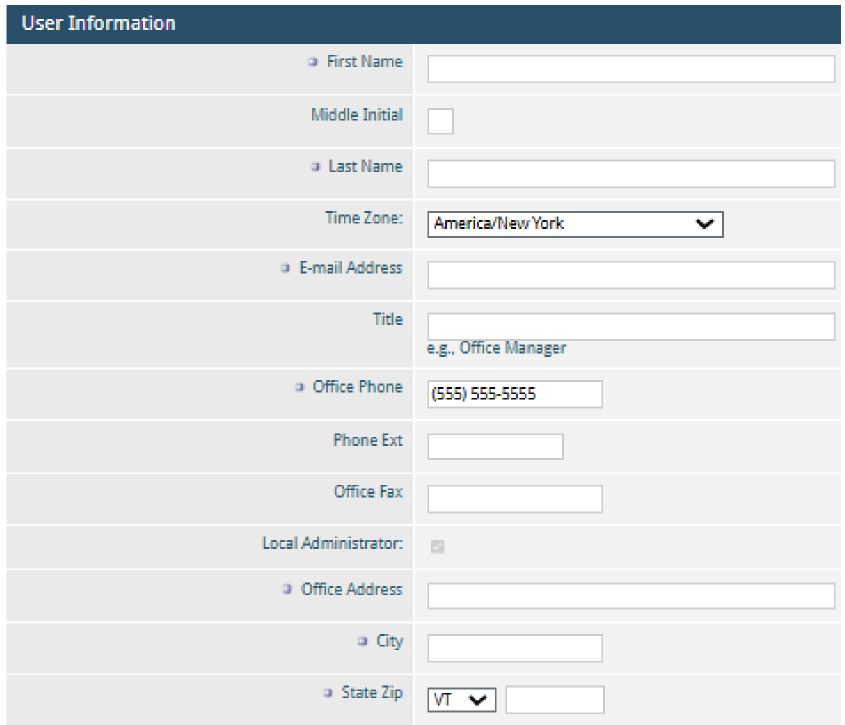
User Maintenance

User Name	Office Security	Company Name	Company ID Number	User ID	Last Login	User Status	User Index
Testing, Test	User					Confirmed	
TestS Prod, TestM Prod	Main Office Contact					Confirmed	

Add User

SECTION 4: SYSTEM ADMIN – EDITING USER INFORMATION

3. Make the desired changes to the user information, then click “Submit”.



(Required fields are marked with the ° symbol)

SECTION 6: SYSTEM ADMIN – REMOVING USERS

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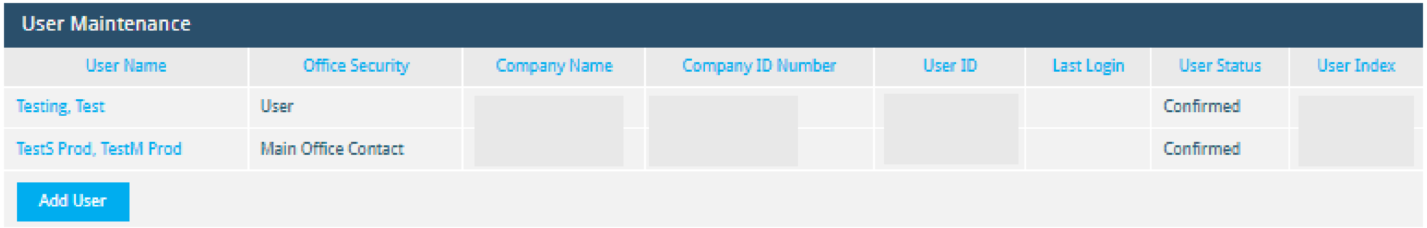
SECTION 6: SYSTEM ADMIN – REMOVING USERS

1. Select ‘System Admin’ from the lefthand menu. **Only the local administrator can remove users.**

2. On the User Maintenance page, you will see a list of all users under your group’s access list. Select the User Name you would like to remove.

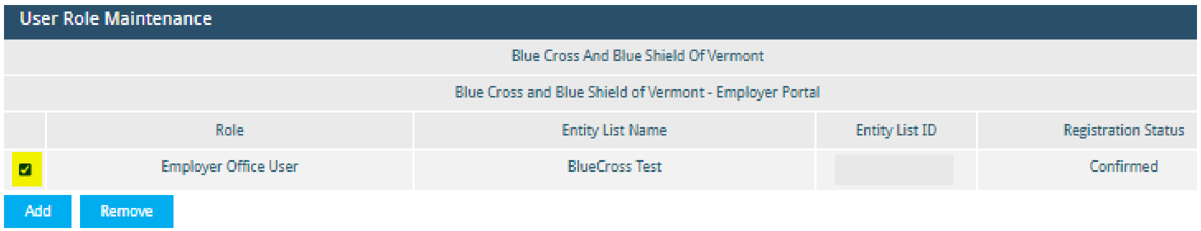

User Maintenance

User Name	Office Security	Company Name	Company ID Number	User ID	Last Login	User Status	User Index
Testing, Test	User					Confirmed	
TestS Prod, TestM Prod	Main Office Contact					Confirmed	

Add User

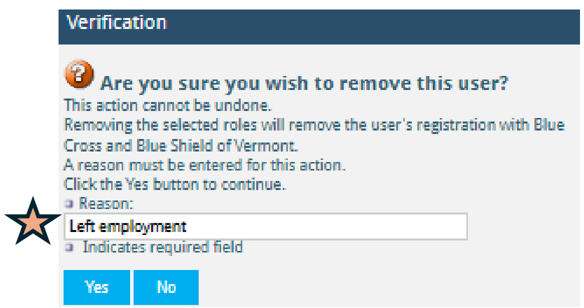
SECTION 6: SYSTEM ADMIN – REMOVING USERS

3. Prior to removing a user, please confirm that the User Information is accurate. Under User Role Maintenance check the box next to the users Role, then click ‘Remove’.



User Role Maintenance				
Blue Cross And Blue Shield Of Vermont				
Blue Cross and Blue Shield of Vermont - Employer Portal				
	Role	Entity List Name	Entity List ID	Registration Status
	Employer Office User	BlueCross Test		Confirmed

4. You will be prompted to provide the reason for removing the user, then click ‘Yes’.



An information box will appear confirming the user registration has been removed.

SECTION 7: HOMEPAGE

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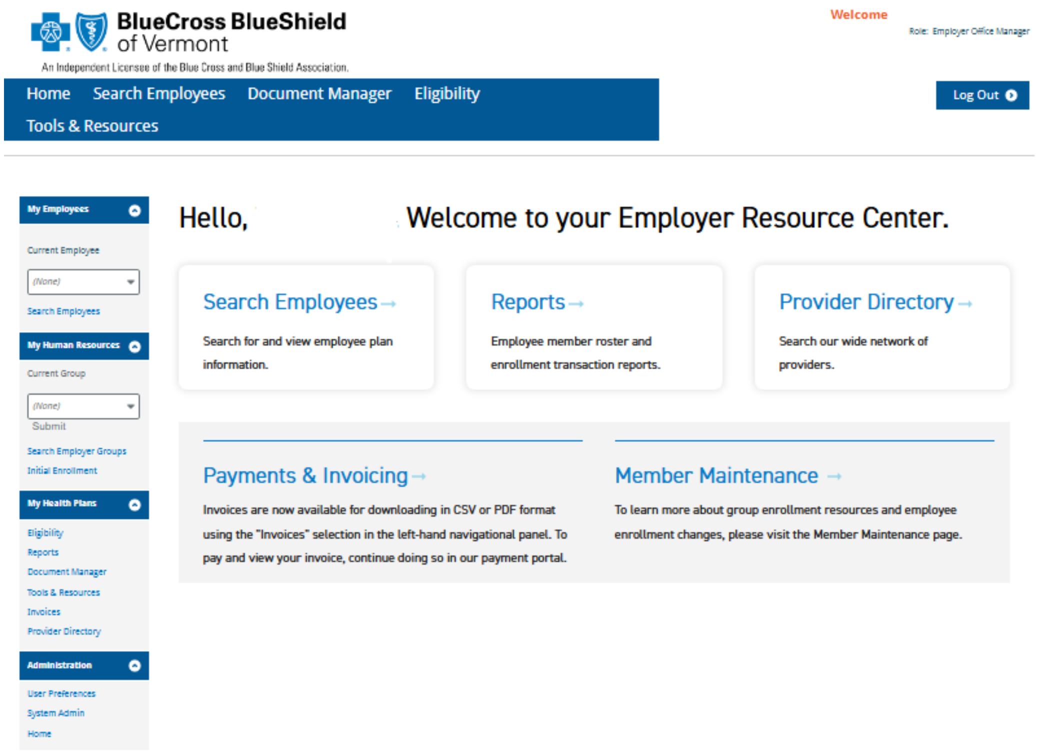
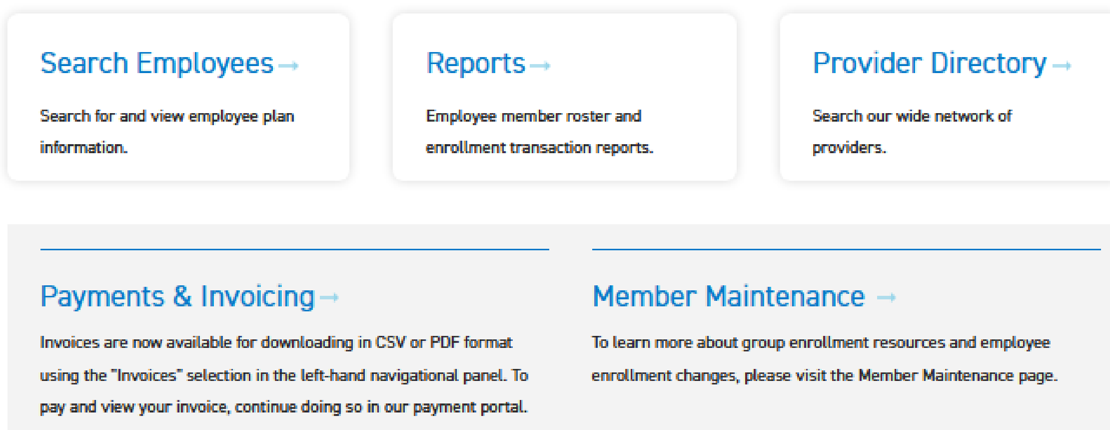
SECTION 7: HOMEPAGE

1. The homepage displays some of the most utilized functions within the employer portal and helps users navigate those quickly.
2. The left-hand navigation includes all options available to help you manage your covered employees and their family members.

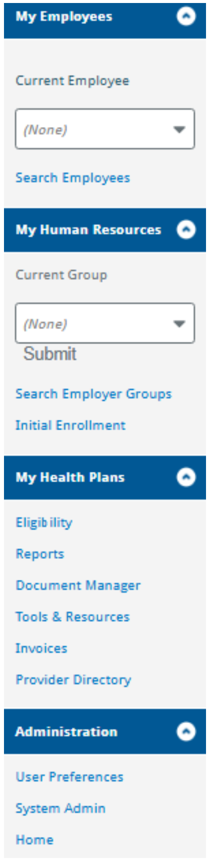


SECTION 7: HOMEPAGE OPTIONS

- **Search Employees -** Use to search for any members under your access list.
- **Reports -** Run various reporting such as, Employer Group Summary, Employer Member Roster, and Enrollment Transaction Report.
- **Provider Directory -** Access this tool to assist with finding a valid, network provider.
- **Payments & Invoicing -** To view your invoice in both PDF and CSV format, click on the 'Invoices' link under My Health Plans. The Payments & Invoicing link will bring you to the Online Payment Site.
- **Member Maintenance -** This link provides Blue Cross VT Membership Changes at a Glance information, frequently used forms, and other helpful enrollment resources.



SECTION 7: LEFT-HAND NAVIGATION



My Employees- Search for employees by last name or member ID to initiate changes or review benefits and eligibility.

My Human Resources- Search between your group and divisions for benefit plans when initiating an initial enrollment request for new employees.

My Health Plans- Review a variety of tools to help manage your group plan and employees including, member eligibility, reporting, enrollment resources, and invoices.

Administration- Review and edit your user profile, as well as manage additional users.

SECTION 8: MY EMPLOYEES

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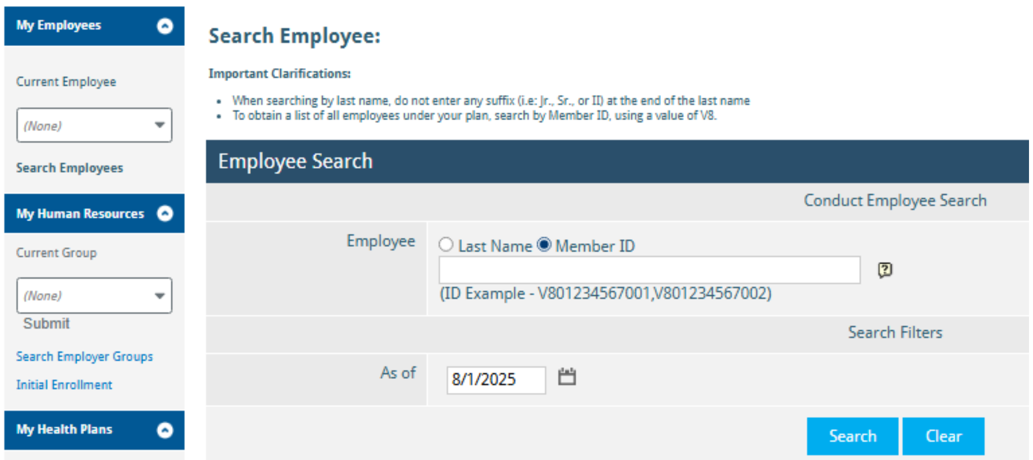
SECTION 8: MY EMPLOYEES

Under ‘My Employees’, select ‘Search Employees’ and look up the employee you are updating either by Last Name or Member ID.

Please note- The ‘Current Employee’ dropdown will contain a list of the last 25 employee searches.



*To obtain a list of all employees under your group, search by Member ID and enter a value of V8

SECTION 8: MY EMPLOYEES

Once you have selected the employee, you can perform the following actions located under My Employees in the left-hand navigation bar:

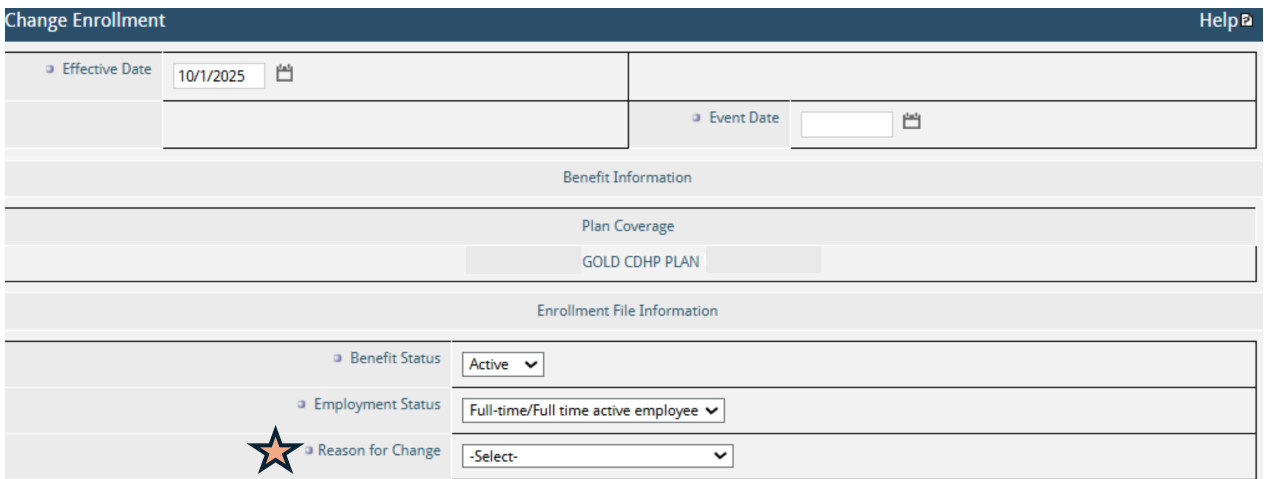
- **Employee Information -** Displays a high level summary of the employees' demographics and current benefit information.
- **Change Enrollment -** This allows you to make changes to the employees' contact information, update demographics or PCP, move from Active to COBRA coverage, and add/modify dependent information.
- **Terminate Enrollment -** This option allows you to terminate a subscriber or their covered family members. A valid reason for change must be selected.
- **Benefits and Eligibility -** On this page you can view subscriber demographics, as well as current benefit information. You can also request an ID or access the Outline of Coverage for the selected employee.
- **ID Card -** Provides options to request a new ID card or print proof of coverage for the subscriber or covered family members on their plan.

*Always make sure to have obtained the required documentation for your records when submitting a change through the Employer Resource Center.

SECTION 8: MY EMPLOYEES – CHANGE ENROLLMENT

Change Enrollment - This option allows you to make demographic changes for the selected employee, as well as manage life events. To successfully submit a change request, make sure that all required fields are completed and click ‘Submit’.

*Once your request is submitted you should receive a confirmation message. If you do not see this or receive an error message, please refer to page 42 for additional information.



(Required fields are marked with the ° symbol)

*See the following page for more information on when to use each valid Reason for Change.

SECTION 8: MY EMPLOYEES – CHANGE ENROLLMENT

For additional information on membership changes, qualifying events, and eligibility periods please visit the Member Maintenance page on the Blue Cross VT website. This can also be accessed via the link provided under Tools & Resources in the left-hand navigation.

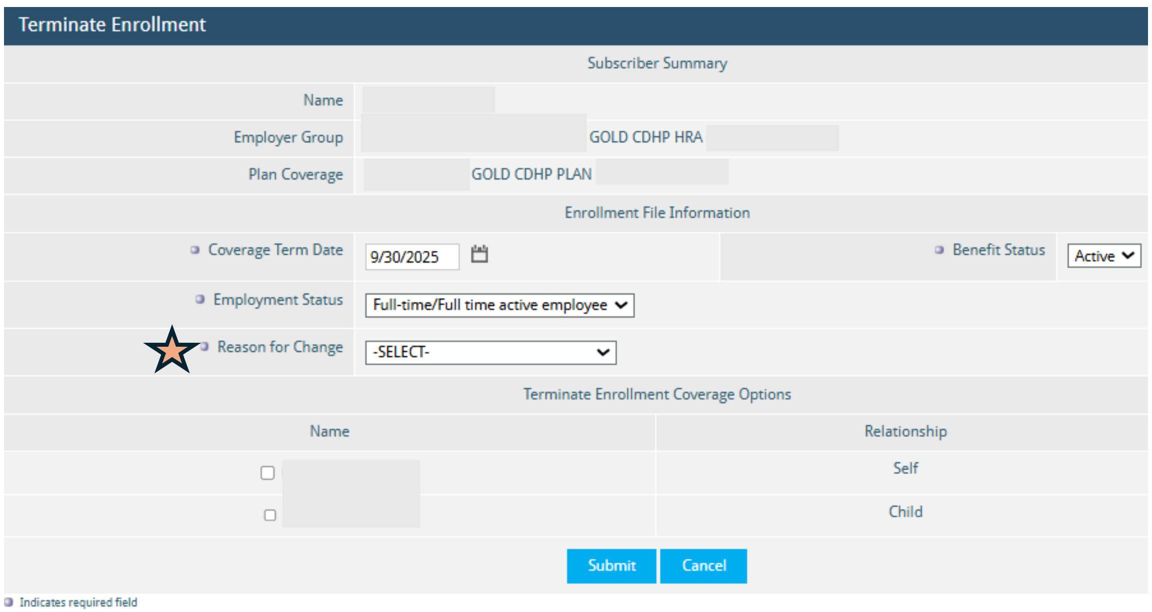
Valid Reason for Change options:

- **Birth -** Use to add a newborn for their 61st day of coverage. The effective date submitted should be the 1st day following the 60-day free coverage period. You can verify this date by searching for the newborn under Eligibility.
- **Change in Identifying Data Elements -** Use when submitting a demographic change (name, gender, DOB, contact information, etc.)
- **Change of Location -** Select when submitting an address change for an employee and any eligible dependents.
- **COBRA -** Use to move employee coverage from Active to COBRA status.
  **If the employee is still active, select Change Enrollment and indicate COBRA in Reason for Change. If the employee is termed refer to page 36 for additional information.*
- **Initial Enrollment -** Select when adding a new dependent to an employee's coverage.
- **Marriage -** Use to enroll a spouse to an employee's plan within the allowed eligibility period.
- **PCP Change -** Select to submit a PCP change for employees or dependents.

SECTION 8: MY EMPLOYEES – TERMINATE ENROLLMENT

Terminate Enrollment - This option allows you to terminate a selected subscriber or dependent(s). To successfully submit a termination request, make sure that all required fields are completed and click 'Submit'.

*Once your request is submitted you should receive a confirmation message. If you do not see this or receive an error message, please refer to page 42 for additional information.



Valid termination Reasons for Change:

-Death

-Divorce

-Termination of Benefits

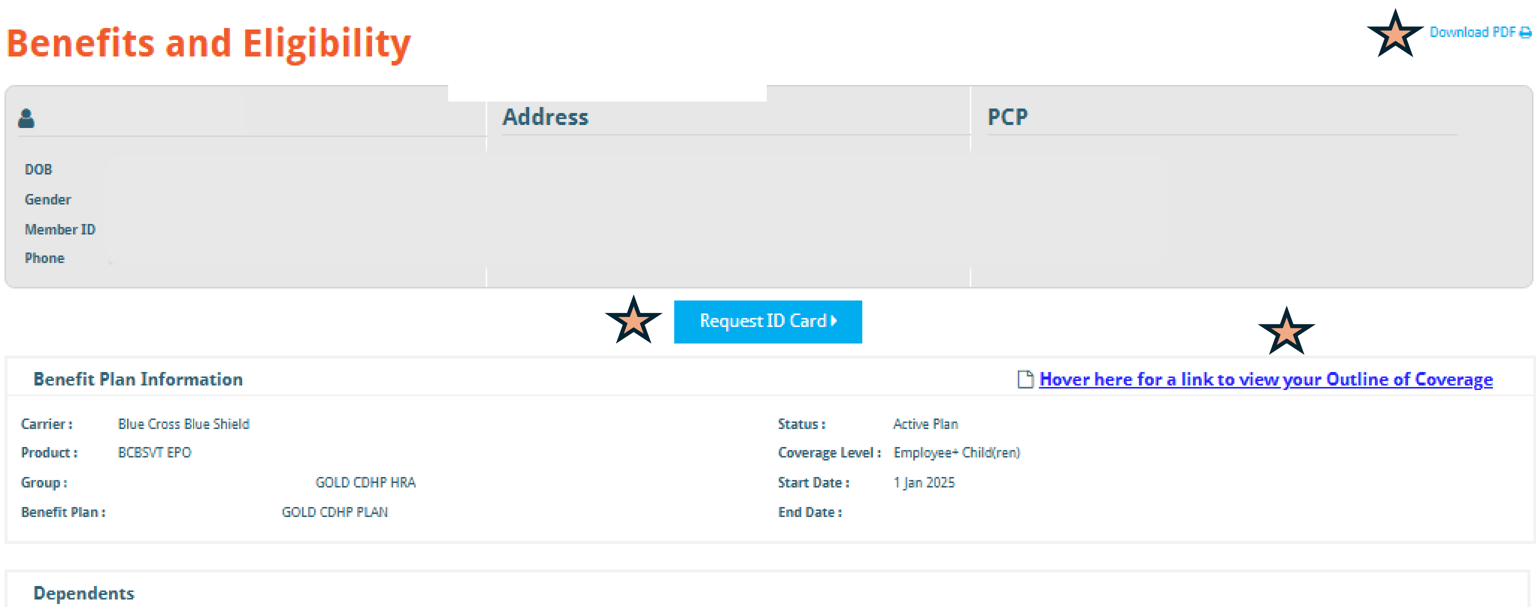
-Termination of Employment

-Voluntary Withdrawal

(Required fields are marked with the ° symbol)

SECTION 8: MY EMPLOYEES – BENEFITS AND ELIGIBILITY

Benefits and Eligibility - View an employee's current eligibility and benefits, request ID cards, or access their Outline of Coverage. You can also download this page as a PDF for your records.

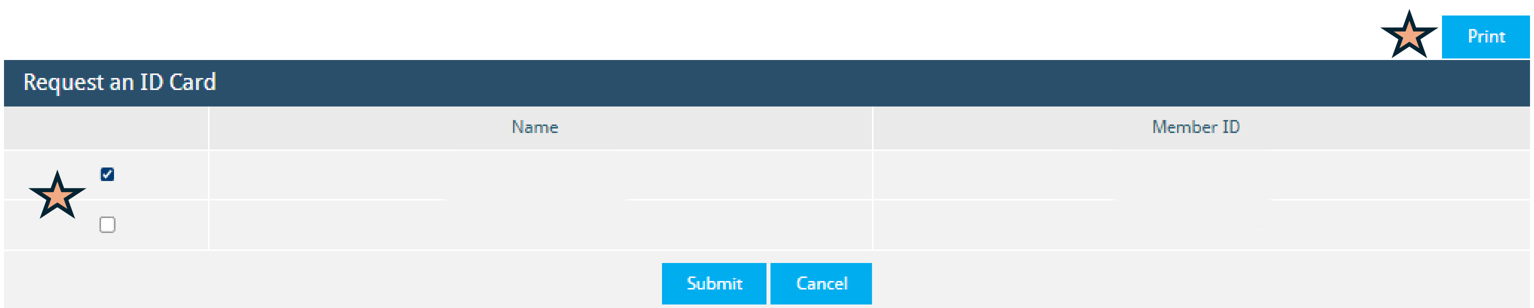


SECTION 8: MY EMPLOYEES – ID CARD

ID Card - This is where you can order an ID card or print proof of coverage for employees and their dependents.

To request a new ID card, check the box next to the member(s) you would like to request one for, then click Submit. ID cards should be received in the mail within 7-10 business days.

To print a proof of coverage, click Print in the right-hand corner of the table. Then, on the next page, click the print button next to the member(s) in need of a copy.



SECTION 9: MY HUMAN RESOURCES – INITIAL ENROLLMENT

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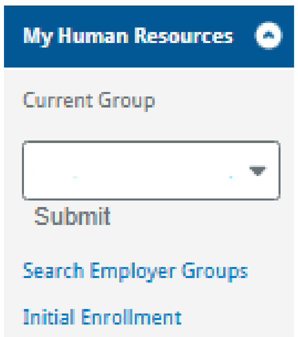
SECTION 9: MY HUMAN RESOURCES – INITIAL ENROLLMENT

In order to submit an intital enrollment request, go to My Human Resources in the left-hand navigation and select the group/division in which you're enrolling the employee. Below are two options of how to perform this search, depending on the number of plans under your access.



Important notes:

- If you have more than 25 qualifying plans under your access list, or the group/ division is not showing in the dropdown, you should follow option 2.
- If you have a separate COBRA group or your group offers COBRA benefit plans, and your employee is currently termed; You will want to select the COBRA specific group/ plan when electing COBRA as the Reason for Change.

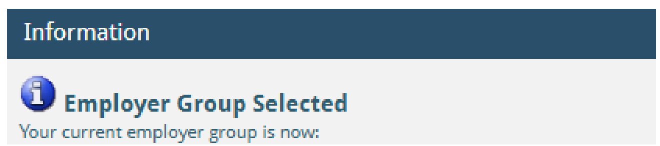
Option 1 - Under My Human Resources, use the Current Group dropdown. This will have a list of groups/ divisions that have recently been viewed. Select the applicable group and division, the page will automatically update to advise the group has been selected.

You can then select 'Initial Enrollment' under My Human Resources and proceed with enrolling the employee (see step 4).

SECTION 9: MY HUMAN RESOURCES – INITIAL ENROLLMENT

Option 2 - Under My Human Resources, click on 'Search Employer Groups'. You will be prompted to enter the Name or Number of the group you are enrolling the employee in. If searching by Name you can enter the group name or the specific division you are enrolling the employee on, and click Search. If searching by Number you can enter either the first 4 or full 9 digit group ID, or the 9 digit group ID with the specific division for a more refined search.

1. Once your 'Current Group' is selected you will receive the message below, then click on 'Initial Enrollment' in the left-hand navigation bar.



2. Clicking on 'Initial Enrollment' will bring you to the Benefit Plans page. Click 'Select Plan' next to the benefit option in which you are enrolling the employee.

SECTION 9: MY HUMAN RESOURCES – INITIAL ENROLLMENT

3. Once a benefit is selected, the Benefit Enrollment screen provides two enrollment options under Reason for Change.

   Initial Enrollment - Use to add a new employee to your group plan, along with any eligible dependents.

   COBRA - Use to enroll a terminated employee onto COBRA coverage.

   **If the employee still has Active coverage and needs to be moved to COBRA coverage, refer to Section 8: My Employees.*

Effective dates must align with Blue Cross VT membership guidelines. Refer to our Membership Changes at a Glance reference page here for more information.

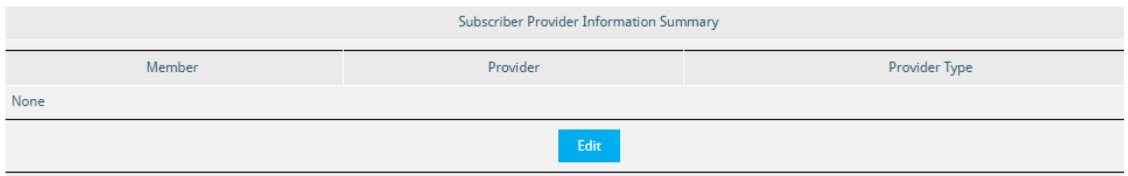
4. In order to successfully submit a request, you will need to make sure that all required fields are completed and accurate. Sections with required information include Effective and Hire Dates, Enrollment File Information, Subscriber Demographic and Contact Information.

   (Required fields are marked with the ° symbol)

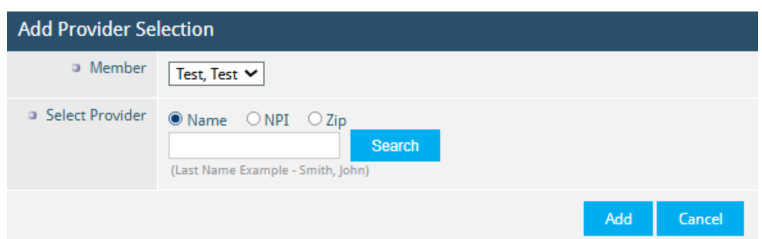
SECTION 9: MY HUMAN RESOURCES – INITIAL ENROLLMENT

5. If your group offers a managed care benefit then a valid, in network, primary care provider (PCP) must be selected. To add a provider selection, click ‘edit’ within the Subscriber Provider Information Summary.

   *If you need assistance finding a valid PCP to list, refer to the Provider Directory under My Health Plans in the left-hand navigation.



6. To select a provider, add a value for the search criteria using the providers Name, NPI, or Zip Code and and click ‘Search’. Once you have selected a valid provider, click ‘Add’.



SECTION 9: MY HUMAN RESOURCES – INITIAL ENROLLMENT

7. Once the 'Current Provider List' is populated, click 'Finish'. This will bring you back to the Benefit Enrollment screen where the provider information should be showing.

   *To remove a current selection and elect a new PCP, select 'Remove' in the Current Provider List screen.

Current Provider List			
Remove	Member	Provider	Provider Type
Remove	Test, Test	JENNIFER B GELBSTEIN, MD	Primary Care Provider
		Finish	

8. When applicable, complete the Dependent Information Summary to add eligible dependents to the policy by selecting 'Edit'.

   *Dependents over 45 must have a Social Security Number to enroll

Dependent Information Summary		
Name	Relationship	Birth Date
	None	
	Edit	

SECTION 9: MY HUMAN RESOURCES – INITIAL ENROLLMENT

9. You will need to enter all required dependent information.
   If enrolling a dependent onto a managed care benefit, a valid provider should also be selected within Dependent Provider Information Summary before clicking 'Add or Modify Dependents'.

Dependent Provider Information Summary		
Member	Provider	Provider Type
None		
	Edit	

10. Once added, the dependent(s) will show under the Current Dependent Roster.
    Click 'Return to Enrollment' and it will bring you back to the Benefit Enrollment screen.

Current Dependent Roster				
Name	Relationship	Birth Date	Edit	Remove
None				
	Return to Enrollment			

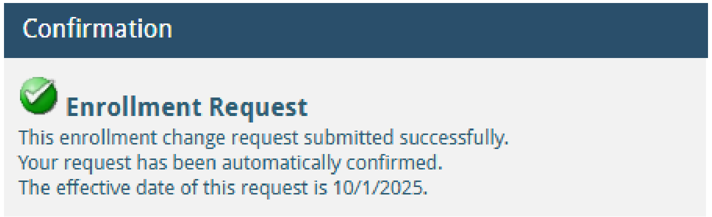
(Required fields are marked with the ° symbol)

SECTION 9: MY HUMAN RESOURCES – INITIAL ENROLLMENT

IMPORTANT: Once you have completed all required fields and select ‘Submit’, your request will be automatically confirmed and submitted to Blue Cross VT for processing. By submitting the transaction you are attesting to the following:

- You, the employer, are attesting that you have an application or electronic enrollment election signed by the employee on or before the requested effective date and agree to its accuracy. You are also attesting that, if applicable, you have retained any additional documentation required to process the enrollment request.
- The enrollment transaction adheres to the Group Benefits Policy for your Employer Group

11. Once the enrollment is complete and you have verified all information is accurate, select ‘Submit’. You should receive the message below indicating the request was successfully submitted.



*If you do not receive a confirmation message, the transaction has not been submitted. See the next page for additional steps to take.

SECTION 9: MY HUMAN RESOURCES – INITIAL ENROLLMENT

If you do not receive a confirmation message or you receive an error message after clicking 'Submit', you should contact Blue Cross VT either by phone at (888)320-9798 or email Enrollment@bcbsvt.com for assistance in getting your request processed.

It can take 48-72 hours for membership updates to reflect in the portal. It is important that you check your monthly invoice, Member Roster Report, or Enrollment Transaction Report to make sure the request was successfully submitted and processed. Proceed to the next section for more information on how to access these reports.

SECTION 10: MY HEALTH PLANS

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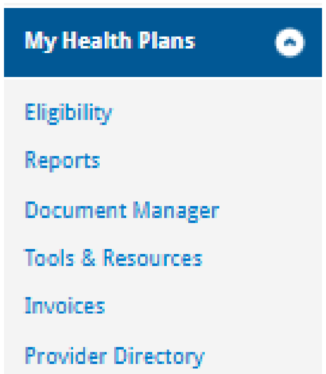
SECTION 10: MY HEALTH PLANS

Within My Health Plans in the left-hand navigation, you can perform the following actions:



Eligibility - Use to search for any members under your access list, employees and their dependents.

Reports - Run various reporting such as, Employer Group Summary, Employer Member Roster, and Enrollment Transaction Report.

Document Manager - A place to store and access any historical reports.

Tools & Resources - Frequently used links and information for quick and easy referencing.

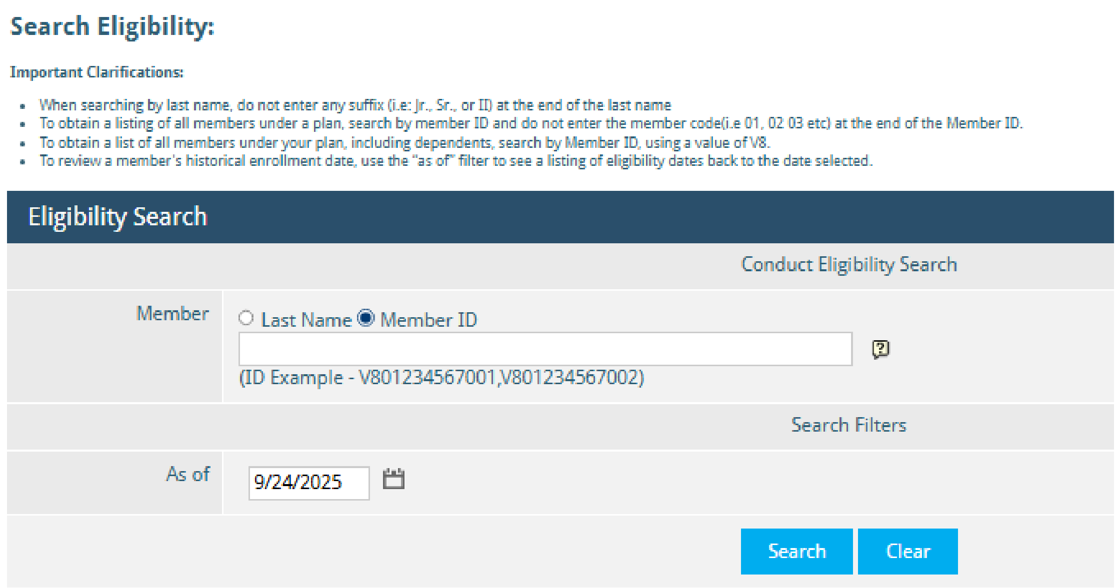
Invoices - View and download PDF or CSV versions of your groups premium bill invoice.

Provider Directory - Access this tool to assist with finding a valid, network provider.

SECTION 10: MY HEALTH PLANS – ELIGIBILITY

Select 'Eligibility' under My Health Plans. This function allows you to search for any active members (subscribers and dependents) under your group, and former employees up to 18 months.

Use the Eligibility Search feature to search by Last Name or Member ID. To narrow down results you can include an 'as of' date.



*To obtain a list of all members under your plan, search by Member ID using a value of V8.

SECTION 10: MY HEALTH PLANS – REPORTS

Selecting ‘Reports’ under My Health Plans will bring you to reports available to assist with employee/ member auditing and transaction analysis. Available reports include,

Employer Group Summary Report - Displays a summary of your group(s) and the benefit plan options currently available.

Employer Member Roster - Displays a list of employees based on the selected employer group.

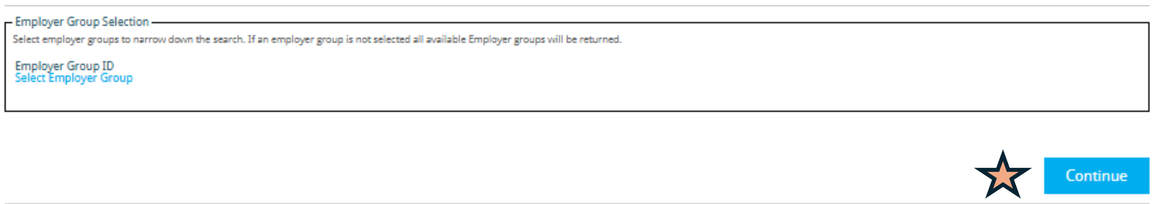
Enrollment Transaction Report - Provides a list of submitted transactions based on search criteria entered.

Available Reports Help

Report Name	Report Description
Employer Group Summary Report	Displays a summary of a group or groups and their currently available benefit plan options.
Employer Member Roster	Displays a list of members based on the selected employer group.
Enrollment Transaction Report	Displays confirmation, effective, and confirmation pending dates on member enrollment.

SECTION 10: MY HEALTH PLANS – EMPLOYER GROUP SUMMARY REPORT

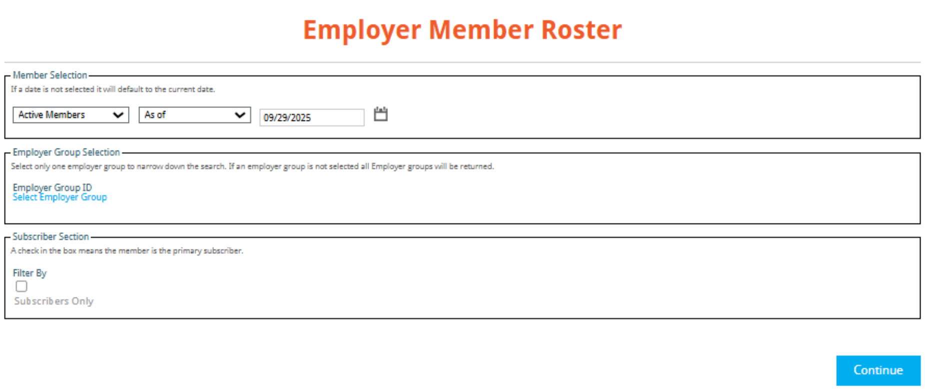
1. Once you select Employer Group Summary Report, you can click 'Continue' to show all employer groups and divisions under your access list.



2. To narrow down your search click 'Select Employer Group', here you can search either by Group Name or Group ID.
    - To search by Name enter the first four letters of the group name. To search by Group ID enter a specific group number without the 915.
3. In the list of available plans, find the one that shows just the Group ID in the Employer Group ID field (without the 4 digit division value). Once you locate the group record, click 'Add'. Then select 'Continue' to view your search results.
4. You can download the results in either a PDF or CSV format by selecting the appropriate icon located under the 'Back' button at the top of the report.

SECTION 10: MY HEALTH PLANS – EMPLOYER MEMBER ROSTER REPORT

1. Once you select Employer Member Roster report you'll be directed to the search page. Set your search criteria before clicking 'Continue'.
   - **Member Selection -** Choose the applicable options from the dropdown menus. You can review for dates up to 18 months prior.
   - **Employer Group Selection -** Click 'Select Employer Group' and search by Group Name or Group ID to narrow the search results. Once you locate the group/ division you want to search with, click 'Add'.

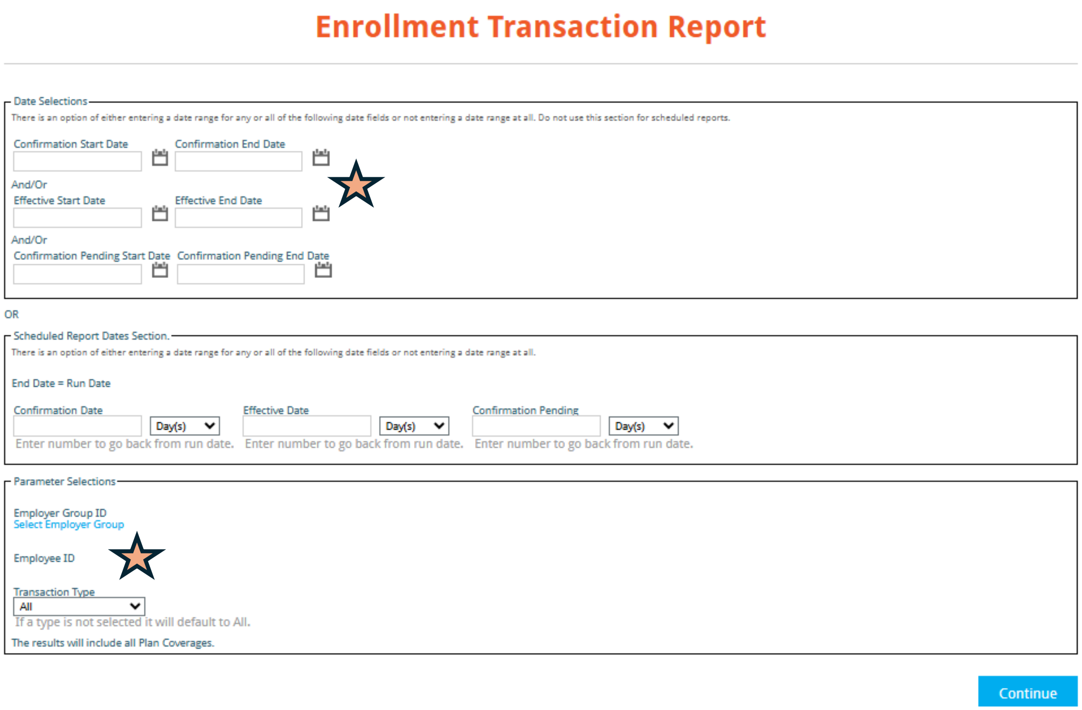


* If searching by Group ID, enter a specific group number (without 915) to see results with each division tied to that group ID. To narrow your search more, you can enter the group ID and the specific 4-digit division ID. To search by Group Name, enter the first four letters of the group name in the Name field.

2. You can download the results in either a PDF or CSV format by selecting the appropriate icon located under the 'Back' button at the top of the report.

SECTION 10: MY HEALTH PLANS – ENROLLMENT TRANSACTION REPORT

1. Once you select Enrollment Transaction Report you'll be directed to the page below. Set your search criteria, or leave it blank, before clicking 'Continue'.
   *Refer to the next page for additional information on Parameter Selections.



Date Selections (optional): Enter a start date or a date range in the Confirmation and/or Effective Date fields. This will show records matching or within those timeframes.

SECTION 10: MY HEALTH PLANS – ENROLLMENT TRANSACTION REPORT

Although not required, to assist with narrowing down search results and providing a more specific list of records, you can use the options available under **Parameter Selections**.

- **Select Employer Group -** If you have multiple groups under your access list, click here to search for and choose a specific group/division to view transactions for. Search by Group Name or Group ID to narrow the search results. Once you locate the group/ division you want to search with, click 'Add'.

  *To search by Name enter the first four letters of the group name. To search by Group ID enter a specific group number without the 915.
- **Transaction Type -** You can also define the search criteria by selecting a Transaction Type from the dropdown (All, Initial Enrollment, Open Enrollment, Change Enrollment, and Terminate Enrollment). If you leave the selection as 'All' it will show all results associated with the date(s) selected.

2. Once you click 'Continue' you should see a message advising that your report is processing. Please note that the results may not automatically generate. Once complete you can view the report under Document Manager. The report is available to download in both PDF and CSV formats.

SECTION 10: MY HEALTH PLANS – DOCUMENT MANAGER

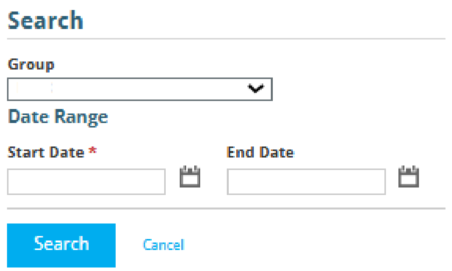
Select ‘Document Manager’ under My Health Plans. This will bring you to a list of your current documents. From the list you can search for, view, and download any available documents.

SECTION 10: MY HEALTH PLANS – INVOICES

Select 'Invoices' under My Health Plans. This will bring you to an information page which also includes a link to view and pay a bill, if applicable to your group.

Important: Only groups enrolled in our Qualified Health Plans (QHP), Blue Edge, Fully Insured, and VEHI Member groups can view invoices in the ERC.

To view an invoice, click 'Get Started'. On the search page, select the group you are viewing the invoice for from the Group dropdown and enter a start date or date range. Then click 'Search'.



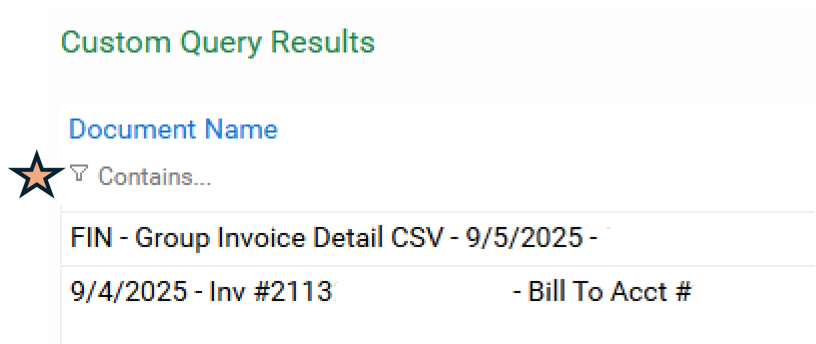
A separate browser tab (https://bcbs-vt.hylandcloud.com/appnet/docpop/docpop.aspx) will open and display a list of invoices that fit the search criteria provided.

SECTION 10: MY HEALTH PLANS – INVOICES

Invoices are available in both CSV (Excel) and PDF formats and indexed by Division ID/ Bill to Acct #.

- **PDF** copies begin with invoice date. This version is a copy of the mailed invoice sent each month.
- **CSV** copies begin with 'FIN- Group Invoice Detail CSV'. This document provides a list of each member by Division ID.

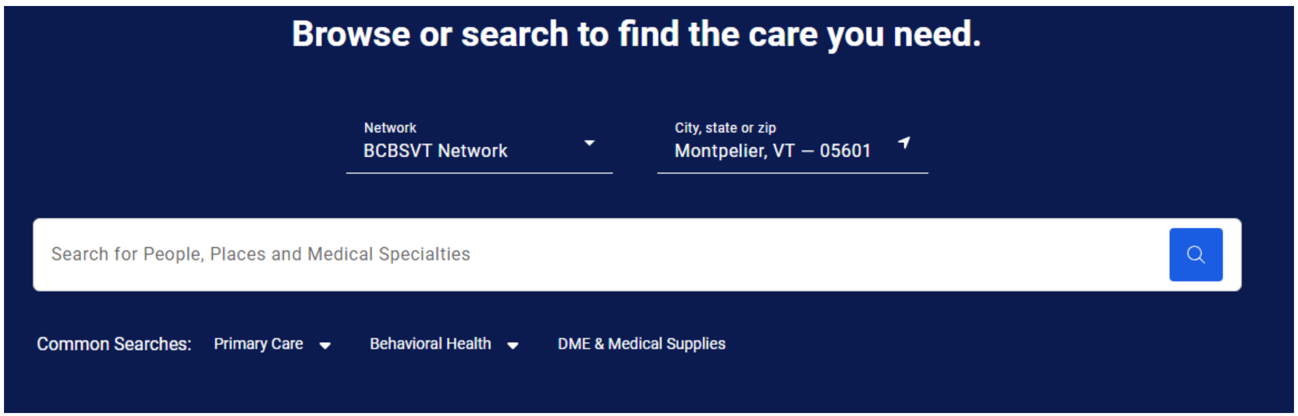
Filter options are located under 'Document Name' to assist with narrowing down search results. You can click on 'Document Name' to change the order in which the documents are displayed.



Double click on the document you want to select to view/ download.

SECTION 10: MY HEALTH PLANS – PROVIDER DIRECTORY

1. Click on 'Provider Directory' under My Health Plans for assistance with finding a valid, in network provider. You will be redirected to the site below where you can search for a provider by Network and City, State or Zip.



2. Once you click Search and have a list of results, you can continue to narrow down the results by applying filters until you find a suitable provider.

NEED SUPPORT OR HAVE QUESTIONS?

For assistance, please contact the Blue Cross VT Enrollment Services team:

- By phone at (888) 320-9798 (TTY/TDD: 711)
  Option 2 for Large Group, Option 3 for Small Groups

- By email at Enrollment@bcbsvt.com

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