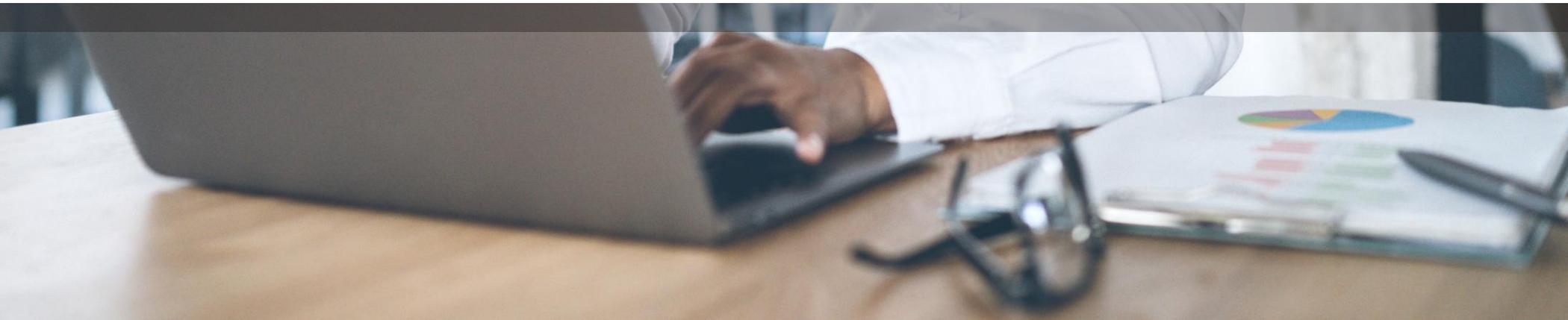


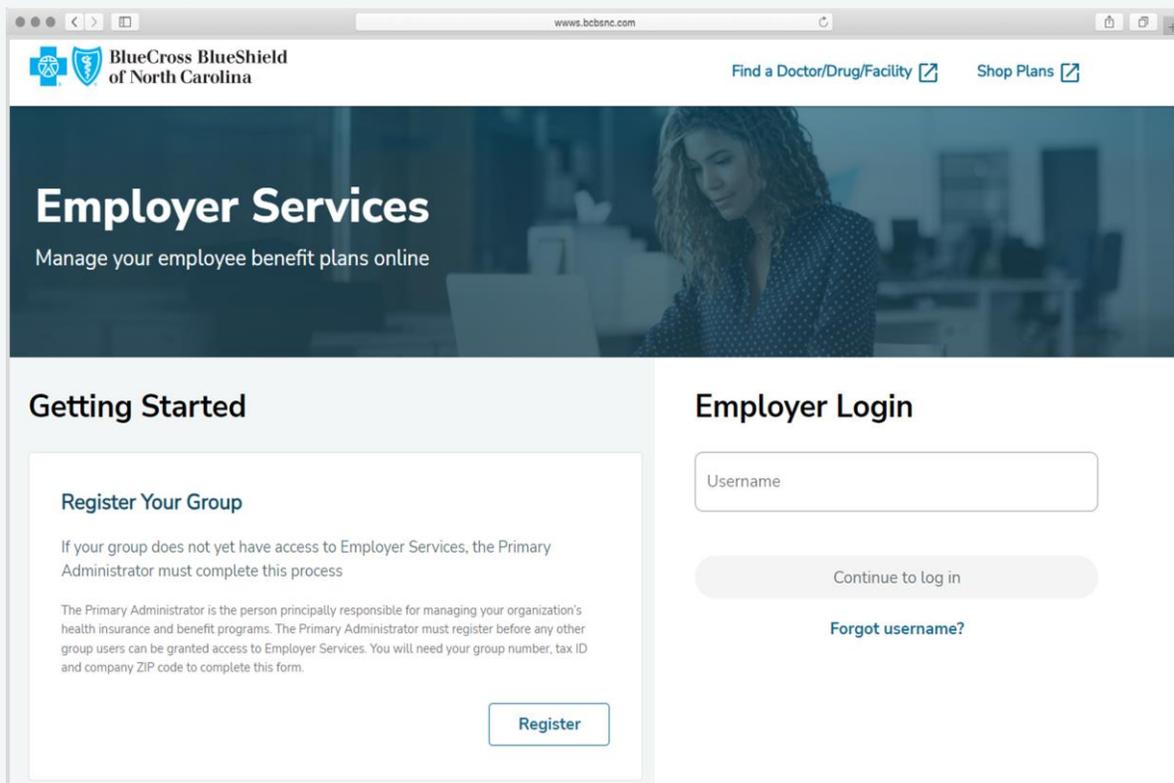


BlueCross BlueShield
of North Carolina



QUICK START GUIDE | Employer Services





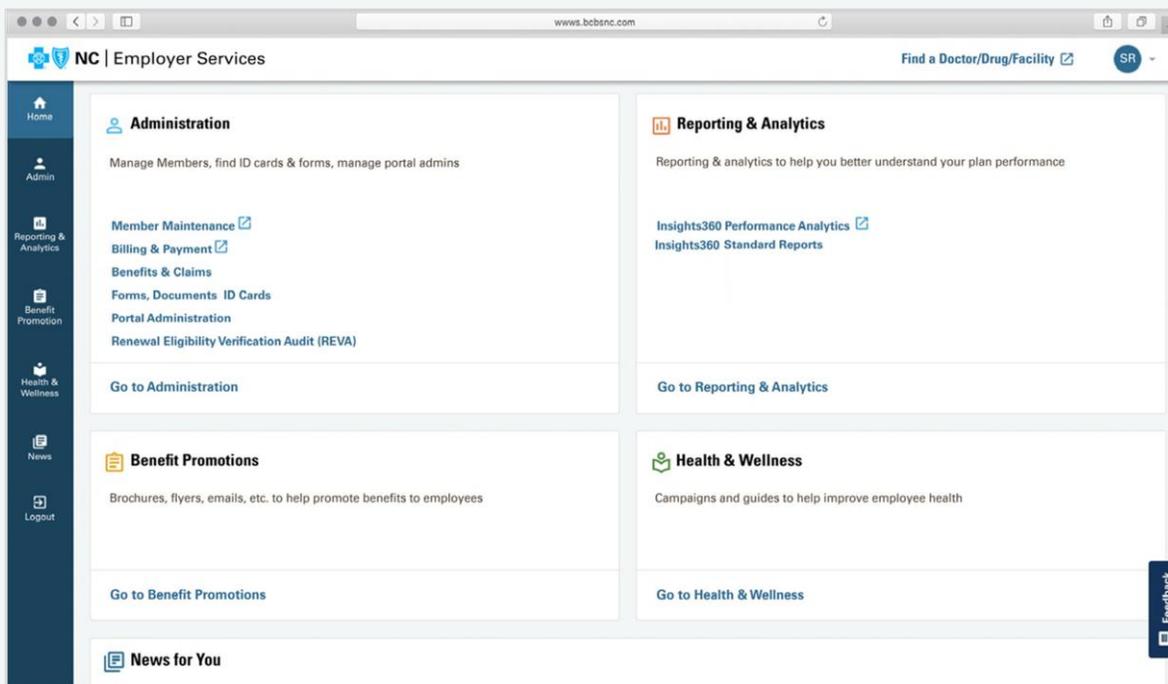
Registration

employer.bcbsnc.com/employer/web/login

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!

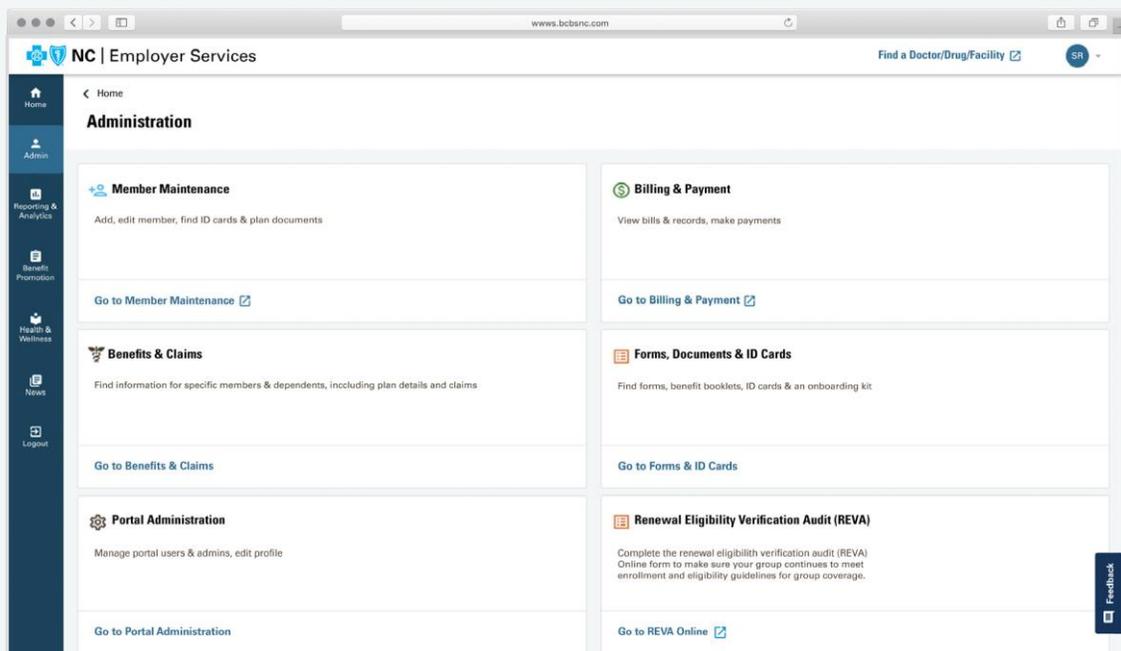
Your Primary Admin should be the person who is principally responsible for managing your group's insurance and benefit programs.



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.



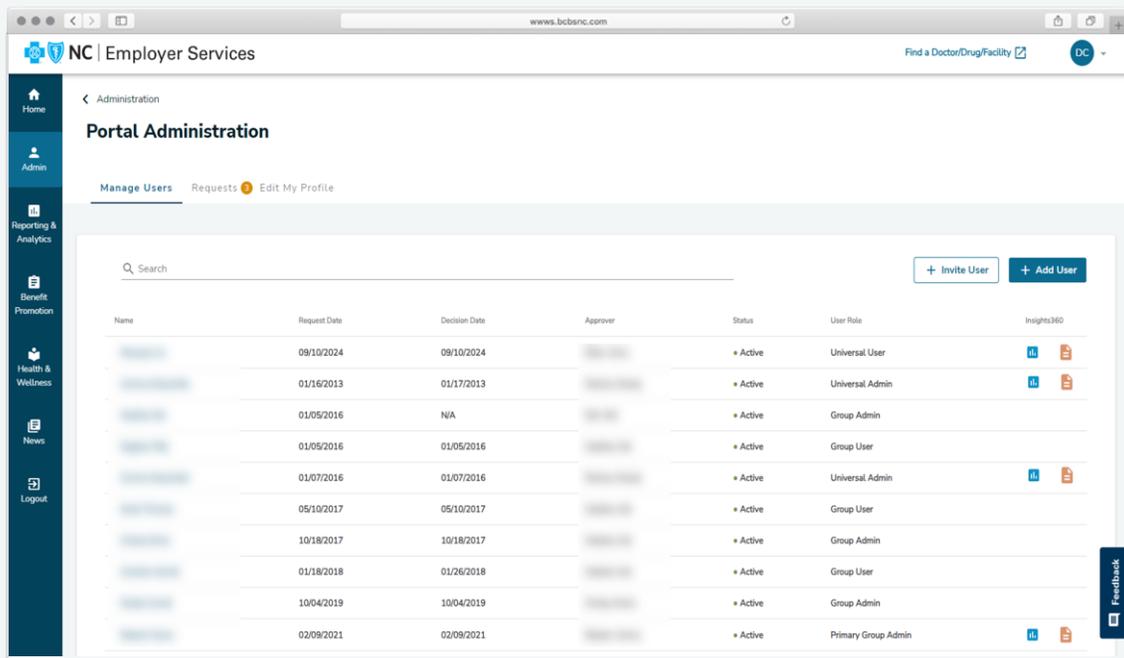
Administration

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.

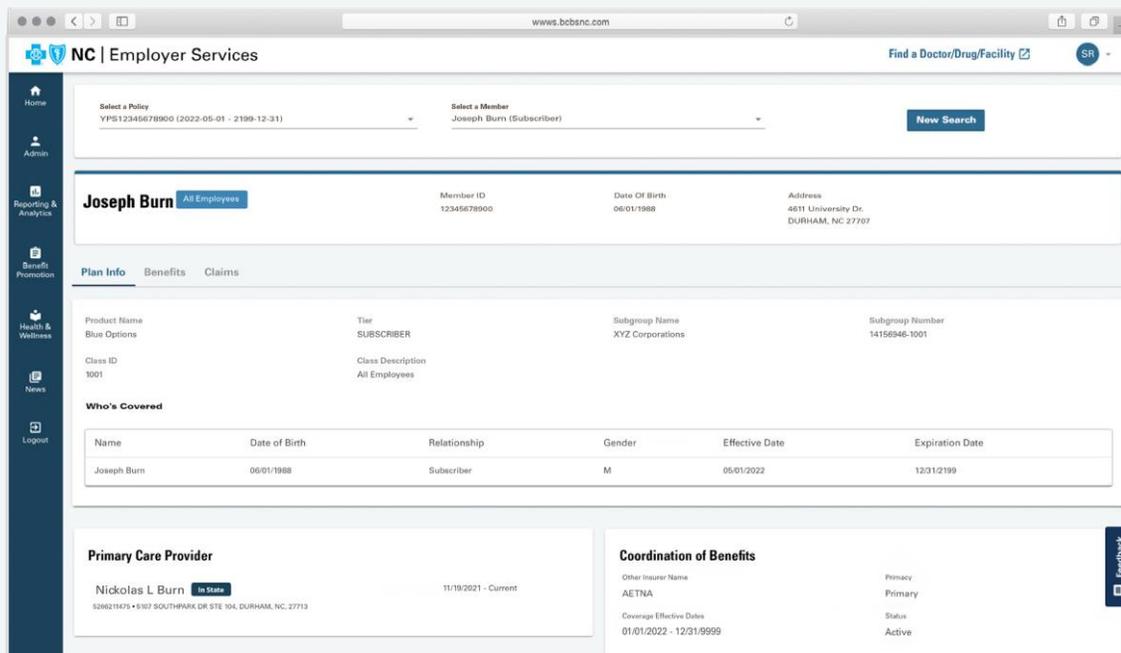
Your view and access privileges may vary based on your group set-up and your user role.



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.

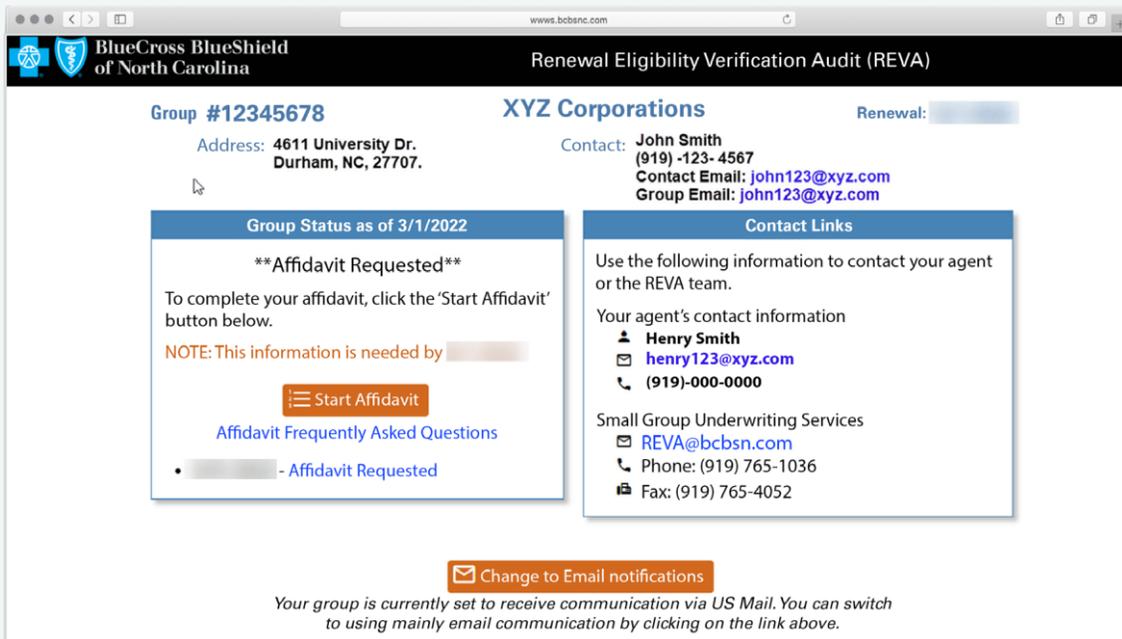


The screenshot displays the 'NC | Employer Services' interface. At the top, there are dropdown menus for 'Select a Policy' (YFS12345678900 (2022-05-01 - 2199-12-31)) and 'Select a Member' (Joseph Burn (Subscriber)), with a 'New Search' button. Below this is a summary card for 'Joseph Burn' with fields for Member ID (12345678900), Date Of Birth (06/01/1988), and Address (4611 University Dr, DURHAM, NC 27707). A navigation bar includes 'Plan Info', 'Benefits', and 'Claims'. The 'Plan Info' section shows details for 'Blue Options' (Tier: SUBSCRIBER, Subgroup Name: XYZ Corporations, Subgroup Number: 14156846-1001, Class ID: 1001, Class Description: All Employees). The 'Who's Covered' table lists Joseph Burn as a Subscriber, effective from 05/01/2022 to 12/31/2199. The 'Primary Care Provider' section identifies Nickolas L. Burn as the provider, effective from 11/19/2021 to the present. The 'Coordination of Benefits' section shows AETNA as the other insurer, with a primary status and active coverage from 01/01/2022 to 12/31/9999.

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

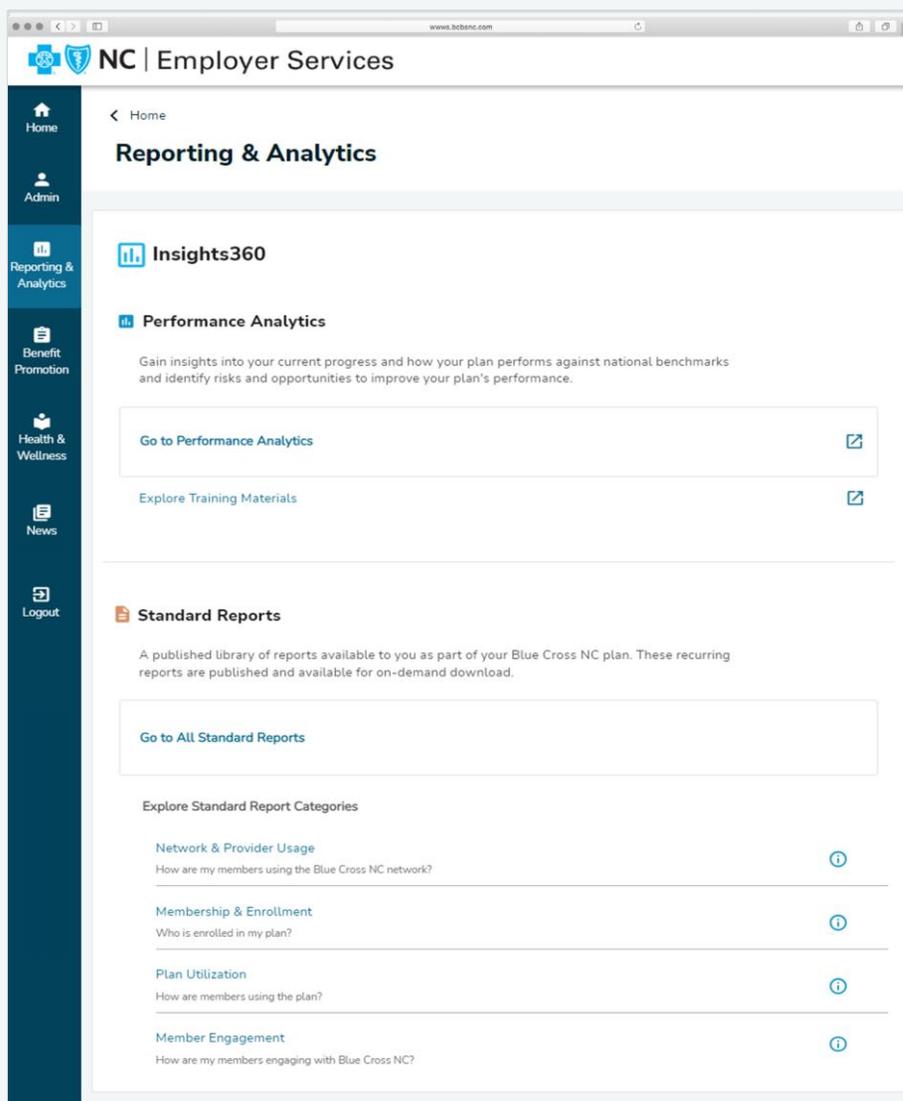
[Change to Email notifications](#)

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.



The screenshot shows the 'Reporting & Analytics' section of the NC Employer Services portal. The page is titled 'Reporting & Analytics' and features a sidebar with navigation options: Home, Admin, Reporting & Analytics (selected), Benefit Promotion, Health & Wellness, News, and Logout. The main content area is divided into three sections:

- Insights360**: A section for advanced analytics.
- Performance Analytics**: A section for gaining insights into current progress and performance against national benchmarks. It includes two links: 'Go to Performance Analytics' and 'Explore Training Materials'.
- Standard Reports**: A section for a published library of reports available for on-demand download. It includes a link 'Go to All Standard Reports' and a list of report categories:
 - Network & Provider Usage**: How are my members using the Blue Cross NC network?
 - Membership & Enrollment**: Who is enrolled in my plan?
 - Plan Utilization**: How are members using the plan?
 - Member Engagement**: How are my members engaging with Blue Cross NC?

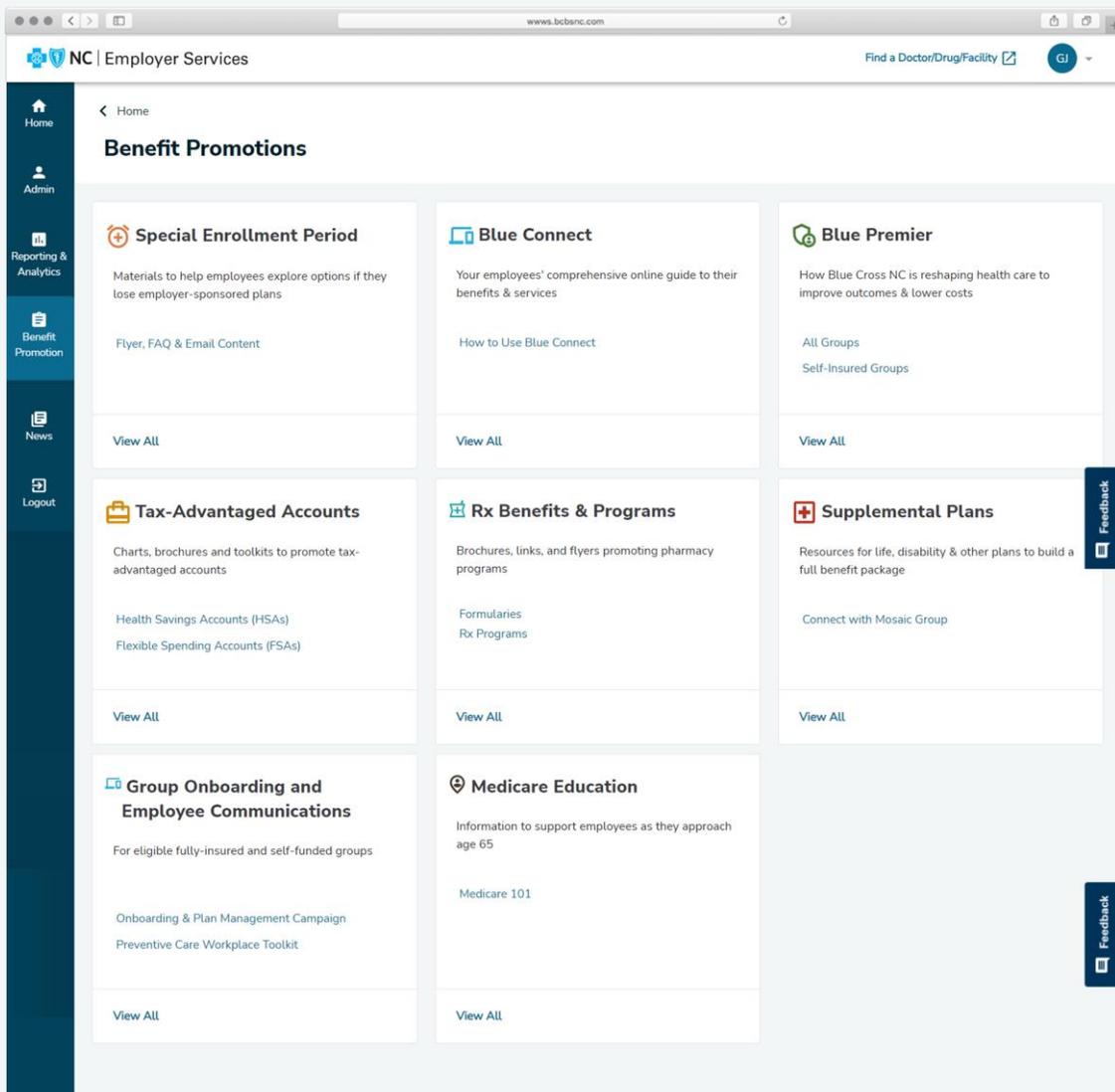
Reporting & Analytics

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.



www.bcbenc.com

NC | Employer Services [Find a Doctor/Drug/Facility](#)

Home

Admin

Reporting & Analytics

Benefit Promotion

News

Logout

Benefit Promotions

Special Enrollment Period

Materials to help employees explore options if they lose employer-sponsored plans

Flyer, FAQ & Email Content

[View All](#)

Blue Connect

Your employees' comprehensive online guide to their benefits & services

How to Use Blue Connect

[View All](#)

Blue Premier

How Blue Cross NC is reshaping health care to improve outcomes & lower costs

All Groups

Self-Insured Groups

[View All](#)

Tax-Advantaged Accounts

Charts, brochures and toolkits to promote tax-advantaged accounts

Health Savings Accounts (HSAs)

Flexible Spending Accounts (FSAs)

[View All](#)

Rx Benefits & Programs

Brochures, links, and flyers promoting pharmacy programs

Formularies

Rx Programs

[View All](#)

Supplemental Plans

Resources for life, disability & other plans to build a full benefit package

Connect with Mosaic Group

[View All](#)

Group Onboarding and Employee Communications

For eligible fully-insured and self-funded groups

Onboarding & Plan Management Campaign

Preventive Care Workplace Toolkit

[View All](#)

Medicare Education

Information to support employees as they approach age 65

Medicare 101

[View All](#)

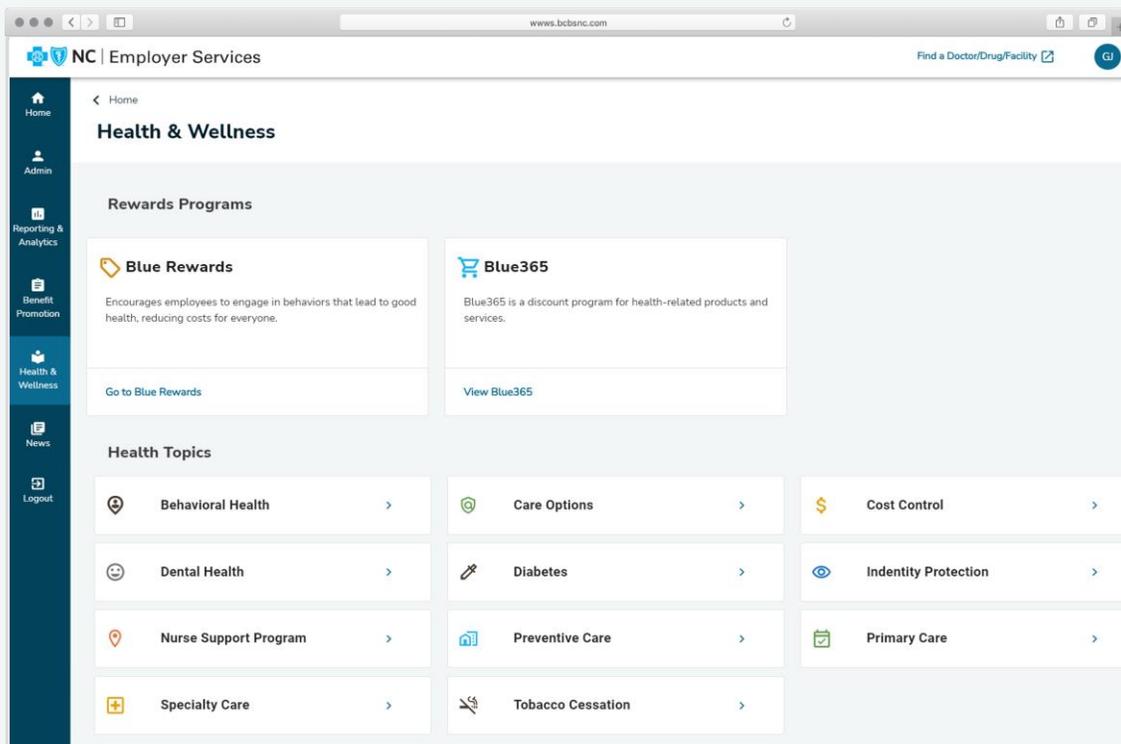
Feedback

Feedback

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 quickly print out posters for the breakroom or generate an insert for your newsletter to help employees understand the valuable benefits you provide for them.

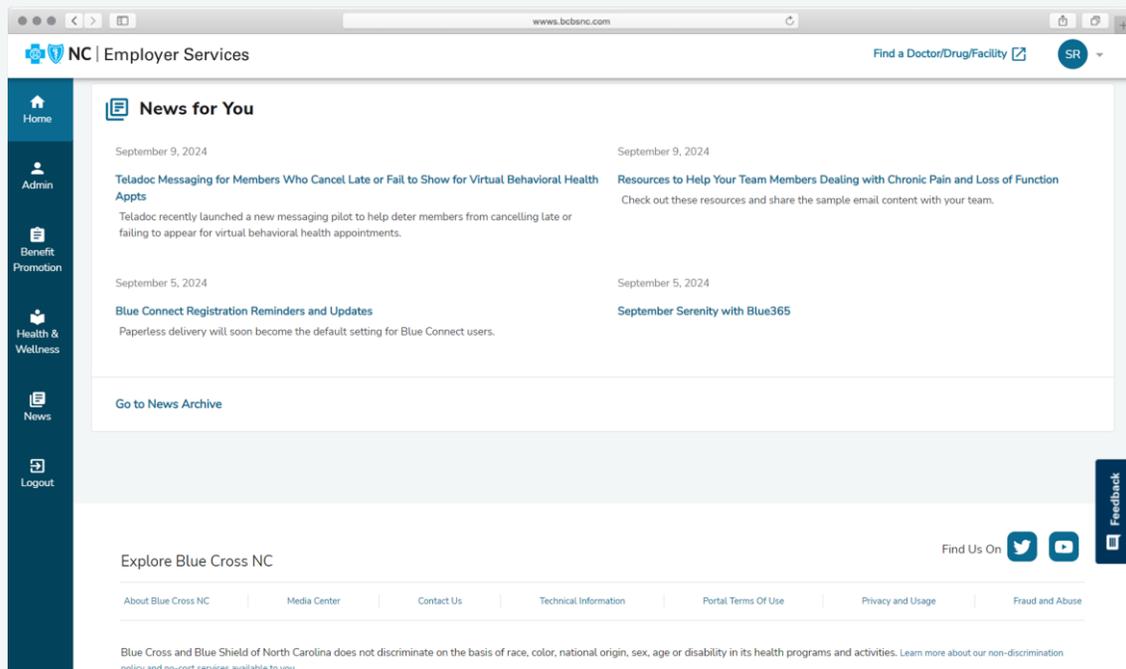


Health & Wellness

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!