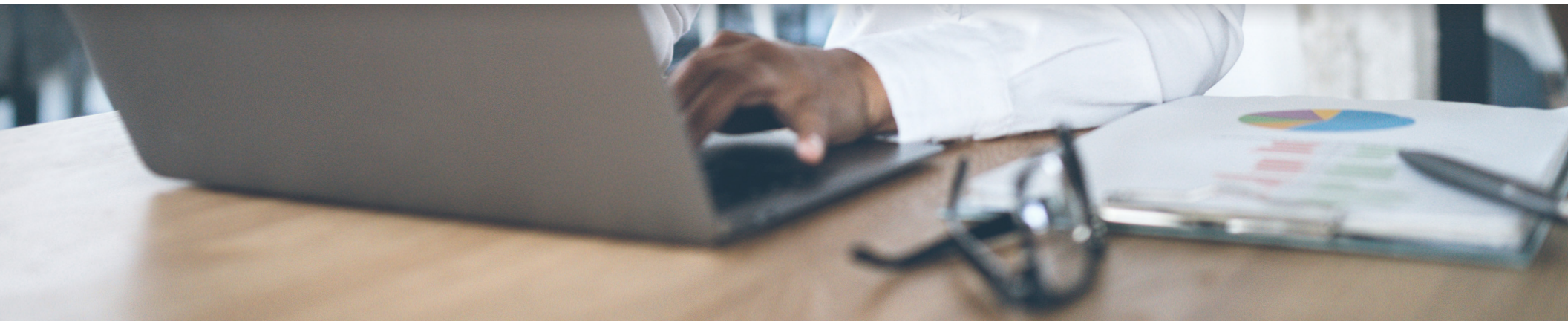


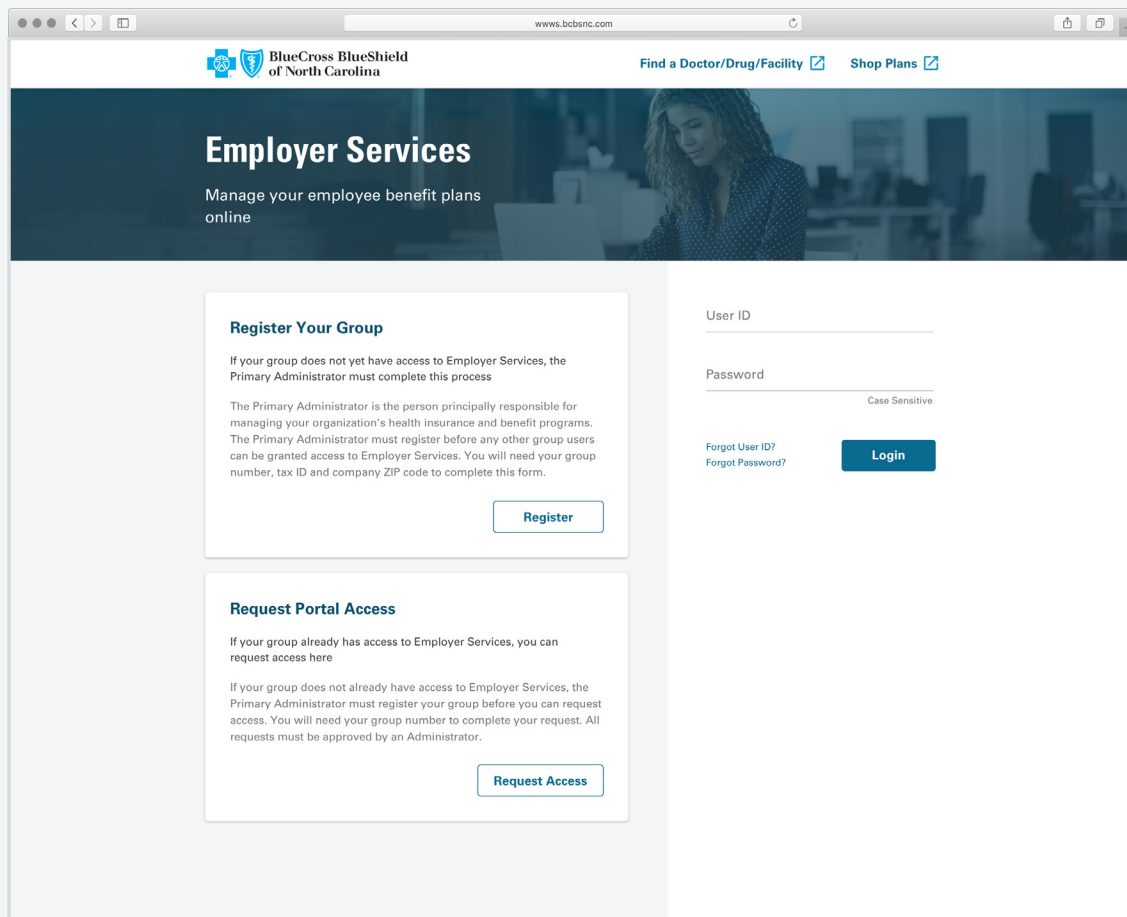


BlueCross BlueShield
of North Carolina



QUICK START GUIDE | Employer Services





The screenshot shows the Blue Cross Blue Shield of North Carolina Employer Services portal. The page has a dark blue header with the company logo and navigation links for "Find a Doctor/Drug/Facility" and "Shop Plans". Below the header is a banner for "Employer Services" with the text "Manage your employee benefit plans online". The main content area is divided into two columns. The left column contains two sections: "Register Your Group" and "Request Portal Access". The "Register Your Group" section includes instructions for the Primary Administrator and a "Register" button. The "Request Portal Access" section includes instructions for groups already using the portal and a "Request Access" button. The right column contains a login form with fields for "User ID" and "Password", a "Case Sensitive" checkbox, and a "Login" button. There are also links for "Forgot User ID?" and "Forgot Password?".

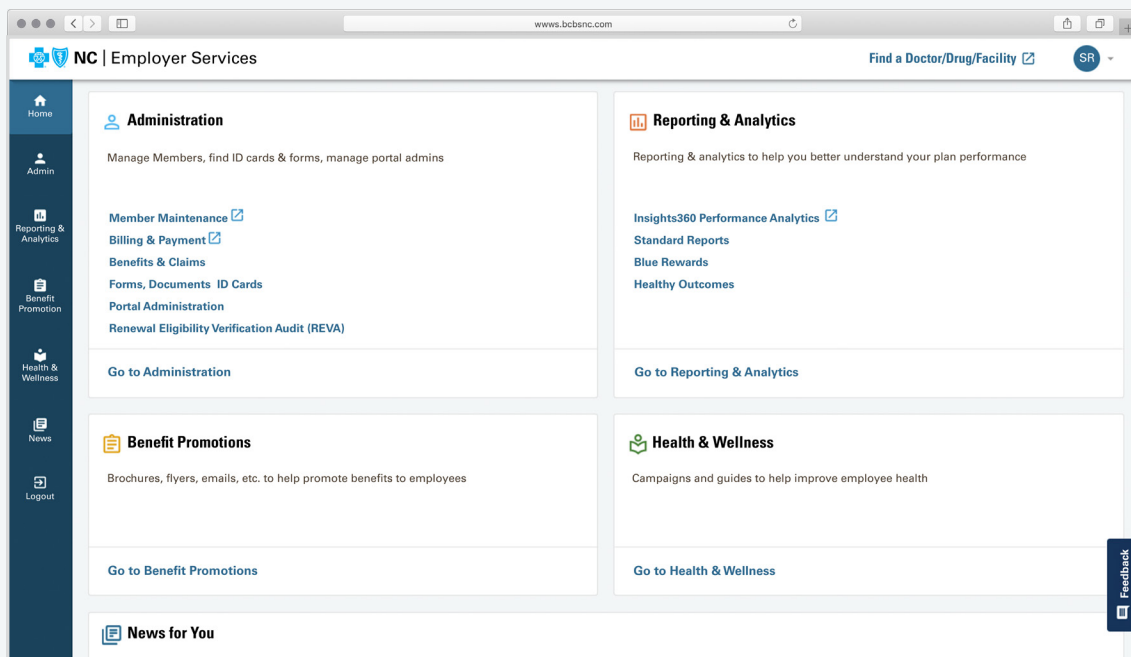
Registration

BlueCrossNC.com/Employer

If you are already using the Blue Cross and Blue Shield of North Carolina (Blue Cross NC) Employer Services portal, just log in and start working. No new registration is required.

If your group is not yet using the portal, no worries – registration is easy. Just have your primary administrator select Register Your Group – complete one simple form and you're in!

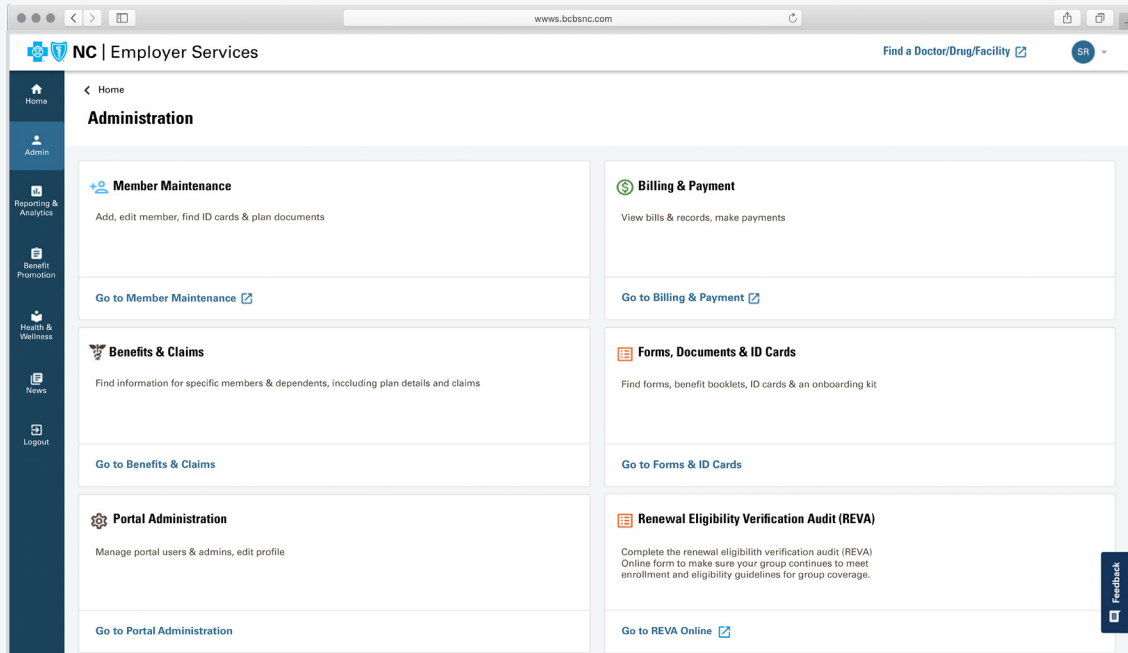
Your Primary Admin should be the person who is principally responsible for managing your group's insurance and benefit programs.



Start at Home

Get your routine work done in Administration; scan the News; find a Report; search for materials to help explain your Benefits; or launch a Health & Wellness campaign for your employees – it’s all here and easy to find from the Home screen.

Your view and access privileges may vary based on your group set-up and your user role.



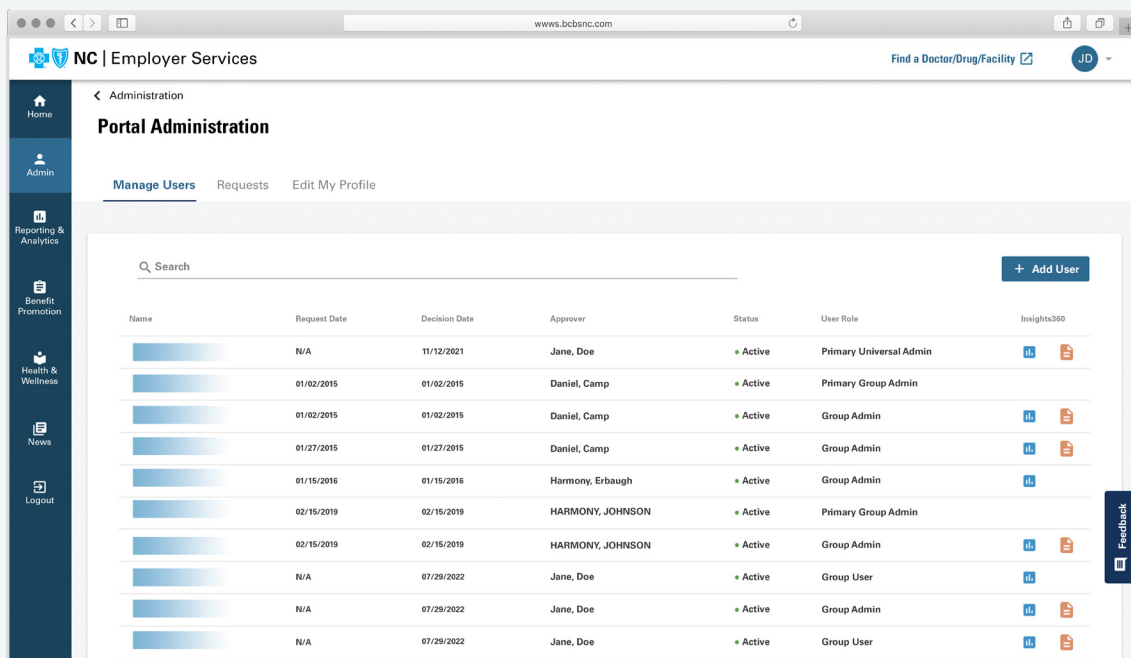
Administration

The nerve center for your day-to-day work

Click directly into the tool you want to use to find clear paths into Member Maintenance, Billing & Payment and more.

Access your group's invoices and make payments in Billing & Payment. Find and download ID cards for your members quickly and easily in Forms, Documents & ID Cards. You can find benefit booklets, forms and a handy member onboarding kit here, too.

Your view and access privileges may vary based on your group set-up and your user role.



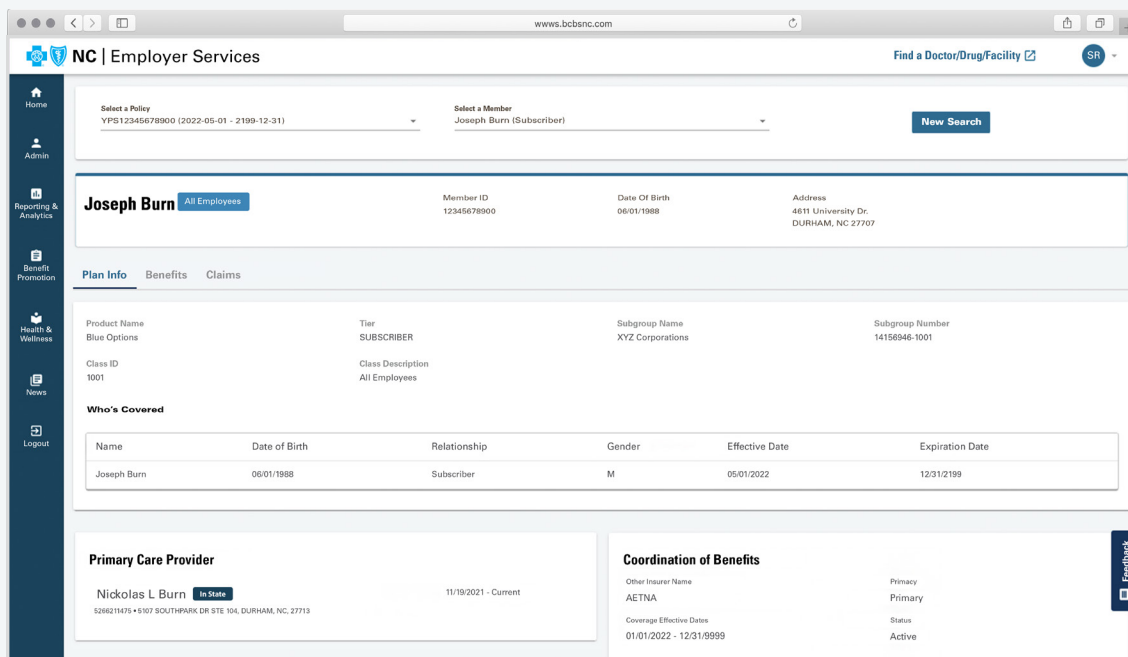
The screenshot shows the 'Portal Administration' page in the NC Employer Services portal. The page has a sidebar with navigation options: Home, Admin, Reporting & Analytics, Benefit Promotion, Health & Wellness, News, and Logout. The main content area is titled 'Administration' and 'Portal Administration'. Below this, there are tabs for 'Manage Users', 'Requests', and 'Edit My Profile'. The 'Manage Users' tab is active, displaying a table of users with columns for Name, Request Date, Decision Date, Approver, Status, User Role, and Insights360. A search bar and an '+ Add User' button are at the top of the table. A 'Feedback' button is located on the right side of the table.

Name	Request Date	Decision Date	Approver	Status	User Role	Insights360
[Redacted]	N/A	11/12/2021	Jane, Doe	Active	Primary Universal Admin	[i] [d]
[Redacted]	01/02/2015	01/02/2015	Daniel, Camp	Active	Primary Group Admin	[i] [d]
[Redacted]	01/02/2015	01/02/2015	Daniel, Camp	Active	Group Admin	[i] [d]
[Redacted]	01/27/2015	01/27/2015	Daniel, Camp	Active	Group Admin	[i] [d]
[Redacted]	01/15/2016	01/15/2016	Harmony, Erbaugh	Active	Group Admin	[i]
[Redacted]	02/15/2019	02/15/2019	HARMONY, JOHNSON	Active	Primary Group Admin	[i] [d]
[Redacted]	02/15/2019	02/15/2019	HARMONY, JOHNSON	Active	Group Admin	[i] [d]
[Redacted]	N/A	07/29/2022	Jane, Doe	Active	Group User	[i] [d]
[Redacted]	N/A	07/29/2022	Jane, Doe	Active	Group Admin	[i] [d]
[Redacted]	N/A	07/29/2022	Jane, Doe	Active	Group User	[i] [d]

Portal Administration

Clear and easy to navigate

Starting with a complete roster that allows administrators to see all portal users at a glance, you can easily create new Admins and general Users, set and manage permissions and reset passwords. Admins can also approve any pending requests from new users here, and all users can manage their own profiles.

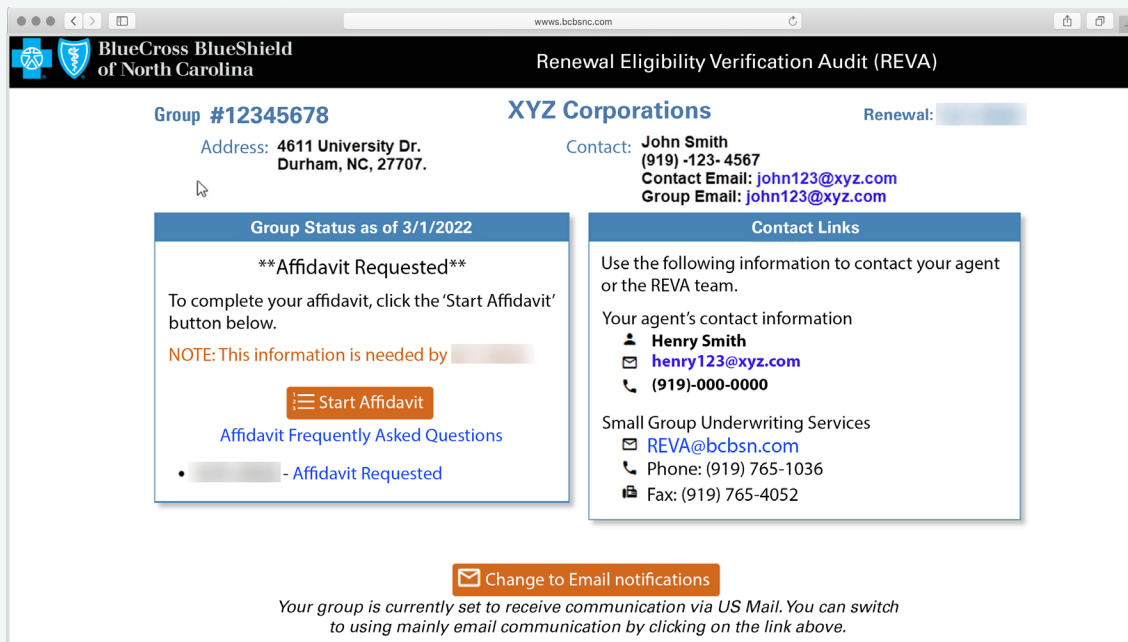


The screenshot displays the 'NC Employer Services' interface. At the top, there are dropdown menus for 'Select a Policy' (YFS12345678900) and 'Select a Member' (Joseph Burn). Below this is a search bar with a 'New Search' button. The main content area shows member information for Joseph Burn, including Member ID (12345678900), Date of Birth (06/01/1988), and Address (4611 University Dr, DURHAM, NC 27707). There are tabs for 'Plan Info', 'Benefits', and 'Claims'. Under 'Plan Info', details for 'Blue Options' are shown, including Product Name, Tier (SUBSCRIBER), Subgroup Name (XYZ Corporations), Subgroup Number (14156946-1001), Class ID (1001), and Class Description (All Employees). A 'Who's Covered' table lists Joseph Burn as a subscriber. At the bottom, there are sections for 'Primary Care Provider' (Nikolas L. Burn) and 'Coordination of Benefits' (AETNA).

Benefits & Claims

You can find information easily for your group's specific members and their dependents, including plan details, claims, PCP and COB information.

Administrator level users of 51+ ASO and Balanced Funding Groups can access their members' **Benefits and Claims** information.



BlueCross BlueShield of North Carolina
Renewal Eligibility Verification Audit (REVA)

Group #12345678 XYZ Corporations Renewal:

Address: 4611 University Dr.
Durham, NC, 27707.

Contact: John Smith
(919) -123- 4567
Contact Email: john123@xyz.com
Group Email: john123@xyz.com

Group Status as of 3/1/2022

****Affidavit Requested****

To complete your affidavit, click the 'Start Affidavit' button below.

NOTE: This information is needed by

[Start Affidavit](#)

[Affidavit Frequently Asked Questions](#)

- Affidavit Requested

Contact Links

Use the following information to contact your agent or the REVA team.

Your agent's contact information

- Henry Smith**
- henry123@xyz.com
- (919)-000-0000

Small Group Underwriting Services

- REVA@bcbsnc.com
- Phone: (919) 765-1036
- Fax: (919) 765-4052

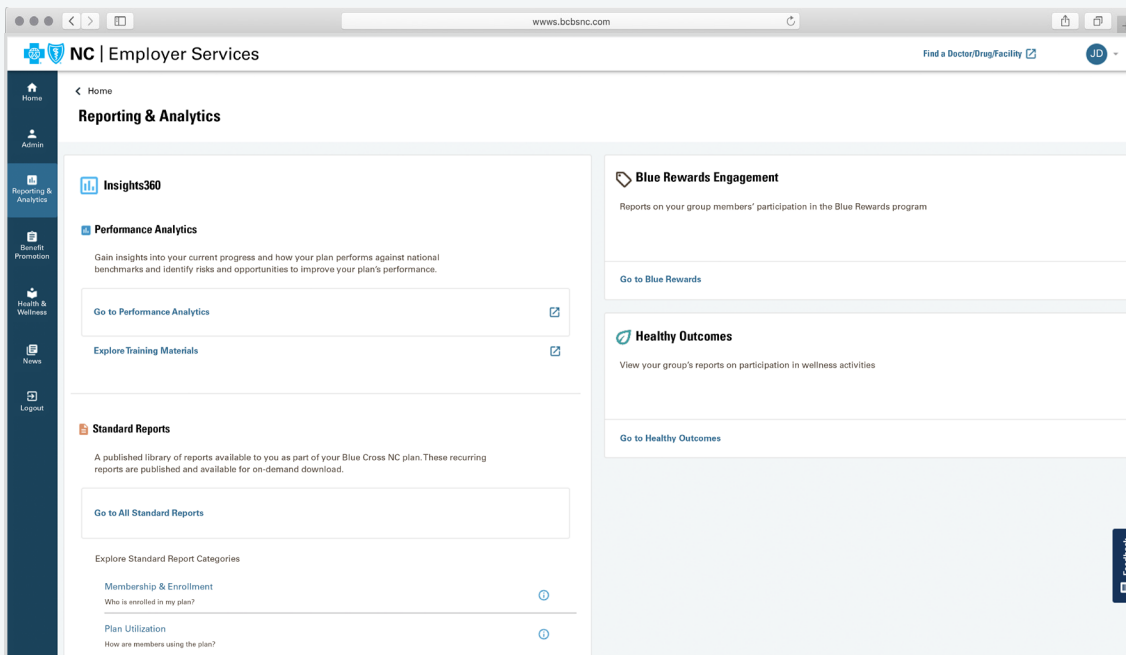
[Change to Email notifications](#)

Your group is currently set to receive communication via US Mail. You can switch to using mainly email communication by clicking on the link above.

Renewal Eligibility Verification Audit (REVA)

You can complete the renewal eligibility verification audit (REVA) online form to make sure your group continues to meet enrollment and eligibility guidelines for group coverage. If your group has access to REVA, you can complete the renewal eligibility online form during your renewal period.

Only Groups 1-50 can access Renewal Eligibility Verification Audit (REVA) through Employer Services.



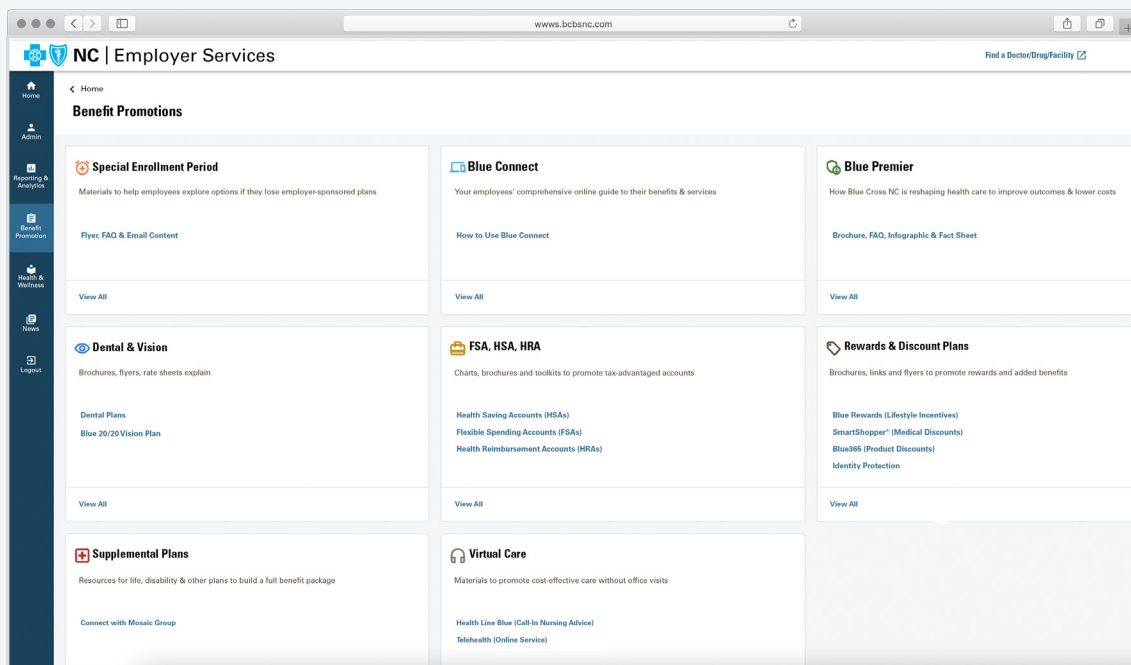
Reporting & Analytics

The insights you need

Get instant access to utilization reports, population health data and other trends in your health care spending – the data you need to gain deeper insights into your plan and what’s driving your costs.

Your view and access privileges may vary based on your group set-up and your user role.

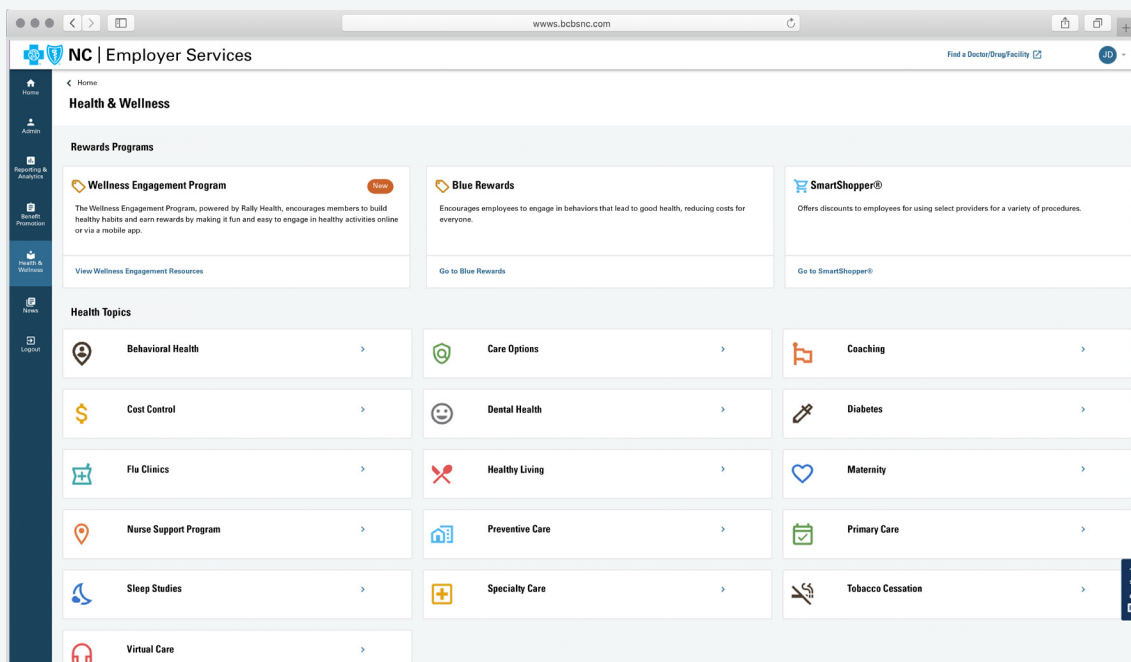
Only Groups with 100+ enrolled medical subscribers are eligible for Insights360 Performance Analytics and Standard Reports.



Benefit Promotions

Need a way to explain complicated benefits to your employees?

Brochures, flyers, posters and other materials are arranged by topic so you can print out quick posters for the breakroom or generate an insert for your newsletter to help employees understand the valuable benefits you provide for them.

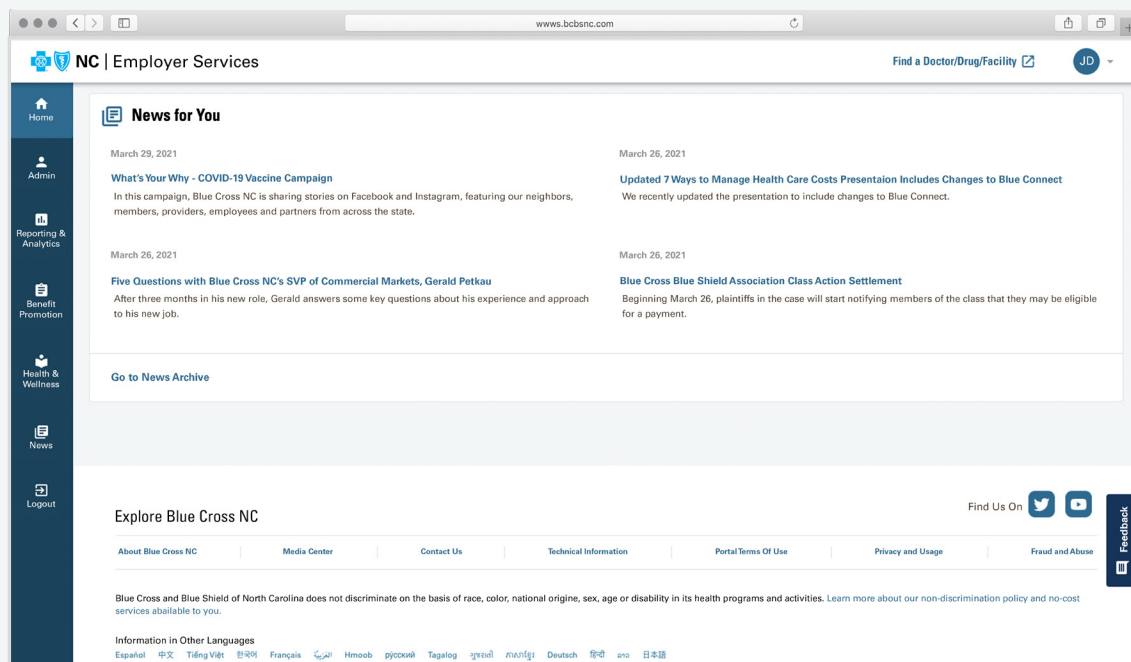


Health & Wellness

Find a program that fits your workplace

Health & Wellness programs and campaigns are organized by topic so you can quickly find what you need, from smoking cessation to flu clinics.

There's a Cost Control video series designed to help employees make the right choices to keep health care costs down. And you can highlight any rewards or discount programs your group participates in to encourage better health behaviors and more cost-effective shopping for services.



News & Contacts

Finally, you can scan our latest News articles from the Home screen, or go to the News Archives to catch up on your reading. And you can select the Contact Us link at the bottom of the screen if you need help or need to reach out to us.



Please tell us what you think and what we can do to improve your Employer Services portal experience further. There are three ways to contact us:

- For groups with 1–99 enrolled employees, call 1-877-237-6275
- For groups of 100+ enrolled employees, reach out to your Blue Cross NC account team
- Or use our online Feedback prompt located on each page of the portal

We hope you enjoy your Employer Services portal experience!