

# Plan administrator guide

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Manage  
your company's  
health plan with  
easy-to-use tools.



# Secure employer website

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Complete administrative tasks for your health plan quickly and easily.

Once you sign in to the secure website, you can complete the following tasks:

- View employee information and eligibility
- Edit member information
- Order ID cards
- Review account and billing information
- Determine coverage start date for new employees
- Review reports\*
- And much more

If you're the group administrator for your company, you are responsible for determining who has access to the secure employer website. After you sign in to the website, look for a link to how-to guides. These easy-to-follow tips will help you navigate the site, add users, delete users, reset your password, unlock your account, and perform other basic functions.

## New to Premera Blue Cross or Premera Blue Cross HMO?

When your group's plan begins, the group administrator will receive a letter asking them to call the help desk at **800-722-9780** in order to receive an email invitation. The email will provide instructions on how to set up a secure employer account with a user ID and password. Once you're in the secure employer website, you'll find a link to user guides and other helpful resources.

## Need technical help?

Call the help desk at **800-722-9780**, option 3, from 6 a.m. to 6 p.m. Pacific Time, Monday through Friday.

\*Authorized users can access reporting tools on the Reports page of the secure employer website. These audit reports are designed to help you effectively manage your employee's benefits. Reports are available in either PDF or Excel format.

# Enrollment Center

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You can reach the Enrollment Center through the secure employer website. With the Enrollment Center, you can enroll employees and their eligible dependents into the system.\*

## Navigate these tasks with the Enrollment Center:

- Add a spouse or domestic partner to an existing member profile
- Add dependents to an existing member profile
- Edit subgroup information (if you have more than one subgroup)
- Change class/plan (if applicable)
- Terminate a member from the plan
- Manage COBRA (Benefitfocus Enrollment Center only)

If you are interested in access to the Enrollment Center, talk with your account manager about setting up your account.

## Helpful web tips

**When you're entering information online within the secure employer website, please keep these guidelines in mind.**

- The only symbols that can be used in member names are the hyphen (-) and the apostrophe ('). In addition to those two symbols, the pound sign (#) can be used in the address.
- Names are limited to 26 characters. This includes the member's first name, middle initial, and last name, as well as the spaces in between. This is how the name will be shown on the member's ID card. Contact your membership analyst if you have additional questions.
- Entries using postal address standards will improve delivery of the ID card and Explanation of Benefits.
- Addresses entered can only be U.S. addresses. For foreign addresses, please contact your billing representative found on [premera.com](https://premera.com) or on your monthly invoice.

\*Additional steps may be required to enroll new members on a plan with a health savings account (HSA).

# Billing management

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**On the Billing page within the secure employer website, you can find helpful information:**

- View invoices for the past six months
- Find out where to remit payments
- Get summary information for each invoice (in PDF or Excel format)
- See the next invoice generation date

**Important note:** Depending on your group's billing date, enrollment and eligibility changes could appear on the next billing statement.

## **Have billing questions?**

If you need assistance, or have questions about the information, please contact your membership analyst. To report a technical problem, please call the technical help desk at **800-722-9780** from 6 a.m. to 6 p.m. Pacific Time, Monday through Friday.

# Eligibility and enrollment

Complete enrollment online using the Enrollment Center. If you prefer using the paper enrollment process, each employee must complete and sign a Member Enrollment and Change Application to add, drop, or waive coverage. Required enrollment information should be submitted prior to, but no later than, 30 days from the start date.

## Enrollment reminders





Employees or dependents who aren't enrolled when first eligible or as allowed under special enrollment below, are eligible for enrollment during your group's next open enrollment period.


## Open enrollment

When your group chooses to renew its existing contract, members are eligible to make different benefit selections and add or drop dependents from their plan, as per the guidelines of their new contract. This period of time is known as open enrollment and is only available at the time of renewal. Any other changes to enrollment must be for one of the reasons listed below:

Please let eligible employees know about the plan's waiting period and special enrollment rights before they enroll.

## Enrollment outside of open enrollment period

ENROLLMENT REASON	DEFINITION
 New employee	Newly hired employee
Rehired employee	Rehired employee
COBRA	No longer eligible as a regular member but is opting to continue benefits under COBRA
Employee has entered eligible class	Change from part time to full time or temporary to permanent employment, and the like
 Marriage	Adding dependent(s) due to marriage
Legal separation	Dropping dependent(s) due to legal separation
Divorce	Dropping dependent(s) due to legal divorce
 Death	Cancellation of coverage due to member death
 Birth	Adding dependent(s) due to birth
Adoption	Adding dependent(s) due to legal adoption (legal papers are required)
Dependent change	Adding or dropping a dependent due to changes in eligibility status, such as a qualifying event or dependent coverage status (26)
Involuntary loss of coverage	Coverage with another carrier has been terminated
Qualified medical child support orders	Copy of court order may be required
Persons eligible for medical assistance	Newly enrolled by Department of Social and Health Services (DSHS) in the Employer-Sponsored Insurance program

 This change can be made online using the Enrollment Center or through the secure employer website.

Note: The employer is responsible for validating all enrollments submitted outside of open enrollment meet the above criteria.

Although the plan may provide for reimbursement of expenses incurred by the domestic partner, federal tax laws restrict the plan's ability to reimburse expenses incurred by an individual who is not a tax dependent. Because the tax laws applicable to domestic partners are complicated, the member should consult with their tax advisor to determine whether their domestic partner is their tax dependent before they make any decisions under the plan.

# Special enrollment

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The terms of your healthcare plan may allow employees and/or dependents to waive enrollment when first eligible because they have other coverage. They can enroll later if the other coverage is lost and certain conditions are met.

**Employees and dependents may enroll outside the open enrollment period for the following reasons:**

- The employee or dependent had other healthcare coverage when the coverage was offered.
- The employee declined coverage for themselves and/or the dependent in writing, and the written notice stated that the person had other coverage.
- The employee or dependent lost other coverage due to legal separation, divorce, death, voluntary or involuntary termination of employment, or a voluntary or involuntary reduction in the number of hours worked.
- The employer terminated its contribution toward the employee or dependent's other coverage.
- The employee is eligible for both state medical assistance and coverage under the plan and is enrolled in the Department of Social and Health Services (DSHS) Employer-Sponsored Insurance (ESI) program. The employee may be required to provide a Notice of Eligibility from DSHS. Under the ESI program, the employee receives state subsidy for coverage directly from the state. The employer is responsible for obtaining and maintaining any DSHS documentation.

**Note:** The employer is responsible for validating all special enrollment meet the above criteria.

**Note:** Reduction in the amount of employer contribution does not convey special enrollment rights.

- An employee may enroll (with or without existing dependents) at the same time a new dependent (acquired through marriage, domestic partnership, birth, or adoption) is enrolled, if the terms of your healthcare plan allowed the employee or dependent to waive enrollment when first eligible.
- The employee was covered under COBRA at the time this coverage was offered, and the employee's COBRA benefits have been exhausted.

**Note:** Employees or dependents who voluntarily terminate COBRA coverage while still eligible for it do not have special enrollment rights.



# Waiving coverage on initial enrollment

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An employee may enroll (with or without existing dependents) at the same time a new dependent (acquired through marriage, domestic partnership, birth, or adoption) is enrolled, if the terms of your healthcare plan allowed the employee or dependent to waive enrollment when first eligible.

If an employee and/or dependent decline to enroll in the health plan, enter that information in the Enrollment Center. If using the paper enrollment process, the employee must sign a waiver. Please note that for community rated groups of 1 to 50, all eligible waivers must be accompanied by a photocopy of an ID card or Explanation of Benefits (EOB) to verify current coverage. Please keep signed waivers in your files. If you need additional copies, they are available on the website, [premera.com/wa/employer/resources/forms](https://premera.com/wa/employer/resources/forms).

# Cancellations

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Your employees should notify you whenever dependents are no longer eligible for coverage or are canceling coverage under your plan.

To ensure that coverage is canceled, choose the appropriate method below:

## **Enrollment Center**

Process enrollment cancellations via the Enrollment Center. Cancellations must be completed within 60 days of receiving notice from your employee.

## **Paper**

Provide written notice within 60 days from the date of notification. This notification may be submitted via email directly to [premeramembership@premera.com](mailto:premeramembership@premera.com).

## **Cancellation criteria**

Below are general guidelines for coverage cancellation under most Premera Blue Cross or Premera Blue Cross HMO plans. Check with your account representative for specific details on your plan.

## **Employee and dependents**

- The group's contract is canceled.
- The employee's employment is terminated.
- The employee no longer meets group's eligibility guidelines.
- The employee is no longer in an eligible employee class.
- The employee cancels coverage, provided that the group contract does not require 100 percent participation for employees.
- The employee is deceased.
- The group's subscription charges are not paid when due or within the grace period.
- The plan is an association plan, and the participating employer ceases to be a member of the association.

**Note:** Cancellations that are requested to be retroactive because of a group's clerical error will not be retroactive more than two months from the date a group notifies Premera Blue Cross or Premera Blue Cross HMO of the error. Please note that this retroactive cancellation policy does not apply to COBRA enrollees and situations other than the group's clerical error.

# Children, spouse, or domestic partner

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Coverage for a child, spouse, or domestic partner will end when one or more of the following occurs:

- The marriage or domestic partnership is terminated or the spouse divorces or legally separates from the employee (spouse/domestic partner will lose eligibility; however, enrolled children may not necessarily lose eligibility).
- The child reaches the allowable age limit.
- The employee cancels coverage, provided that the group contract does not require 100 percent participation for dependents.
- The child, spouse, or domestic partner dies.
- The court-ordered guardianship of a minor child expires or terminates.



# COBRA

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COBRA is the federally mandated program that provides your employees the opportunity to continue their health coverage if they lose coverage under special circumstances. Your group may require COBRA enrollees to pay the full cost of this coverage plus an additional two percent.

As a group administrator, you should determine whether your plan is subject to COBRA. Here are some general guidelines:

- Groups that had fewer than 20 employees on at least 50 percent of their working days in the previous calendar year are **not** subject to COBRA starting January 1 of the next calendar year. For example, an employer who had 17 employees for 50 percent of its working days in 2024 is **not** subject to COBRA as of January 1, 2025.
- All employees must be counted, not just those eligible for or enrolled in the plan.
- Other requirements and restrictions apply, as stated in the federal law and regulations.
- If your plan is subject to COBRA, please notify your account representative immediately when COBRA status changes for your employees and their dependents.

# State of Washington continuation of coverage

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Your plan may include a three-month continuation option in accordance with Washington state law. Under this option, enrollees whose group coverage is terminated for any reason may elect to continue the coverage for up to three months at a rate agreed upon between your group and Premera Blue Cross or Premera Blue Cross HMO.

This continuation option applies only to enrollees whose loss of coverage does not qualify under COBRA.

Like COBRA coverage, your group may require enrollees who elect three-month continuation to pay the full cost of that coverage. As a group administrator, you collect the subscription charges and enrollment forms from these enrollees and forward them to Premera Blue Cross or Premera Blue Cross HMO with your regular monthly payment.

## Individual coverage

When coverage under your group plan ends, your enrollees may apply for individual plan coverage. Contact your producer or account representative for more information on these plans.

# Billing information and policies

## UNDERSTANDING YOUR GROUP INVOICE SUMMARY

The group invoice summary you receive by mail provides detailed information for the current invoice period, including changes made to the account since the prior month's invoice date.

Page 1 of 6

Group Invoice Summary  
Group Number: 4013063

Invoice Period: November 01 - 30, 2018  
Invoice Number: 182960002027  
Invoice Date: October 23, 2018  
Invoice Generated on: October 26, 2018

Balance Due from Previous Invoice \$50,052.17  
Payments and Credits Posted Since Previous Invoice (\$50,052.17)  
BALANCE FORWARD \$0.00

Total Subscribers	Total Active Members	Total COBRA Members	Total Early Retiree Members	Total Retiree Members	Total Amount Due
<b>CURRENT PERIOD</b>					
HERITAGE PLUS 1 HP1A	53	59	0	0	\$20,345.90
HERITAGE PLUS 1 HP1B	50	73	0	0	\$31,263.16
Sub Total - Current Medical Members	103	132	0	0	\$51,609.06
Total Current Period	103	132	0	0	\$51,609.06
<b>RETROACTIVE ADDITIONS</b>					
HERITAGE PLUS 1 HP1A					\$4,932.34
HERITAGE PLUS 1 HP1B					\$1,431.90
Sub Total - Retro Medical Adds					\$6,364.24
Total Retroactive Additions					\$6,364.24
<b>RETROACTIVE TERMINATIONS</b>					
HERITAGE PLUS 1 HP1A					(\$4,580.03)
Sub Total - Retro Medical Terms					(\$4,580.03)
Total Retroactive Terminations					(\$4,580.03)
Current Invoice Total					\$53,393.27
Fees/Adjustments					\$0.00
PLEASE PAY THIS AMOUNT					\$53,393.27

Please Note: Your Invoice is due and payable on the first of the month. Unpaid accounts as of the tenth of the month are subject to cancellation. Please pay your invoice as billed. Failure to pay as billed may result in a delinquent.

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### CURRENT INVOICE TOTAL

The current invoice total represents billing for the current month owing.

### PLEASE PAY THIS AMOUNT

Represents the amount actually due and payable. It is calculated by adding the current invoice total **plus** any adjustments **plus** any balance forward owing from a prior billing invoice period. This is the amount that should be referenced for payment each month. Any enrollment changes processed after current month's billing statement will be reflected in the subsequent month's bill.

### Important! Payments are due on the first of each month.

To expedite processing when mailing your payment, please submit your payment in full along with your remittance coupon located at the bottom of your group invoice summary. Your prompt payment enables us to provide your employees with uninterrupted claims processing.





# Enrollment application completion tips

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Use the Enrollment Center to complete enrollment online. The following is applicable only if you are using the paper enrollment process.

## Section 1: Group information

To be completed by the group administrator as follows:

- **Group ID.** Your group number.
- **Group name.** Enter your group name.
- **New/Change.** Mark the new box if you are adding a new subscriber to your plan. Mark the change box if you are making changes to an existing subscriber.
- **Reason.** The enrollment reason is required. Please refer to "Enrollment outside of open enrollment period" for a list of acceptable qualifying events.  
Note: You are responsible for validating that all enrollments submitted outside of open enrollment meet acceptable criteria.  
Note: You are responsible for validating that all enrollments submitted outside of open enrollment meet acceptable criteria.
- **Date of event.** Date of enrollment reason (enter full date).  
(Example: John Smith got married on 2/14/23 and would like to add his spouse. Enrollment reason = Marriage, Date of Event = 2/14/23.)
- **Employee class.** SubGroup ID or class name are required if you have multiple subgroups and/or classes.
- **Employee job title.** Enter employee job title.
- **Date of hire.** Date employee was originally hired by your company. In the case of a rehire, enter the rehire date.
- **Date employee entered eligible class.** The date the employee qualified for health benefits. Generally, this date is the same as the hire date for full-time employees. In the case of part-time employees, enter the date they became eligible for health benefits as per your contractual agreement.  
(Example: Employee A hired 1/1/22 as part time; became full time effective 2/1/23 and is now eligible for health benefits. In this example, you would use 2/1/23.)
- **Same as hire date.** Check this field if the date they entered the eligible class is the same as the hire date.
- **Start date.** Enter the date the employee will begin receiving benefits. Refer to your contract to determine what the start date would be following satisfaction of a probationary waiting period, if one applies.
- **COBRA.** Complete this section only if applicable.

## Section 2: Employee information

To be completed by employee.

- **Member names must be written exactly** as they should appear on the ID card (limited to 26 characters for full name, including spaces). The member must shorten the name if their name is more than 26 characters.
- **All information must be legible and completed.**
- **Mailing address is required.**

### Section 3: Enrollment information

To be completed by employee.

- **Plan choice.** Write in plan selected.
- **Add/Drop/Waive.** Complete appropriate box for each member.
- **Relationship to employee.** Describe dependent's relationship to employee.
- **Last name, first name, MI.** Clearly write member's name exactly as it should appear on the ID card (limited to 26 characters including spaces for full name).
- **Social Security number.** Write in each member's Social Security number.
- **Date of birth.** Write in each member's full date of birth (mm/dd/yy).
- **Gender.** Each member must have a gender selected. Premera Blue Cross and Premera Blue Cross HMO will not make assumptions based on name.
- **Benefit selection.** Indicate benefit selection for each member, if your plan has uncommon enrollment. Note: If you have common enrollment, all dependents will default to the employee benefit selections.
- **Different dependent mailing address.** Provide full address if correspondence should be mailed to a different address. Specific member names should be listed, otherwise correspondence will default to employee's address.

### Section 4: Employee signature

Employee must read, sign, and date this enrollment application, which verifies data is accurate.

- **Disabled dependent information.** If dependent coverage is due to disability, please complete the "Request for Certification of Disabled Dependent" form located on [premera.com](https://premera.com) under Forms.

### Newborn coverage and rate impact

- **The Erin Act** provides that when a mother's health plan coverage includes maternity benefits, her newborn child will receive three weeks (21 days) of coverage under the plan, regardless of whether the child is ultimately enrolled in the plan.
- If a newborn is added to the policy, the premium will appear on the billing the first of the month following the month the newborn is added. Contact your membership analyst, whose name and telephone number is included on your billing statement, if you have any questions.
- If the newborn addition does not change a dependent coverage level, then rates will not be affected.

### Submission of enrollment applications

Note: If enrollment is completed via the Enrollment Center, do not submit hard copy enrollment form.

**Fax:** Please send to 888-251-7319

Note: Do not submit hard copy enrollment form for faxed documents.

**Email:** If you have scanning capabilities, you may email the application directly to Membership & Billing at [premeramembership@premera.com](mailto:premeramembership@premera.com).

Note: Do not submit hard copy enrollment form if document is emailed.

**Mail:** Enrollment forms can be mailed to the following:

Premera Blue Cross  
PO Box 327 MS 737  
Spokane, WA 99220

Premera Blue Cross HMO  
PO Box 91060  
Seattle, WA 98111



# Membership administration

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The following data must be provided for member enrollment, termination, and demographic changes:

- The type of transaction—member enrollment or termination, plan change, or a demographic change (such as a change of name or address)
- The group identification number
- The employee's subscriber identification number, or, if unavailable, the employee's Social Security number (the member's Social Security number is required to enroll new members)
- The group's unique employee identification number, if any
- The affected member's first name, last name, and middle initial
- The affected member's date of birth, gender, and, for dependents, relationship to the subscriber
- The member's complete address (street and number, city, state, and ZIP code). If more than one address is provided, the home and mailing addresses must each be identified
- The start date or maximum COBRA period end date as applicable (for COBRA members only)
- The subgroup and class identification number
- The affected subscriber's hire date
- The subgroup identification number
- The medical, dental, pharmacy, and vision plan identification codes, as applicable

# Paying your bill

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## **Automated payments**

For your convenience, payments are accepted via the secure employer website, by phone, Automated Clearing House (ACH), bill pay, and wire transfer.

For more information on setting up an ACH payment process, contact the membership and billing team at 855-756-0796.

**Pay by phone** (recurring payments are not an option)

Call 866-396-0197.

## **Pay by mail**

Pay your bill by mailing the payment along with your payment remittance coupon to the appropriate address below:

Send your payment through standard mail:

Attention: Payment Processing  
PO Box 743982  
Los Angeles, CA 90074-3982

Send your payment through an overnight service:

Bank of America Lockbox Services  
Lockbox 743982  
2706 Media Center Drive  
Los Angeles, CA 90065-1733

A self-addressed envelope is enclosed with your monthly group invoice. Indicate your group number on your check to expedite the processing of your payment.

Enrollment changes or correspondence attached to payments may result in processing delays. To expedite processing, only send payments to the addresses listed above. All other information should be emailed to [premeramembership@premera.com](mailto:premeramembership@premera.com) or faxed to **888-251-7319**.

# Delinquent accounts and payment policies

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The group contract defaults to a subscription charge due date of the first of each month with a 10-day grace period. If payment is not received by the end of the grace period, the group contract will be automatically terminated, retroactive to the subscription charge due date.

## Contract excerpt

### PAYMENT OF SUBSCRIPTION CHARGES AND GRACE PERIOD

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The first payment of subscription charges is due in advance of the contract's start date. After that, the group will pay the monthly subscription charges by the subscription charge due date, as set forth on the face page of the contract, of each following month. After the first payment, there is a grace period of 10 days from each due date in which to pay subsequent subscription charges. If payment is not received by the end of the grace period, the contract will automatically terminate on the subscription charge due date.

The acceptance of late or inadequate subscription charges shall not be construed as a waiver of Premiera Blue Cross or Premiera Blue Cross HMO rights. No benefits are payable for expenses incurred on any date for which subscription charges are not paid. The group is liable for all subscription charges covering any period of time that this contract remains in force.

If your payment is not received by the first of each month, you will receive a cancellation warning notice. If you lost your billing statement or did not receive your bill, you may download a copy at [premera.com](https://premera.com). Billing statements may be accessed online for up to 6 months. If you did not receive your billing statement in a timely manner, contact your membership analyst.

Reinstatement of a contract without a lapse in coverage is available only to accounts that have no prior reinstatements. The one-time per contract year reinstatement allowance is strictly enforced.

**Note:** During your renewal month, your regularly scheduled bill may be suspended to ensure an accurate bill is mailed to you. If you do not see your bill on schedule, contact your membership analyst.

# Frequently asked questions

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## **Can I make changes online?**

Yes, you can add or terminate members if you use the Enrollment Center. To order ID cards or view your billing statements, go to [premera.com](http://premera.com). If you need to register, please call the web support help desk at **800-722-9780**.

## **Once I submit my enrollment do I need to submit a hard copy?**

No, if you submit enrollment via fax, Enrollment Center, or email, you do not need to follow up with a hard copy of the enrollment application. The fax number is **888-251-7319**.

## **When should I submit enrollment changes?**

Submitting enrollment changes as they occur will ensure your billing accurately reflects your most current eligibility.

## **When will changes show up on my statement?**

Additions or terminations submitted after your billing cycle will be reflected on your next month's billing statement. To expedite the reconciliation of your group's account as well as ensure prompt claims payment, please pay as billed.

## **Why haven't I received my bill yet?**

During your renewal month, your group bill may be suspended to ensure an accurate bill is mailed to you. If you do not see your bill on schedule, please contact your membership analyst.

## **How can I ensure my payment is accurately processed?**

Returning your payment stub, found on the bottom of your monthly invoice, and noting your group number on your check, will assist in ensuring your payment is properly credited.

## **Can my membership analyst answer my questions about benefits and claims?**

No, your membership analyst cannot answer questions pertaining to benefits or claims processing. Please call Premera Blue Cross customer service at **800-722-1471** or Premera Blue Cross HMO customer service at **844-722-4661** for these types of questions.

## **Where can I find contact info for my membership analyst?**

Your membership analyst's name and direct telephone number are listed on page one of your monthly invoice.

## **Can I make my group's premium payment online?**

Yes, sign in at [premera.com](http://premera.com), go to Tools, then Billing, and accept the new Terms and Conditions. Be sure to check that your auto-pay settings and profile information are correct and up to date. For more information, visit the Billing page or call customer service.

## **If I make a payment online or by phone, how long does it take for my payment to process?**

Payments set up after 2 p.m. will process the next business day. Payments set up prior to 2 p.m. will post the same day.

**This does not apply to payments sent by mail.**

## **Is there a charge for paying over the phone or through the website?**

No, Premera Blue Cross and Premera Blue Cross HMO want to make this process as easy for you as possible. Therefore, when making payments via the website or over the phone, there is no additional charge.



## MEMBERSHIP AND BILLING

For questions related to enrollment, billing, or payments, please contact the membership and billing team at [855-756-0796](tel:855-756-0796).

## BUSINESS OFFICES

7001 220th St. SW  
Mountlake Terrace, WA 98043  
[425-918-4000](tel:425-918-4000)

## EXPRESS SCRIPTS PHARMACY LOCATOR

[800-391-9701](tel:800-391-9701)

Call this toll-free number to find an in-network pharmacy near you.

## CLAIMS SUBMISSION

Premera Blue Cross  
PO Box 91059  
Seattle, WA 98111-9159

Premera Blue Cross HMO  
PO Box 91060  
Seattle, WA 98111

## TECHNICAL HELP DESK

[800-722-9780](tel:800-722-9780)

[support@premera.com](mailto:support@premera.com)

