

Brief Notes

News for
Brokers and Consultants

July 23, 2008 Vol. 17 No. 573

3 Penn Plaza East, Newark, NJ 07105-2200

Applies to: Midsize Market (51 to 499 employees)

Enhancements to Member Maintenance Tools

In keeping with our goal of continuing to make it easier to do business, Horizon Blue Cross Blue Shield of New Jersey has simplified its Member Maintenance tools for Midsize Employer Group self-registration.

Midsize Employer Group Administrators will no longer have to sign and submit a hard copy Agreement and User Access form. They can simply select the *Group Administrator* tab on www.HorizonBlue.com, and choose *Member Maintenance User Registration* from the Online Services drop down list. There they can complete the form and sign the agreement within minutes and, in most cases, receive a Member Maintenance User ID that same day.

Through Member Maintenance for Midsize Employers, Group Administrators can:

- View enrollment and billing information.
- Make online premium payments.
- Terminate a member's enrollment (retroactivity limited to sixty days of process date).
- Make downward contract type changes (retroactivity limited to sixty days of process date).
- Request duplicate ID cards.
- Make Primary Care Physician (PCP) changes.
- Update member address information.

Brokers should continue to contact their Horizon BCBSNJ sales representative to obtain a user ID and password for Online Services. You can reach the eBusiness Help Desk for technical support, Monday through Friday, from 7 a.m. to 6 p.m., Eastern Time, at 1-888-777-5075.

Providing you and your clients with updated tools to simplify your business is another way we are *Making Healthcare Work*.



Horizon Blue Cross Blue Shield of New Jersey

Making Healthcare Work

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