# Marketplace quote to enroll platform

Premera Blue Cross job aid

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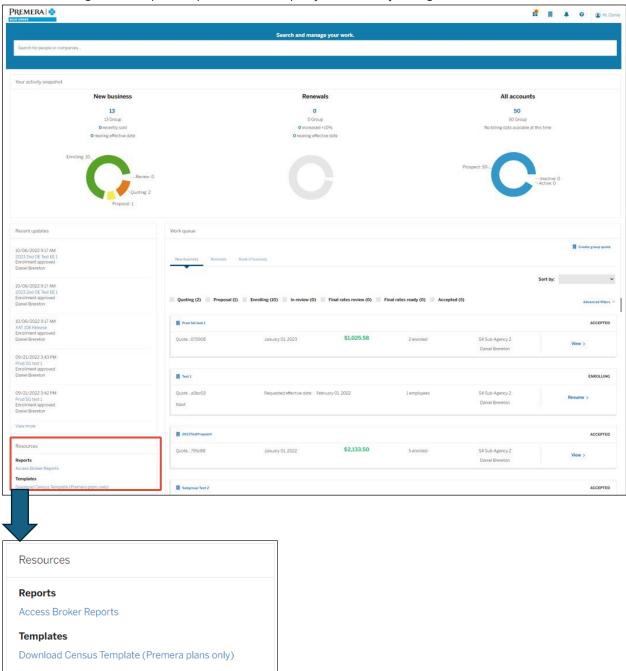
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# Marketplace quote to enroll workflow

There are 10 steps in the quote to enroll workflow. Scroll through the guide to view each step.

# **Activity Snapshot**

The Activity Snapshot provides an at-a-glance view of your account information. Easy to read graphs show group activity from proposals and quoting to groups nearing their effective date. You can also navigate to a specific person or company account by using the broad search field.



# 1 Complete the Questionnaire

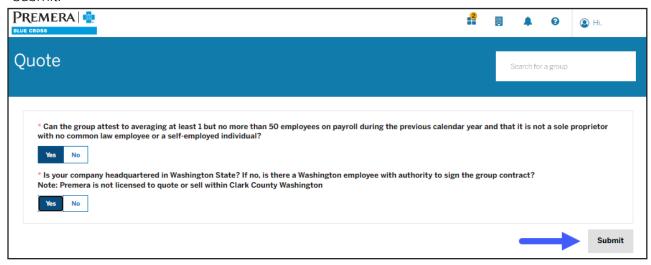
## Start a Group Quote:

Click Create Group Quote

Complete the Eligibility Questionnaire to determine if the employer is eligible for Premera services.

There are two requirements:

- ☑ The business must be headquartered in Washington State and NOT in Clark County. If there is a Washington employee with authority to sign a group contract and this employee is not based in Clark County, the business may still be eligible.
- ☐ The business must be a Small Group which is defined as having 1-50 employees during the previous calendar year. If a company has not met that threshold, but has employed 1-50 employees during the prior year, they may still be eligible. Answer the requirements, click Submit.



**Answered no?** There could be other options, contact your General Agency for further assistance if you answered 'no' to either of the requirements.

# 2 Create the Quote Profile

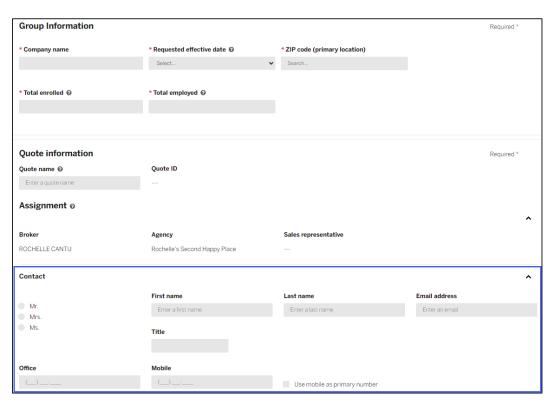
During the Quote Profile creation section, you are required to enter group details for your prospect.

#### **Quick Quote**

The Quick Quote option allows users to preview plans and rates available by entering only the required data needed for quoting groups of 15 or less. If the Total Enrolled number is 15 or less, you will see the Quick Quote function on the next page.

#### Quote Information:

- Enter the requested Effective Date by selecting the date\* from the drop-down menu. \*You can only select a date 90 days in advance.
- Enter the Quote Name Assignment:
- Broker name this field auto populates
- Agency name this field auto populates
- Company Information:
- Enter Company Name (limited to 43 characters)
- Enter Zip Code (primary location)
- Select appropriate County for Zip Codes that span across two counties
- Additional information is optional to quote



Expand to add the following additional information:

You have the option to enter the Group Administrator's contact information. If you wish to add this information, follow the steps below.

#### Click Add Additional Information

Enter First Name

- Enter Last Name
- Enter Email Address
- Enter Office phone number
- Enter Mobile phone number if mobile phone number is the primary number, check the box labeled, Use Mobile as Primary Number

#### Employees:

- Enter Total Employed
- Enter Total Enrolled

You've completed entering the Quote Profile data elements. If the information is accurate, you can proceed to the next step.

Click Continue to Census.

**More Information:** Platform logic only allows Washington state zip codes; if a Washington state zip code is not available contact your general agency.

# 3 Complete the Quote Census

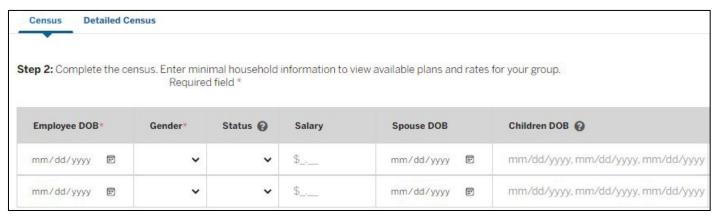
In this section, you can generate a quick quote by entering only required data or begin entering a full census with covered employee(s) data elements. There are two ways you can complete a full census: upload a complete census file or manually enter the employee data elements directly in the Marketplace platform.

You have the option to email the census template to the employer. The employer enters the employee data elements and you upload the completed census file upon receiving it from the employer.

#### **Quick Quote Census**

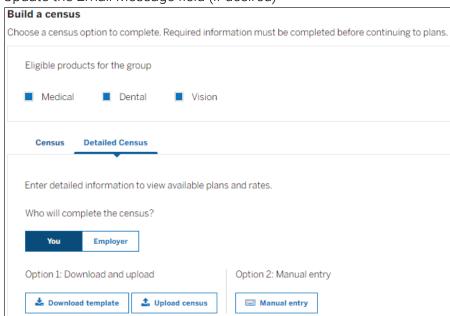
- 1. Complete the census. Fields marked with asterisk (\*) are required.
- 2. Add or remove rows as needed.

3. Click continue to plans.

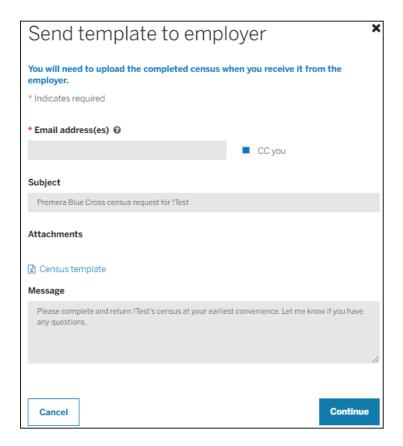


## **Employer Completed Census**

- 1. Determine who will complete the census by selecting Employer to confirm who is completing this task
- 2. Select Email Template to initiate the email
- 3. Enter the group contact's Email Address
- 4. Update the Email Subject line field (if desired)
- 5. Update the Email Message field (if desired)



**6.** Click **Continue** to email the census template to the group contact



## **Download the Census Template**

To complete the census upload you will need to first download the Quote Census Template.

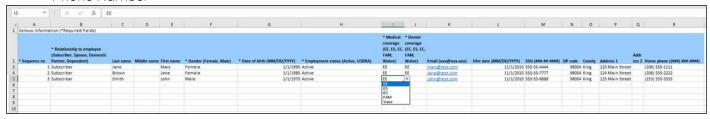
- 1. Click Download Template
- 2. Click Save then Open to view the census template file
- 3. Save the census template file to your computer
- 4. The file can be used for future use.

Best practice: Downloading the census template ensures you have all the correct fields for your quote type.

## Completing census, helpful hints (see screenshot below)

- Use the drop-down fields:
  - o Relationship (Subscriber, Spouse, Domestic Partner, Dependent)
  - Gender (Male/Female)

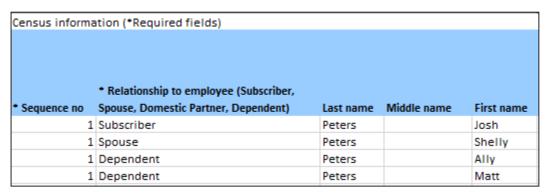
- Employment Status (Active COBRA not supported at this time) o Medical
  Coverage (EE, ES, EC, FAM, Waive) o Dental Coverage (EE, ES, EC, FAM, Waive)
- Social Security Number
- County (required if member zip code crosses multiple counties)
- Phone Number



## Completed Medical Quote Census, upload file

Open the template file. Fields marked with an asterisk "\*" are required. All other fields are optional.

- 1. Click **Enable Editing** to enter census information
- 2. Enter the Sequence Number<sup>1</sup> for the first employee
  - a. Use the Sequence Number for any subsequent spouse or dependents. No punctuation or sub-numbers for subsequent dependents.
- <sup>1</sup> A Sequence Number is a designation that you make when you create an Employee Census. Use a whole number (1, 2, 3, etc.) to designate each employee.

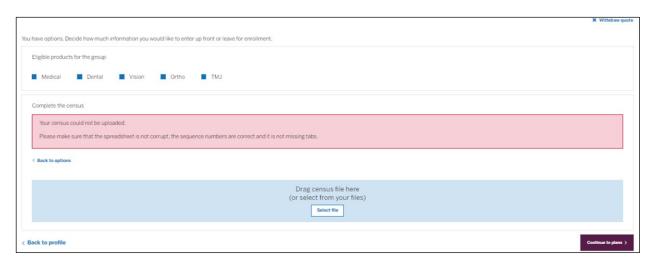


Example: Josh Peters, the subscriber, is given the numeric value of 1, his spouse Shelly, and children Ally and Matt are also given the same subscriber number.

- a. Enter the relationship\*
  - i. Employee, enter Subscriber
  - ii. Married or Domestic partner of the employee, enter Spouse
  - iii. Child or other legal dependent of the employee, enter Dependent

- b. Enter Last Name
- c. Enter First Name
- d. Enter Gender\*
- e. Enter Date of Birth (mm/dd/yyyy)
- f. Enter Employment Status\* (active or COBRA)
- g. Enter Medical Coverage\* (EE, ES, EC, FAM, Waive)
- h. Enter Dental Coverage\* ((EE, ES, EC, FAM, Waive)
- i. Enter Email address (if known)
- j. Enter Hire Date (mm/dd/yyyy)
- k. Enter Social Security Number
- I. Enter Zip Code

- 3. Save the file to your computer (.csv format)
- 4. Click Upload Census



- 5. Click Select File
- 6. Select the census file to upload

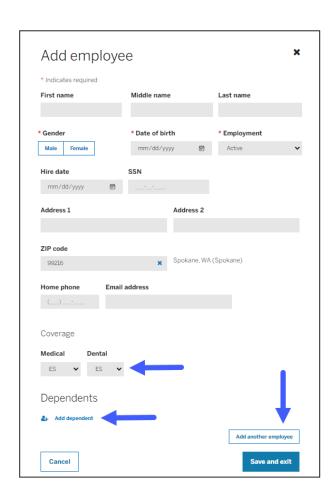
## Manual entry, completed census

- 1. Click Manual Entry
- 2. Enter First Name
- 3. Enter Last Name
- 4. Select Gender\*
- 5. Enter Date of Birth\*

<sup>\*</sup>See previous page for helpful hints

- 6. Select Employment Status\* (active or COBRA)
- 7. Enter Hire Date (mm/dd/yyyy)
- 8. Enter Social Security Number
- 9. Enter Zip Code
- 10. Enter Email address (if known)
- 11. Select Medical Coverage\*
- 12. Enter Dental Coverage\*
- 13. Click Add Another Employee to add additional employees
- 14. After all employees are added, click Save and Exit
- 15. Review census data and make any edits if needed (see instructions for Census Changes and Edits below)
- 16. Click Continue to Plans to proceed to the next step

#### \*See page 9 for helpful hints



## Manual entry, adding a dependent

You have the option to enter Dependent information manually.

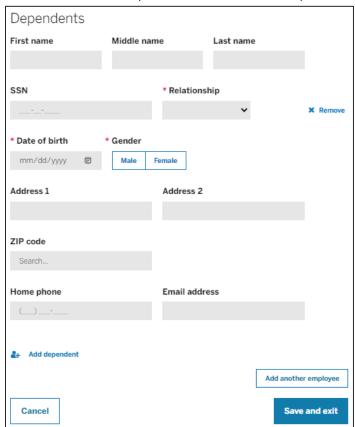
- 1. Select Medical Coverage\*
- 2. Enter Dental Coverage\*
- 3. Select Add dependent to view dependent fields.



## \*See page 9 for helpful hints

Review or update? If you need to review or update the Census data, you can click the Back to Census link in the bottom right corner of the screen.

- 1. Enter Dependent Name
- 2. Enter Relationship
- 3. Enter Date of Birth
- 4. Select Gender
- 5. Click Add dependent to enter more dependents



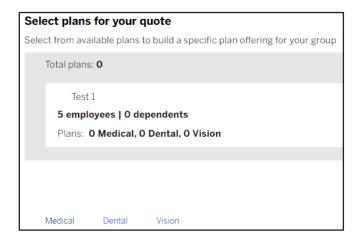
## Manual entry, changes, or edits

Click Add Employee to add additional employees to the census

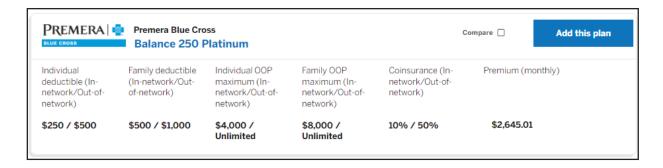
- Click Replace Census if you wish to upload a new census
- To remove a specific person, click Remove for that person
- To edit data for a specific person, click Edit then complete the changes
- Click Save and Exit

# 4 | Review and Select Quote Plans

You are now ready to review and select plans. You can select up to three plans and include up to ten plans of coverage on the proposal quote. Only eligible plans will appear.



Each plan is displayed with the high-level plan design attributes (deductible, coinsurance, etc.).



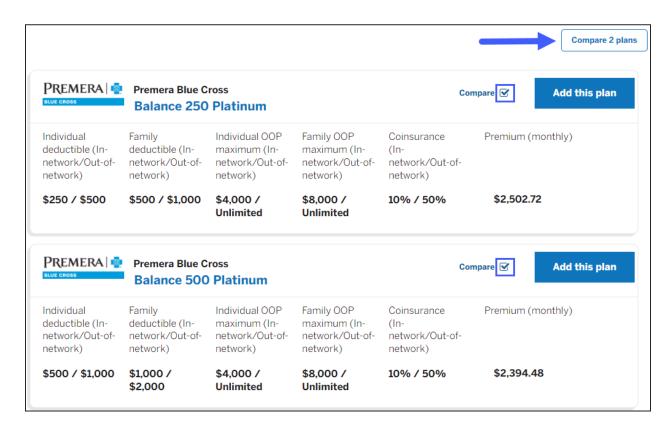
#### Generate a proposal

Quickly generate Premera medical plans by selecting **Generate proposals with all plans**. Select the export option: Excel or PDF.



Compare selected plans in a side-by-side format to assist with the plan review and decision process. This feature provides a high-level overview of the plans selected. To compare plans:

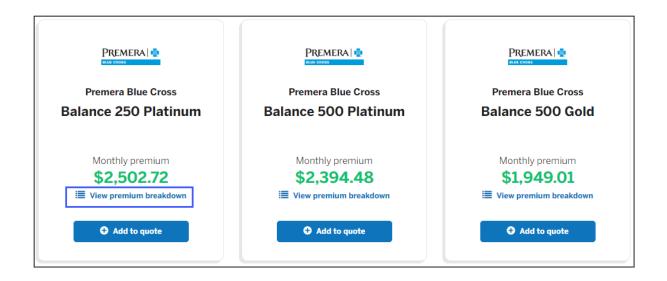
- 1. Click the **Compare** box of each plan to be included in the comparison
- 2. Click Compare Plans



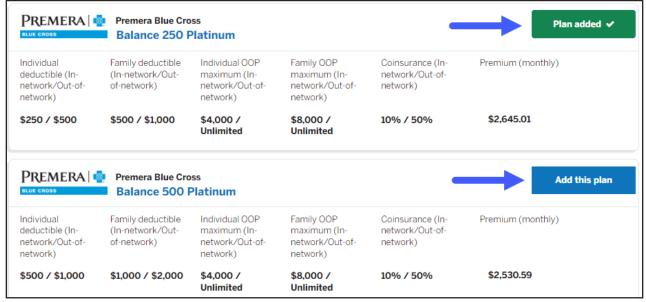
In the compare plans side-by-side view, the View the premium breakdown allows you to see:

- Plan details
- Highlights of coverage (SBCs)

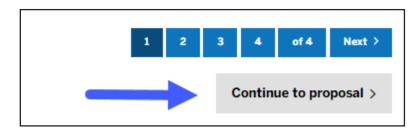
The Plan Comparison details listed above can be accessed by clicking the links.



After the plan review is complete, you can add plans to your quote. Click **Add** to quote for each plan to be added. The selected plan will turn green with a checkmark



#### Click continue to proposal



# 5 | Generate Proposal

Once plan selections are made, you can generate a quote proposal. You can email the proposal directly to the customer or save a PDF version of the quote proposal to your computer.

The Quote Proposal package includes the following:

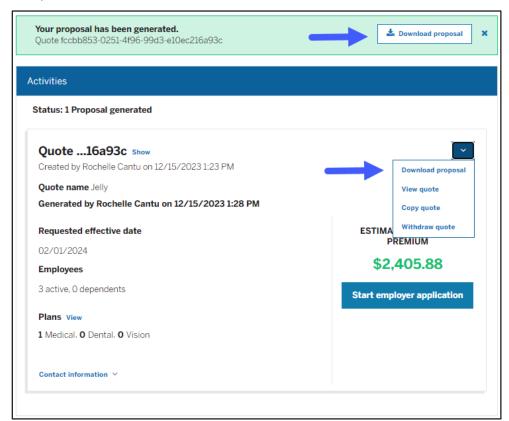
- Estimated premium rate sheet
- Census
- Plan benefits
- · Washington small group quote assumptions
- Non-discrimination disclosure form

Important: Once the quote is generated by email or saved to your computer the quote will be locked and cannot be edited.

#### Generate a PDF version

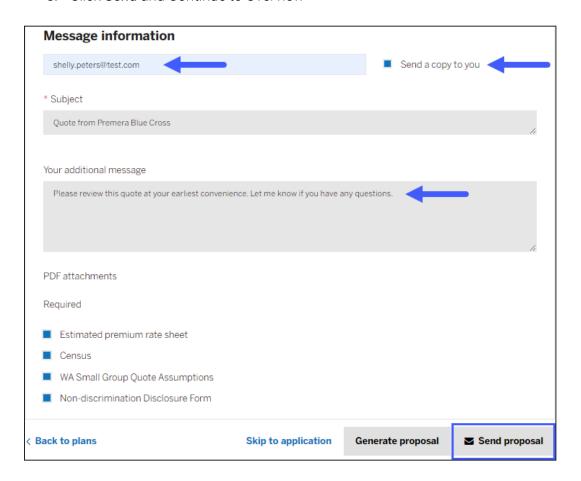
- 1. Click Generate Proposal
- 2. Click Continue to Overview

You will proceed to the Proposal Overview section where you can download the PDF to your computer.



## Generate an Email Proposal

- 1. Enter Email Address of Recipient to receive the quote
- 2. Enter Your Additional Message to be included in the Quote email
- 3. Click Send a Copy to You to email a copy of the quote to yourself
- 4. Click Send Proposal
- 5. Click Send and Continue to Overview

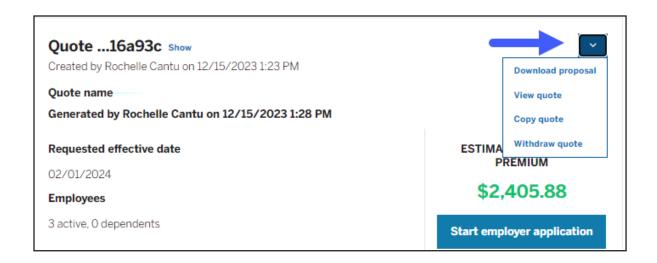


# 6 | Proposal Overview

In this section you will have the opportunity to perform the following functions:

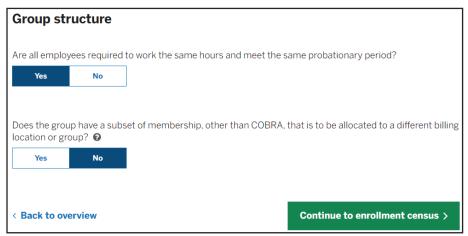
- Download proposal (PDF copy)
- View quote
- Copy quote
- Withdraw quote

Use the dropdown box to select your desired action.



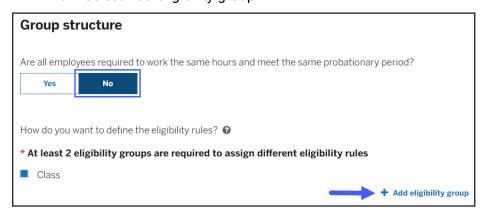
# 7 | Group Structure

In this section, you will have the option to add additional Classes and Locations for the group policy

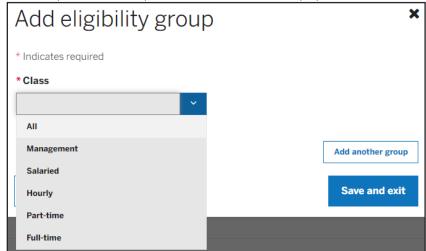


#### Class

- 1. For one Class select Yes
- 2. For additional Classes select No
  - a. Select Add eligibility group

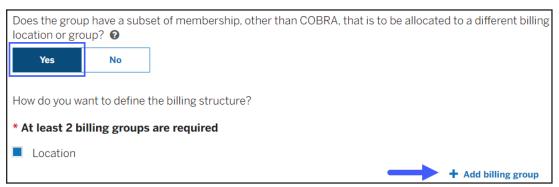


3. Select up to 3 Class options from the six auto populated Classes

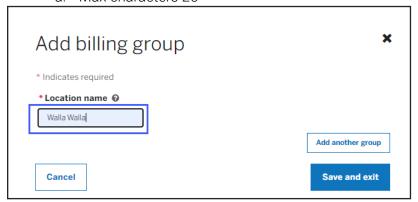


#### Location

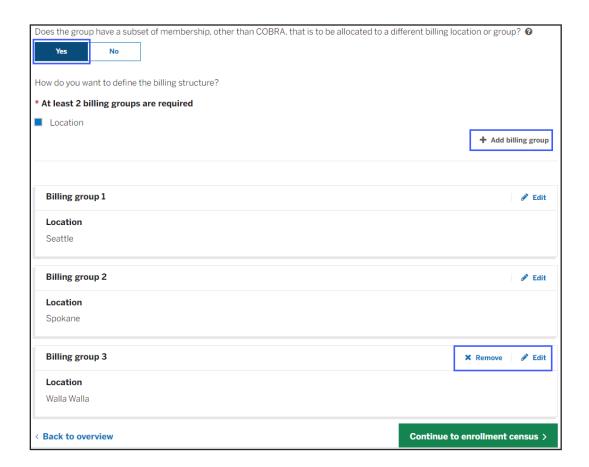
- 1. For one location select No
- 2. For additional locations select Yes
  - a. Select Add billing group



- 3. Manually enter the location name(s).
  - a. Max characters 25



- 4. Add up to 3 Locations. Select Add another group or Save and exit
- 5. To remove a location select Remove.



Helpful hint, copy quote: Once proposals are generated, the quotes will be locked but you can copy the quote and make changes to the copy.

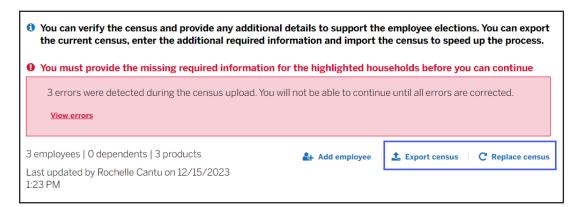
- 1. Access the Overview page by searching for the case through Case Search
- 2. Click the menu option and select 'Copy quote'
- 3. The Profile page will display allowing you to make any desired changes. The requested effective date field, desired plans, and Class and Location will need to be selected but all other fields will be prefilled with the data from the original quote.

# 8 | Enrollment Census

In this step you will have an opportunity to verify the census and provide any additional employee details that were not provided in the initial Quote Census or Quick Quote.

- 1. Go to Enrollment Census Updates to make changes.
  - a. If additional Classes and/or Locations were added at the previous Group

Structure step, the census must be updated to include the missing information for each employee.

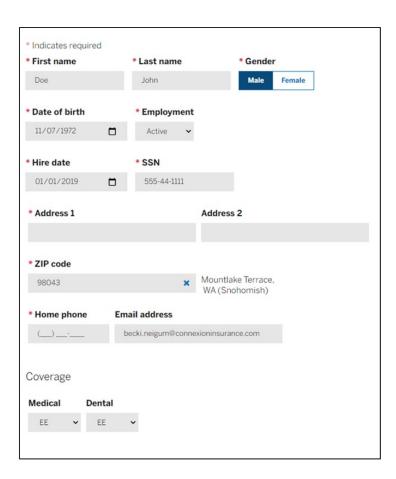


Enrollment census updates: There are multiple ways to update the census. You can manually make updates, replace the current census with a new file, or download the current census into Excel, make changes, then upload. Changes made to the census will impact the final rates.

2. Click Continue to Plan Offering if the census does not require updates.

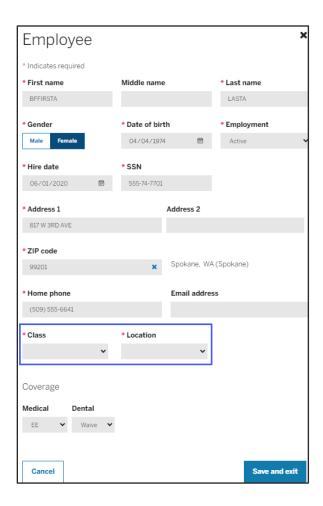
## Add an Employee

- 1. Click Add Employee and complete the fields. Fields with an asterisk "\*" are required
- 2. Click Add Another Employee to add additional employees
- 3. Click Save and Exit once all employees are added
- 4. Click **Continue** to Plan Offering when everything is accurate and you are ready to proceed.



## Edit Data for an Employee

- 1. Click Edit for the employee that requires updating. Fields with an asterisk \* are required
  - **a** For Class and Location fields, update from the drop-down options.



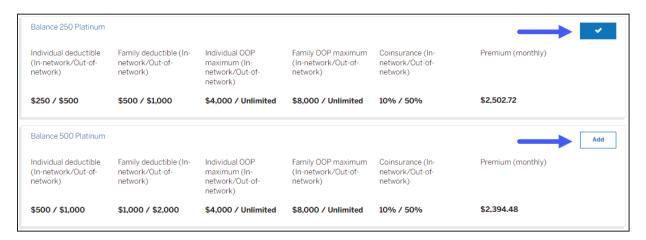
- 2. Enter the desired update(s)
- 3. Click Save and Exit once all employees are added
- 4. Click Continue to Plan Offering when everything is accurate and you are ready to proceed

# 9 | Complete Plan Offering

Select the plan the employer will offer to their employees. The final premiums will be calculated after employee selections and contributions.

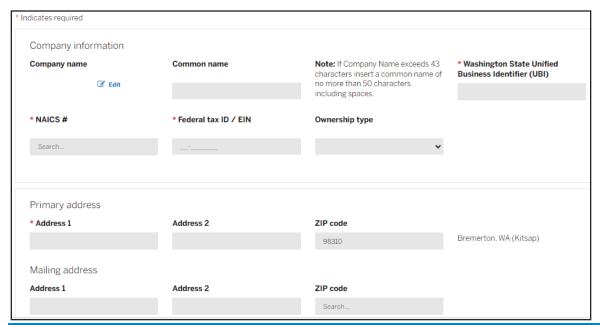
Click the "Add" button to select the plan(s) being purchased.

Plans selected for purchase will show a check mark.



Click **Continue to Employer Application** after all desired plans for purchase are selected and enter the required information for the Employer Group.

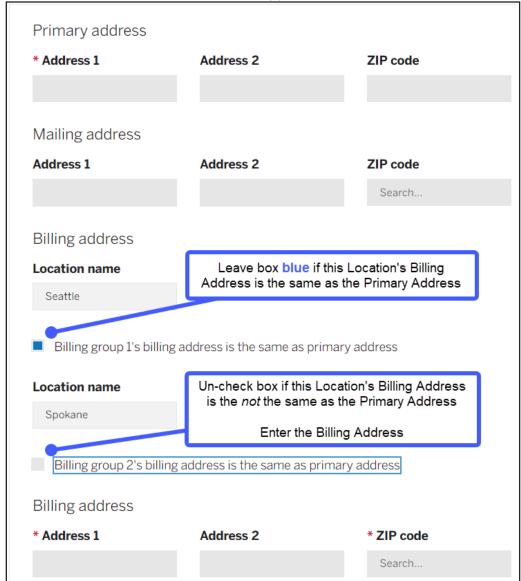
- 1. Complete company information. Fields marked with an asterisk "\*" are required.
  - a. Note: Ownership Type, only required for groups of less than 3 enrolling employees
  - b. Note: Primary Address, PO boxes are not accepted



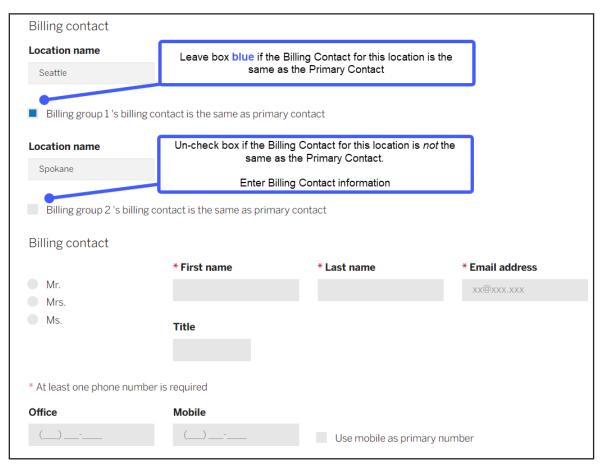
Additional information: The platform will use the Primary Address to mail billing invoices. If the Billing address matches the Primary Address, then move forward to Group Contact section.

2. Enter the Billing Address information if different from the Primary Address. Fields marked with an asterisk "\*" are required.

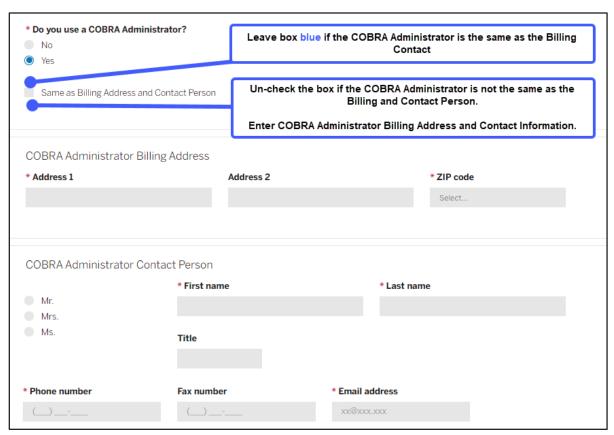
- 3. For Billing Addresses on quotes that have additional Locations
  - a. Leave box blue if the Billing Location address is the same as the Primary Address.
  - b. Un-check box if the Location's Billing Address is **not** the same as the Primary Address.
    - i Enter the Location(s) additional address as needed.



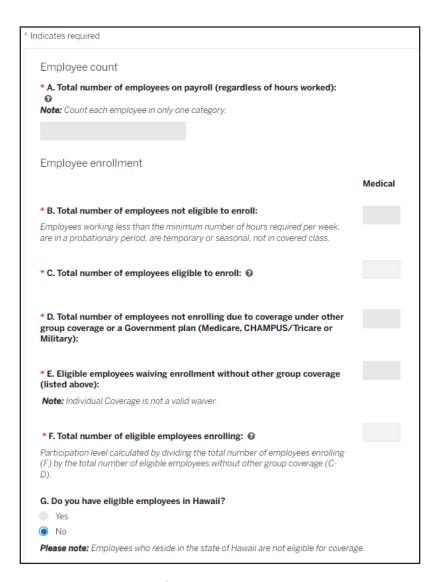
- 4. Enter Group Contact information. Fields marked with an asterisk "\*" are required.
- 5. For Billing Contacts on quotes that have additional Locations
  - a. Leave box blue if the Billing Contact is the same as the Primary Contact.
  - b. Un-check box if the Location's Billing Contact is *not* the same as the Primary Contact
    - i Enter the Location(s) Billing Contact as applicable



- 6. Make COBRA elections. Fields marked with an asterisk "\*" are required. Click Continue to Eligibility to proceed.
- 7. For COBRA Contacts on quotes that have additional Locations
  - a. Leave box blue if the COBRA administrator is the same as the Primary Group and Billing Contact
  - b. Un-check box if the COBRA Administrator is *not* the same as the Primary Group and Billing Contact
    - i. Enter the COBRA Administrator Billing and Contact Information



- 8. Select Continue to eligibility
- 9. Complete Employee Count and Employee Enrollment. Fields marked with an asterisk "\*" are required.
  - a. Note: Total Employed and Total Enrolled fields pre-populate, update if needed.

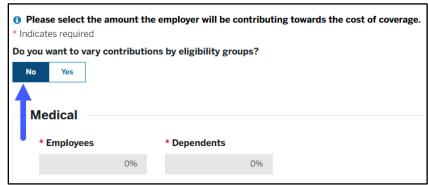


#### 10. Complete the Date Profile.

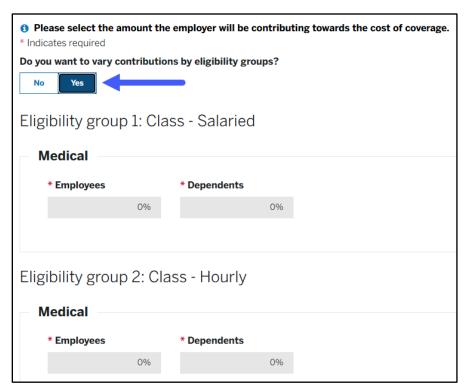
a. Note: These entries must be the same across all selected products (medical, dental, and vision).



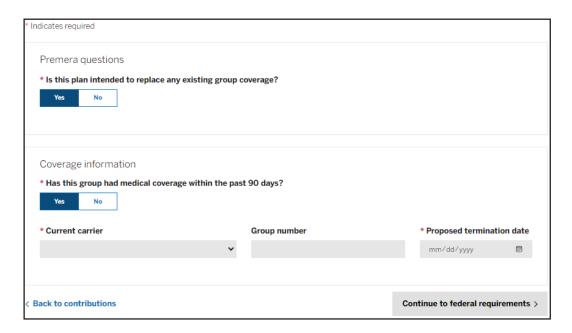
- 11. Select Continue to contributions
- 12. Enter the Contributions. Fields marked with an asterisk "\*" are required.
  - a. Answer: Do you want to vary contributions by eligibility groups?
    - i. If No, enter contributions.



ii. If **Yes**, Classes will expand to enter contributions for each medical and/or Dental plan.



- 13. Select Continue to current coverage.
- 14. If the group has had coverage in the past 90 days, complete the necessary fields.
- 15. If no coverage, select **Continue to federal requirements**.



Important: We urge you to consult legal counsel in answering the Federal Requirement questions. The summaries detailed provided are not intended to be or to replace legal advice on your particular group. It is the group's responsibility to inform Premera if facts change which would cause the group's answers to change.

## **Enter the Federal Requirements**

The answers to questions 1 and 2 will auto-populate based on the provided census. You will be required to validate and enter a value for question 3.

- 1. Is the group subject to federal Medicare Secondary Payer (MSP) laws that prohibit discrimination against individuals with group coverage based on their (or spouse's) current employment status who have Medicare due to age?
  - a. Select Yes, if this plan will pay primary to Medicare as required by federal law.
  - b. Select No, if this plan has less than 20 employees
- 2. Is the group subject to federal Medicare Secondary Payer (MSP) laws that prohibit discrimination against individuals with group coverage based on their (or a family member's) current employment status who have Medicare due to disability?
  - a. Select Yes, if this plan will pay primary to Medicare as required by federal law.
  - b. Select No, if this plan has less than 100 Employees

Provide the number of employees who now meet Medicare's definition of "employee"

- 3. Is the group subject to Employee Retirement Income Security Act (ERISA)?
  - a. If Yes, enter the month the ERISA plan year ends
  - **b.** If No, enter the legal reason for exemption:
    - i. Government or Public Plan
    - ii. Church Plan iii. Other

After you have entered the ERISA information you will be automatically taken to the Enrollment Center to complete enrollment.

## Complete the Group Overview

The Group Overview section provides a snapshot of the group's Enrollment status and Product Participation. There are several ways you can view the Group Overview. See the various options below.

Reminder! Don't forget to upload your documents.

Option 1

From the Dropdown box in upper right corner to do the following:

- View employer application
- View quote
- Print application
- Attachments: Click Upload documents to upload miscellaneous documents for your group
- Group size attestation form
- Click view template to view or download the form

#### Option 2

- Click Select file to select and upload document file
- Late letter
- Click view template to view or download the letter

## Option 3

- Click Select file to select and upload document file
- PFAs Enrollment forms (to be completed by employees)
- Click view template to view form or to download a copy of the form

## Option 4

- Click Select file to select and upload document file
- HSA set up forms (to be completed by the group)
- Click view template to view or download the form

## Option 5

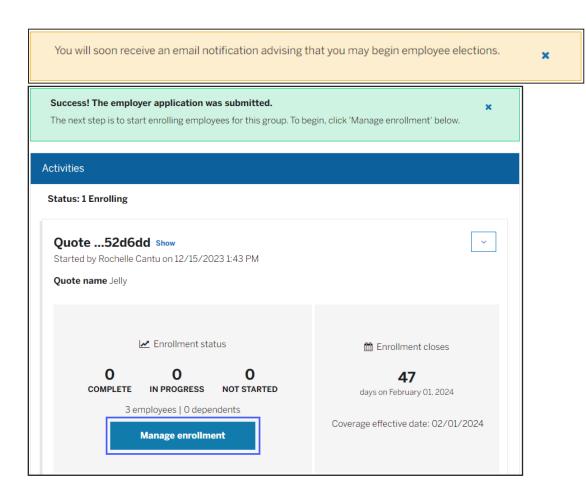
- Click Select file to select and upload document file
- Disability Dep forms
- Click view template to view or download the form

#### Option 6

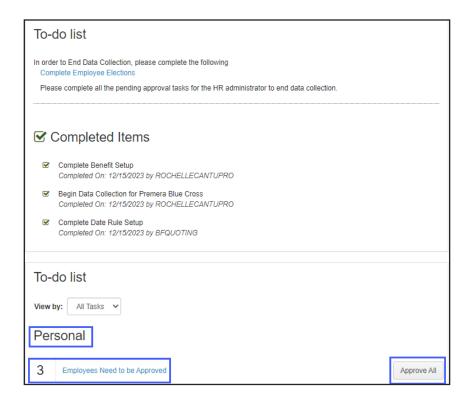
• Click Select file to select and upload document file

# 10 | Manage Enrollment Process

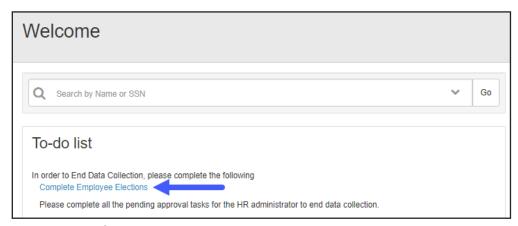
Once Employer Application is completed and shows submitted you can now manage the enrollment process.



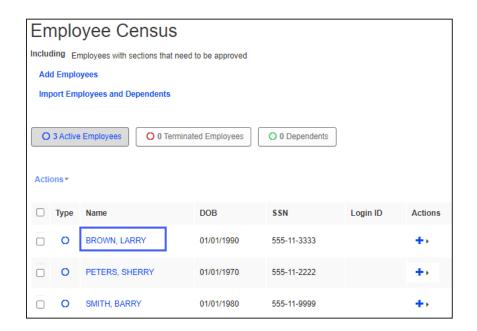
- 1. Select Manage Enrollment. Platform will move into Enrollment Center.
- 2. Select Approve All under 1 Personal to approve employee information
- 3. Select Next
- 4. Select Save and Return Home



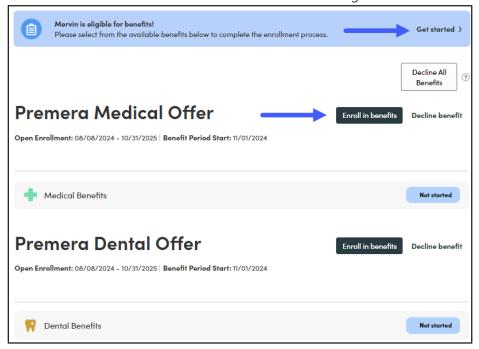
5. At the To-Do List, select Complete Employee Elections



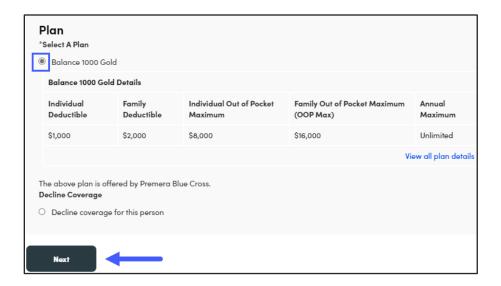
6. Select first employee to enroll by clicking on the name



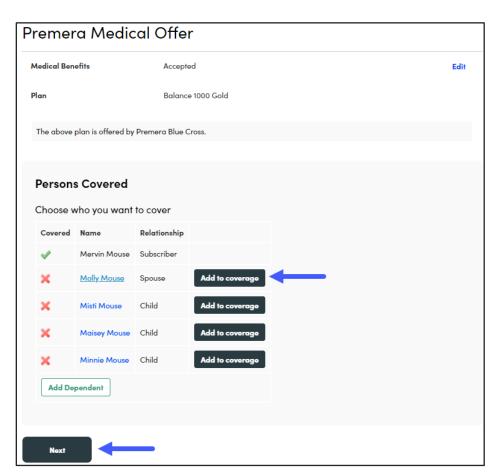
7. Select Get started or Enroll in benefits on far right to start medical enrollment



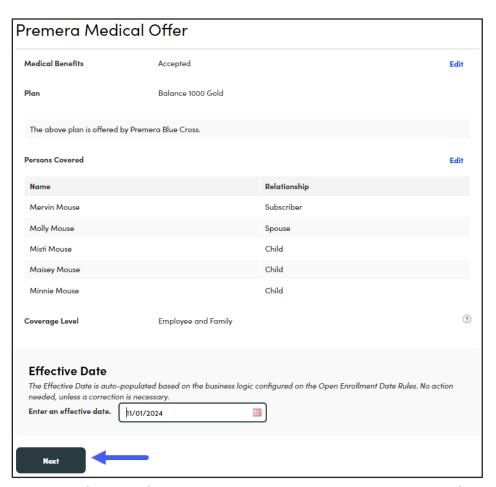
8. Select Medical Plan. Select Next.



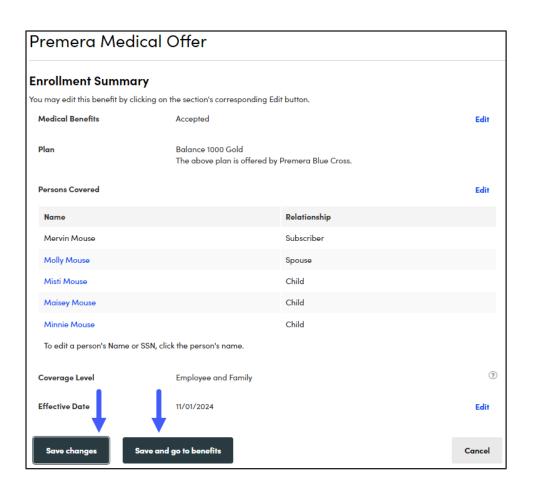
1. Dependents are listed, select Add to coverage



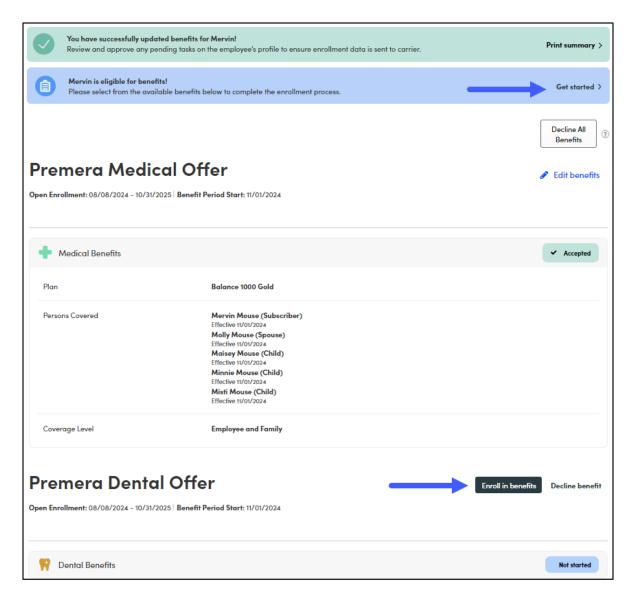
9. Confirm plan information, select Next



10. Confirm benefits, select Save changes or Save and go to Benefits



11. If an additional plan was elected, select **Get Started** on far right or **Enroll in benefits** to continue enrollment



12. Continue to next employee by selecting Forward Arrow on top left of screen

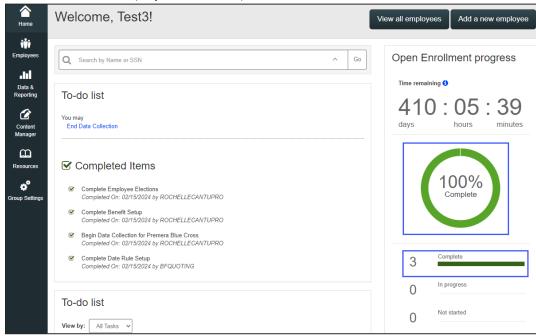


13. After all employees have been enrolled go to the Home tab on upper left.

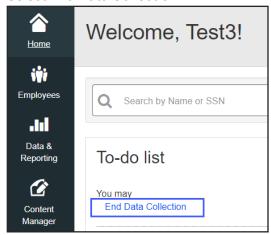


#### **Submission to Carrier**

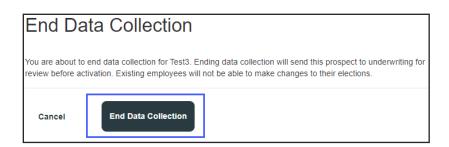
1. Confirm 100% of employees are complete



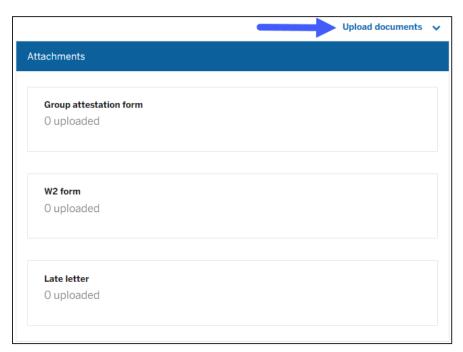
2. Select End Data Collection



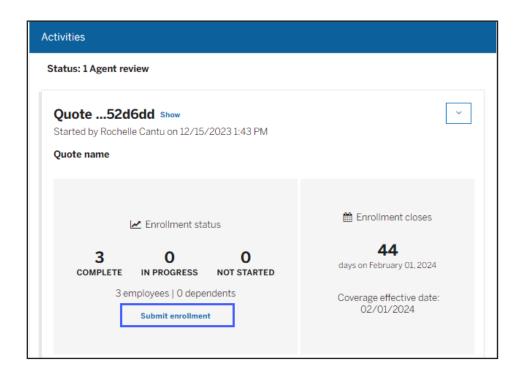
3. Select End Data Collection again. You will be redirected to the Group Overview page.



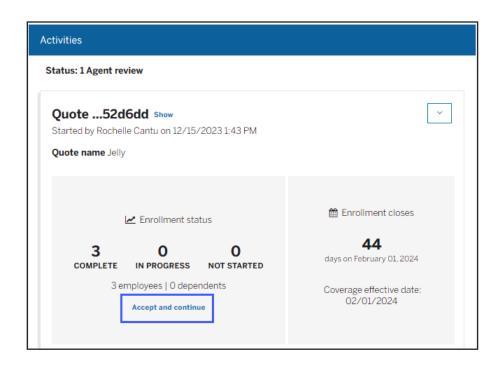
Reminder! Ensure all required documents (i.e. Attestation, W2 and Late Enrollment forms) are attached.



4. Select Submit Enrollment

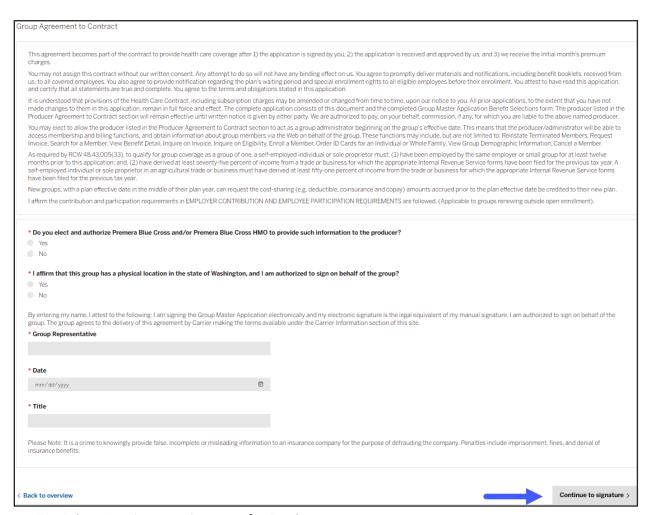


5. Select Accept and Continue

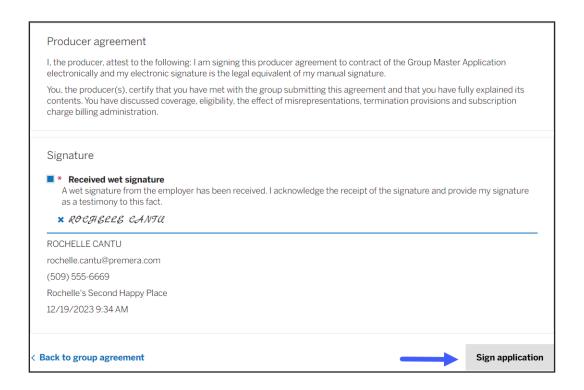


You will be redirected to the Group Representative and Producer Signature pages required to complete this groups submission.

6. Enter Group Rep information, Date the GMA was signed



- 7. Select Continue to Signature for Producer signing
- 8. Click on Received wet signature
- 9. Producer information will auto populate
- 10. Select Sign application



The group has now been submitted to carrier!

