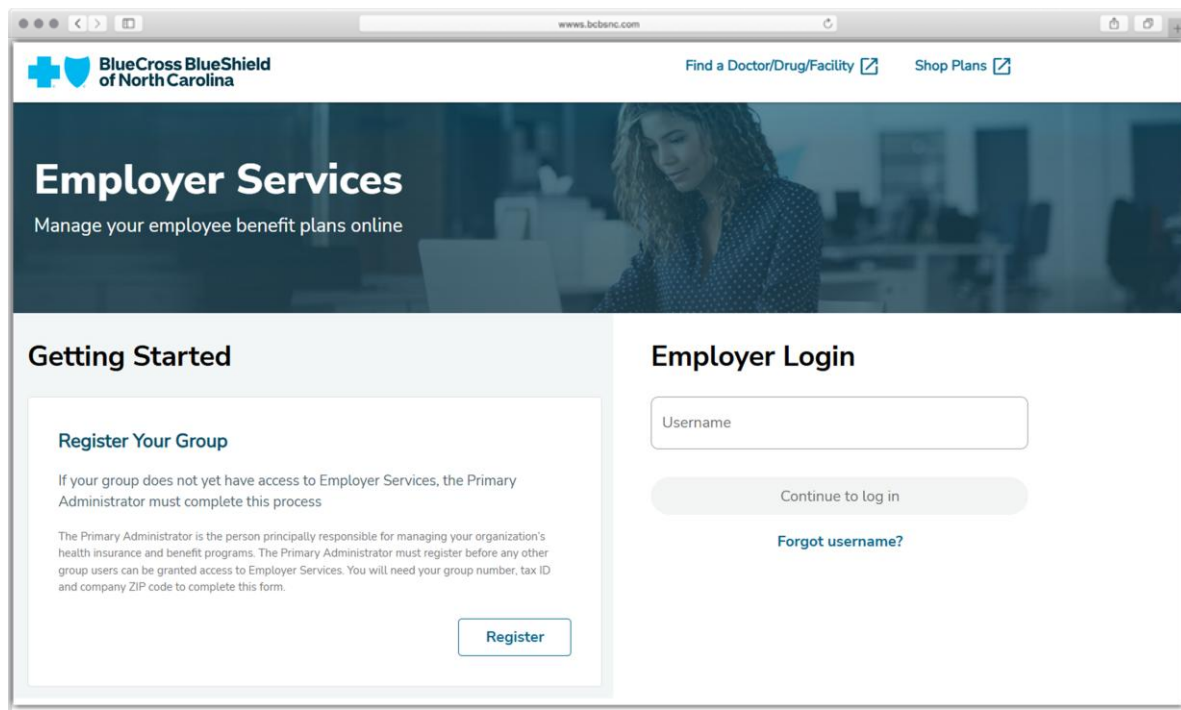




QUICK START GUIDE | Employer Services





BlueCross BlueShield of North Carolina

Find a Doctor/Drug/Facility [Find a Doctor/Drug/Facility](#) Shop Plans [Shop Plans](#)

Employer Services

Manage your employee benefit plans online

Getting Started

Register Your Group

If your group does not yet have access to Employer Services, the Primary Administrator must complete this process

The Primary Administrator is the person principally responsible for managing your organization's health insurance and benefit programs. The Primary Administrator must register before any other group users can be granted access to Employer Services. You will need your group number, tax ID and company ZIP code to complete this form.

[Register](#)

Employer Login

Username

[Continue to log in](#)

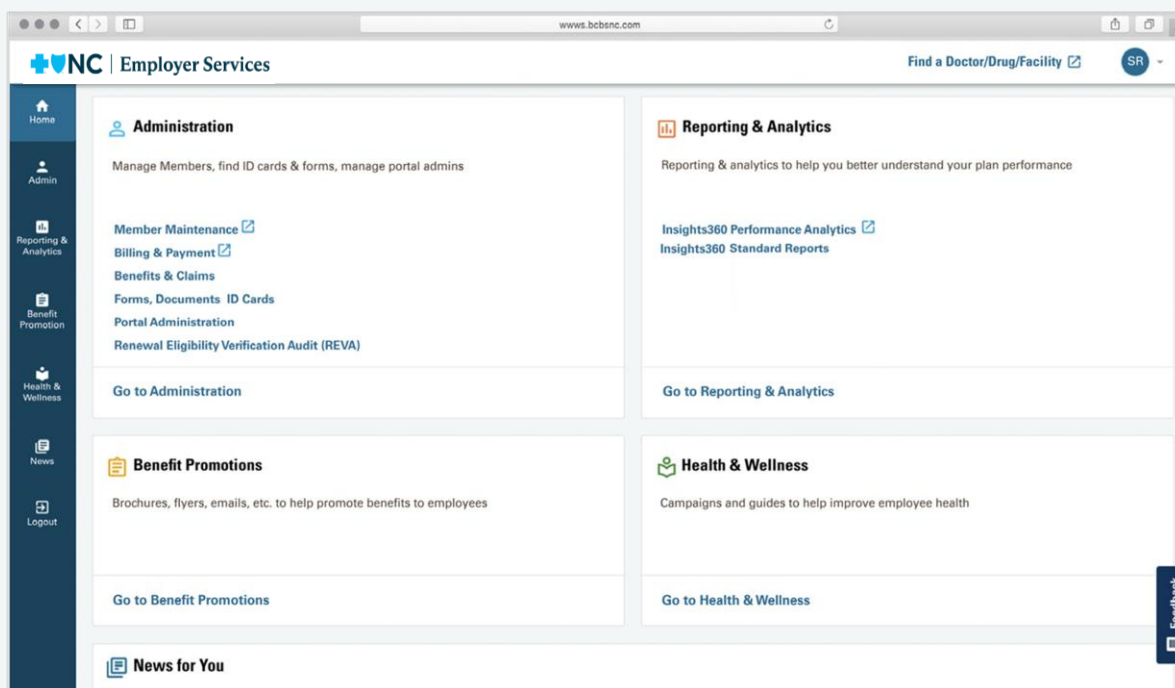
[Forgot username?](#)

Registration

employer.bcbsnc.com/employer/web/login

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!

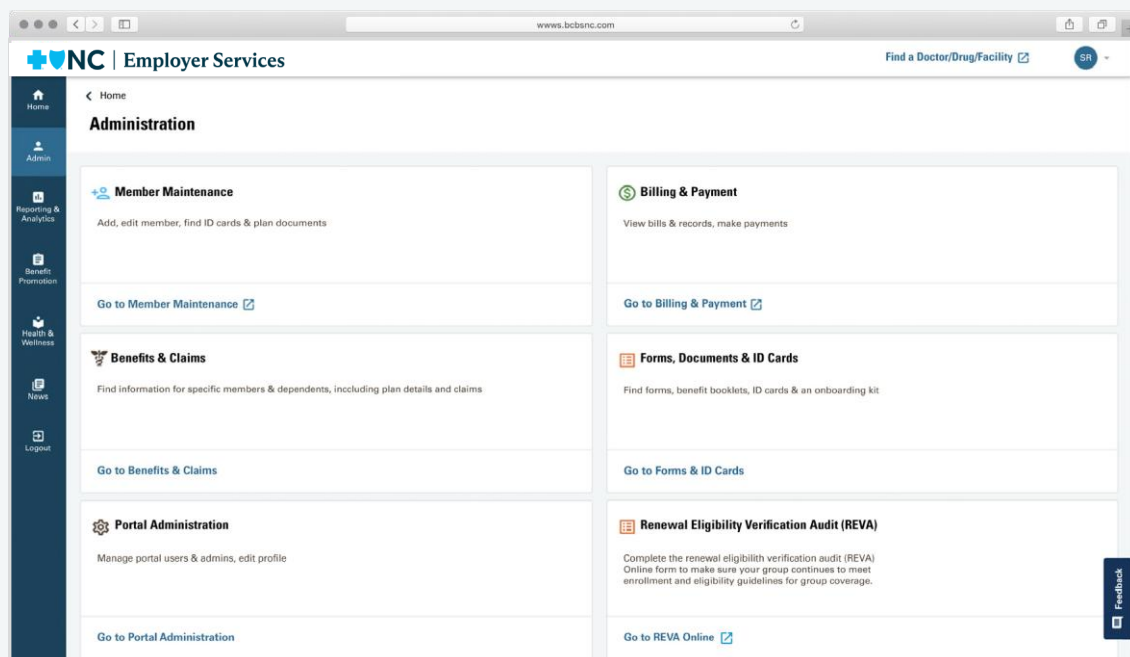
Your Primary Admin should be the person who is principally responsible for managing your group's insurance and benefit programs.



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.



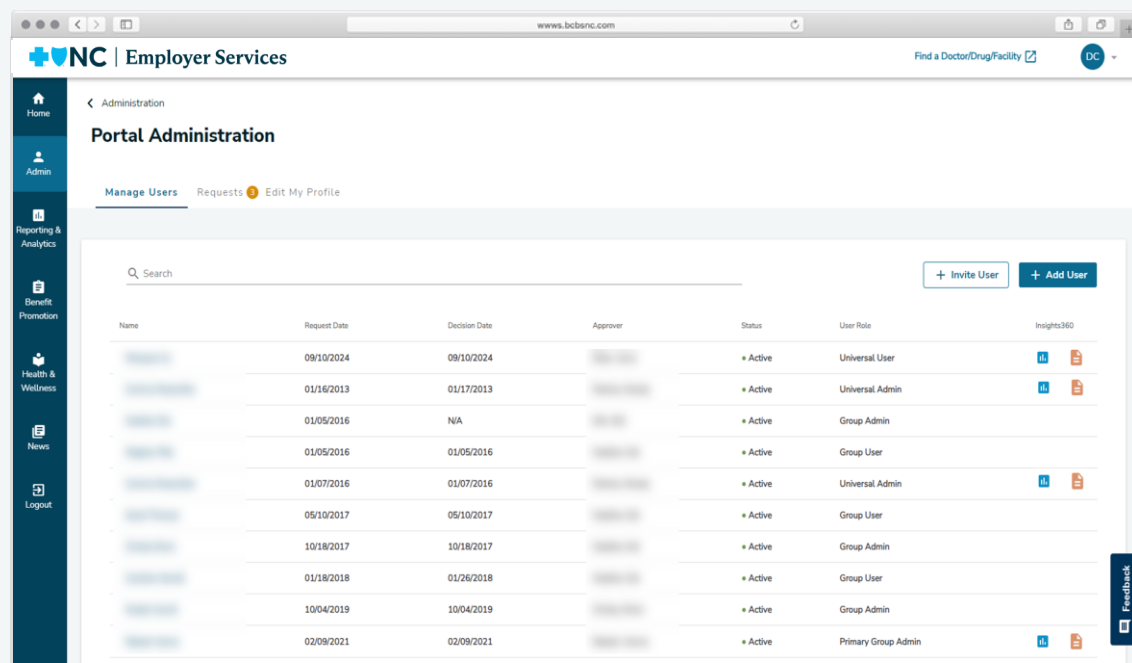
Administration

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.

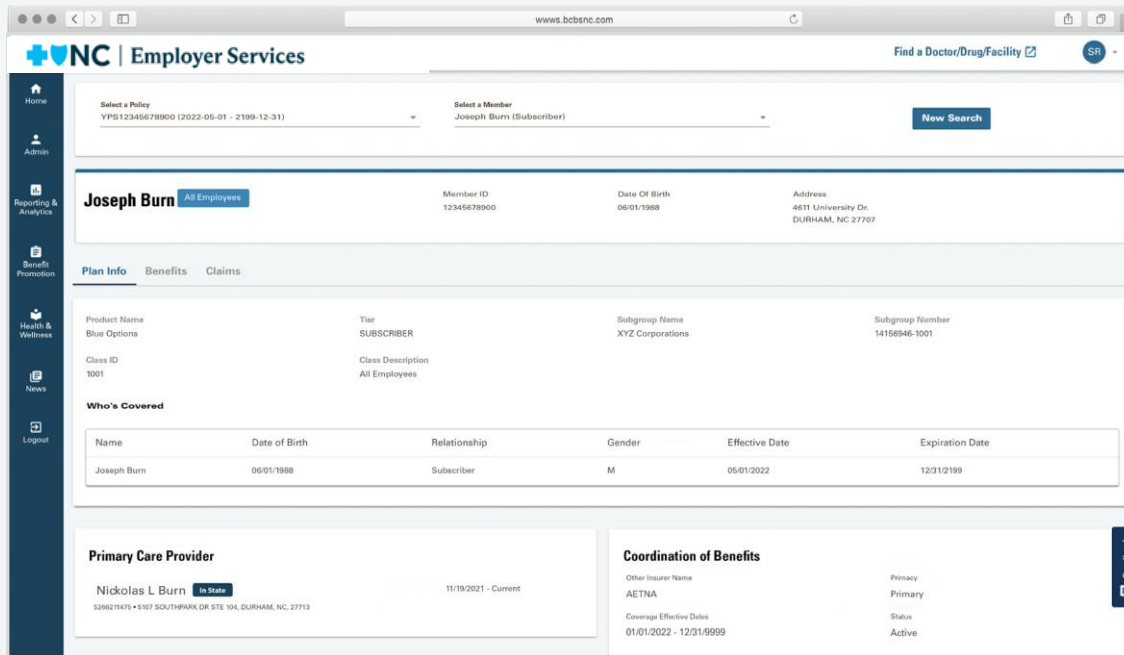
Your view and access privileges may vary based on your group set-up and your user role.



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 shows the BBBSNC Employer Services interface. At the top, there's a navigation bar with the BBBSNC logo and 'Employer Services' text. Below this is a search bar with dropdowns for 'Select a Policy' (YPS12345678900) and 'Select a Member' (Joseph Burn), followed by a 'New Search' button. The main content area displays member information for Joseph Burn, including Member ID (12345678900), Date of Birth (06/01/1988), and Address (4611 University Dr., Durham, NC 27707). Below this is a 'Plan Info' section with tabs for 'Plan Info', 'Benefits', and 'Claims'. The 'Plan Info' tab is active, showing details like Product Name (Blue Options), Tier (SUBSCRIBER), Subgroup Name (XYZ Corporations), Subgroup Number (14156846-1001), Class ID (1001), and Class Description (All Employees). A 'Who's Covered' table lists Joseph Burn as the subscriber. At the bottom, there are sections for 'Primary Care Provider' (Nickolas L. Burn) and 'Coordination of Benefits' (AETNA).

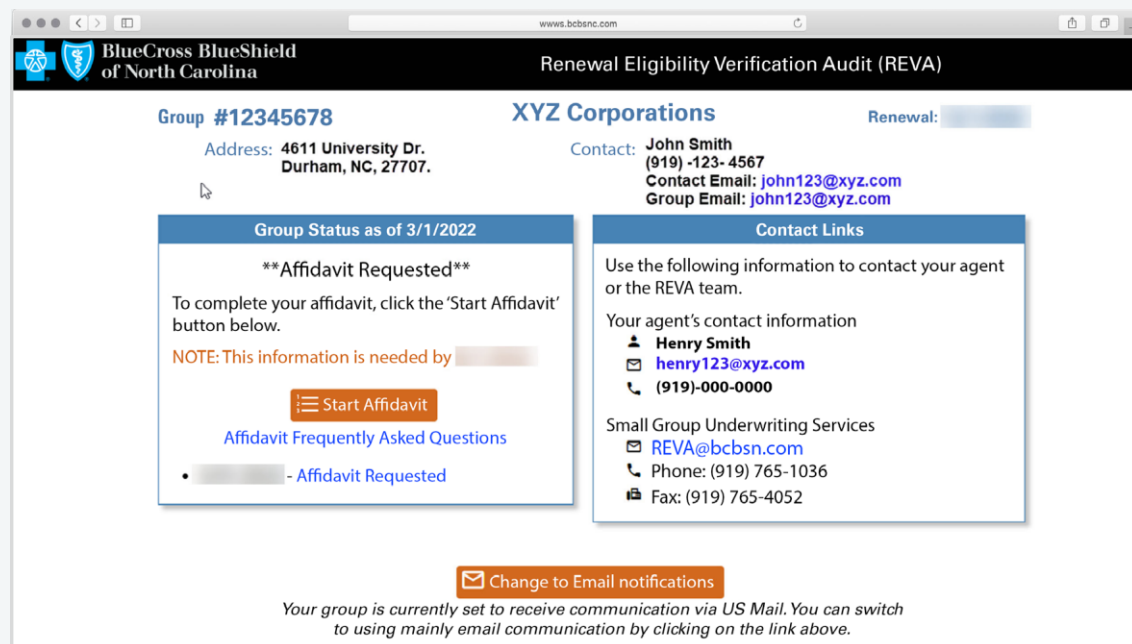
Name	Date of Birth	Relationship	Gender	Effective Date	Expiration Date
Joseph Burn	06/01/1988	Subscriber	M	05/01/2022	12/31/2199

Other Insurer Name	Primary
AETNA	Primary
Coverage Effective Dates	Status
01/01/2022 - 12/31/9999	Active

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

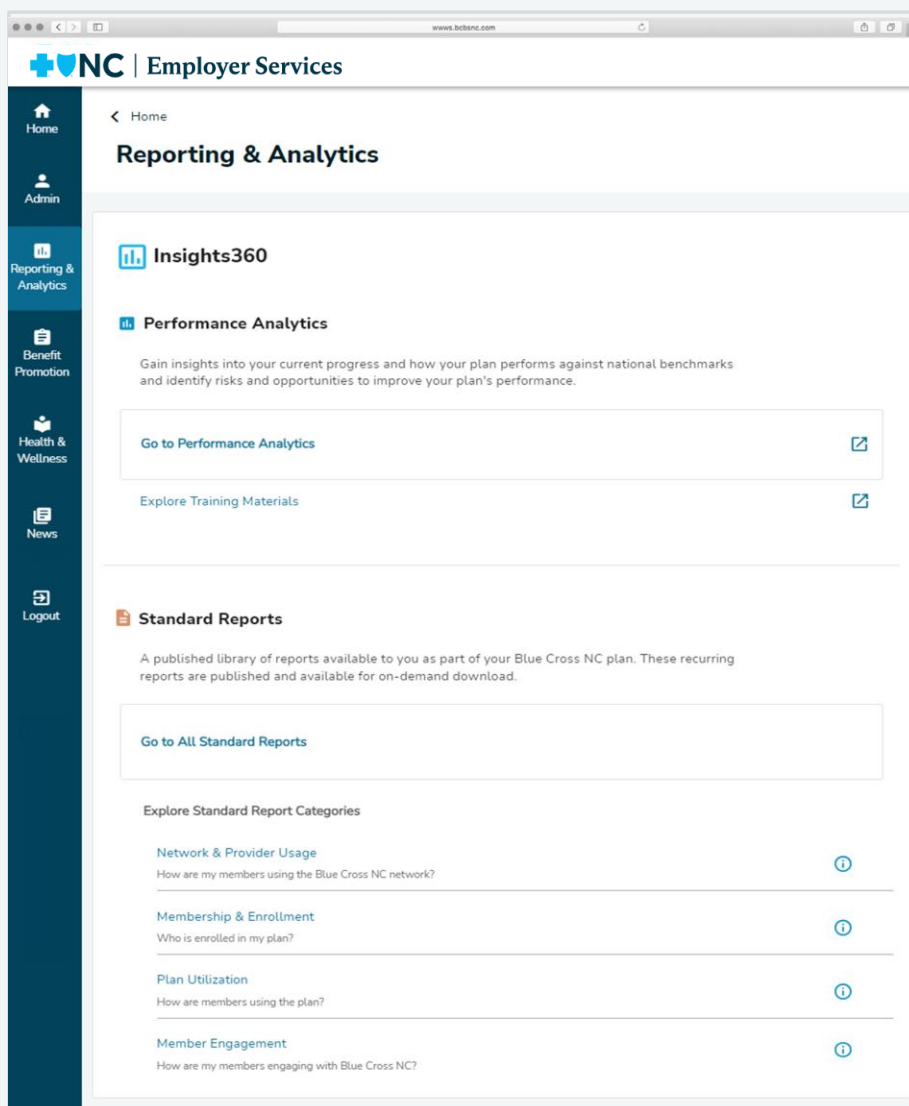
[Change to Email notifications](#)

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

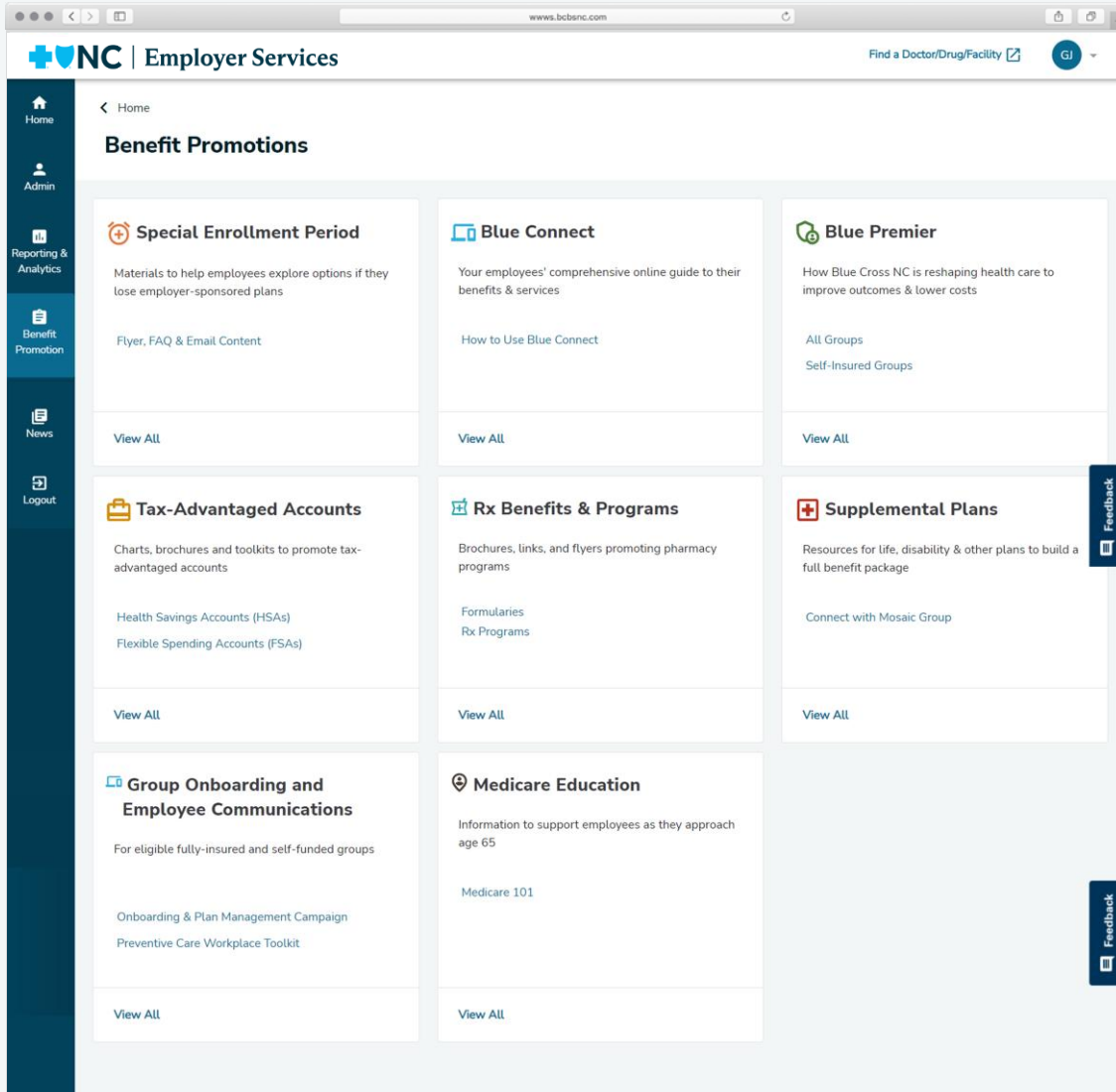
The insights you need

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.

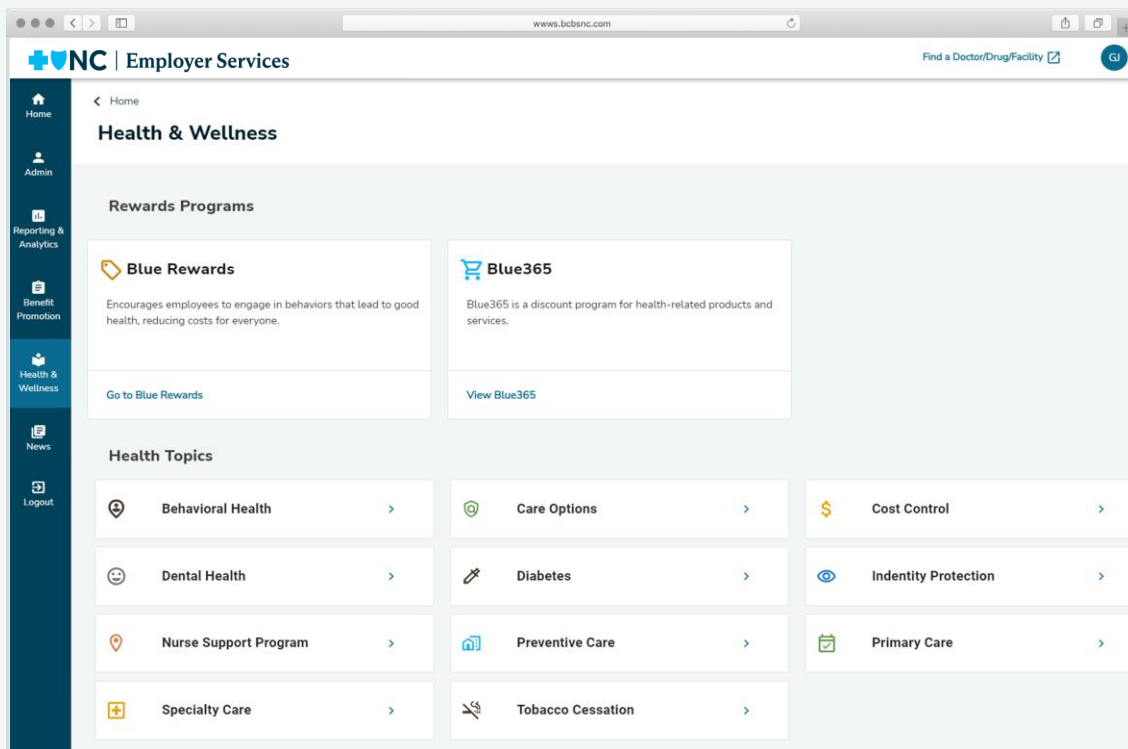
All Administrative Services Only (ASO) and Balanced Funding groups as well as Fully Insured groups with 51+ enrolled medical plan subscribers are eligible to access Insights360 Standard Reports.



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 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.

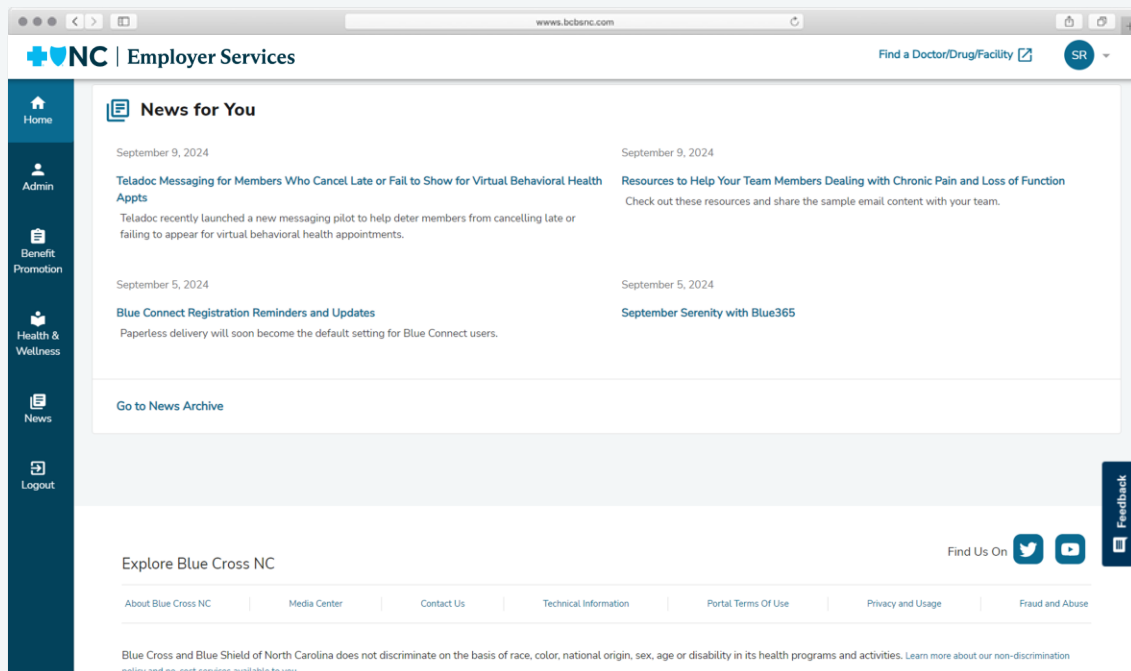


Health & Wellness

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!