



An Enhanced Blue

For you and your business



Overview



This guide provides in-depth overviews of improvements we're making to our billing and administrative tools, and changes to account structure. Our goal is to make your job easier to save you both time and money.

Inside, you'll learn about:

- ***BlueEnroll:*** Our new electronic enrollment system will allow you to make changes from anywhere with web access.
- ***Billing:*** We have redesigned our bills to give you a better view of enrollment and premiums.
- ***Account Structure Changes:*** In order to accommodate our enhanced services and systems, we will be restructuring employer account hierarchies.

As always, if you have any questions, please contact your BCBSRI account executive or field service representative.

BlueEnroll: Enrollment Made Easy



We understand that efficiency is one key to a successful business. That's why we're proud to offer BlueEnroll.

Capabilities

With BlueEnroll, you can make employee changes electronically, from anywhere with web access, eliminating the need to send paper forms.

BlueEnroll is designed to include your group's plan rules and provisions so you can:

- Make year-round changes:
 - New hire benefit elections
 - Terminations
 - Life event changes
 - Address changes
 - Rehires
- Search for active, retired, or terminated employees, as well as covered dependents
- Create many reports, including benefit, census, and payroll information
- Track history—everything is time and date stamped

Advantages

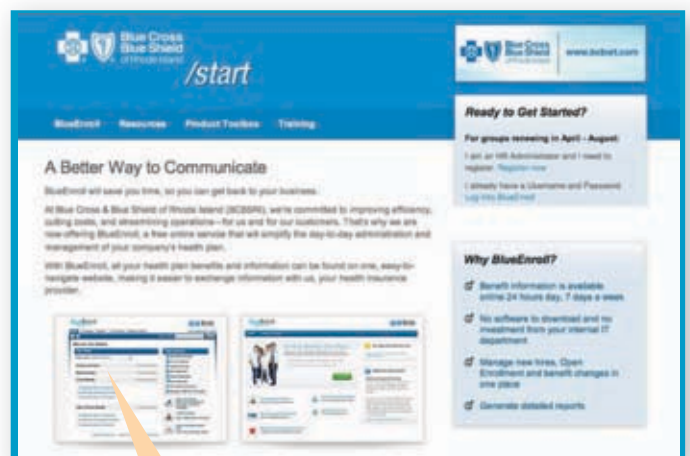
Why should you sign up for BlueEnroll?

- Your benefit information is available 24 hours a day, seven days a week
- User-friendly, Internet-based system simplifies your benefit management process and saves you time

- Access via a secure website—no need to download software
- Automation removes guesswork from employee eligibility dates and plan eligibility
- Improve data accuracy by replacing the error-prone paper process
- Generate detailed reports on demand or on a schedule

Training and Support

You can rely on us to provide you with information, support, and navigational assistance for online enrollment processes and benefit changes.




For more information, go to <http://www.benefitfocus.com/bcsri/blueenroll/>
Self-registration is available for select groups.

Introducing New Online Bills

We have redesigned our bills to give an enhanced view of plan enrollment and premium analysis. Bills are now available online at **BCBSRI.com** and can be downloaded as a PDF file. Here are some highlights of the new changes:

Provides membership detail

Subscribers listed by coverage type



BLUE CROSS & BLUE SHIELD OF RI
PROVIDENCE RI 02903-2699

INVOICE/STATEMENT

201105290200 RD

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GROUP NAME Company Name
GROUP NO. 00000000
BILLING PERIOD 06/01/2011-06/30/2011
INVOICE NO. 000000000000
BILL DUE DATE 06/01/2011

ANY MAINTENANCE NOT REFLECTED IN THIS BILL WILL BE INCLUDED IN YOUR NEXT BILL

SECTION 3
DETAIL OF SUBSCRIBERS FOR CURRENT BILLING PERIOD

ENROLLMENT INDICATOR	SUBSCRIBER ID	SUBSCRIBER NAME	DEPARTMENT NUMBER	COVERAGE TYPE	COVERED MEMBERS	FROM DATE	THRU DATE	CURRENT AMOUNT	RETRO. AMOUNT	TOTAL AMOUNT
SUBGROUP: 0001		CLASS: 0001								
	200149735	Name	N/A	MEDICAL	FAMILY	04/01/2011	06/30/2011	0.00	-2998.20	-2998.20
	200149735	Name	N/A	DENTAL	FAMILY	04/01/2011	06/30/2011	0.00	-205.72	-205.72
	200147936	Name	N/A	MEDICAL	FAMILY	04/01/2011	06/30/2011	0.00	-2998.20	-2998.20
	200147936	Name	N/A	DENTAL	FAMILY	04/01/2011	06/30/2011	0.00	-205.72	-205.72
	200162945	Name	N/A	MEDICAL	INDIVIDUAL	04/01/2011	06/30/2011	0.00	-1110.44	-1110.44
	200162945	Name	N/A	DENTAL	INDIVIDUAL	04/01/2011	06/30/2011	0.00	-58.96	-58.96
	200162974	Name	N/A	MEDICAL	FAMILY	04/01/2011	06/30/2011	0.00	-2998.20	-2998.20
	200162974	Name	N/A	DENTAL	FAMILY	04/01/2011	06/30/2011	0.00	-205.72	-205.72
	200157426	Name	N/A	MEDICAL	SUB, CHILDREN	04/01/2011	06/30/2011	0.00	-1776.70	-1776.70
	200157426	Name	N/A	DENTAL	SUB, CHILDREN	04/01/2011	06/30/2011	0.00	-117.86	-117.86
	200169489	Name	N/A	MEDICAL	SUB, SPOUSE	04/01/2011	06/30/2011	0.00	-2620.64	-2620.64
	200169489	Name	N/A	DENTAL	SUB, SPOUSE	04/01/2011	06/30/2011	0.00	-139.14	-139.14
SUBSCRIBERS FOR CLASS 0001:			6	SUBTOTAL FOR CLASS 0001:				0.00	-15435.50	-15435.50

FOR ASSISTANCE CALL (401)459-2341 ext. 6064 OR (401)637-3718 ext. 6064
ASK FOR MEMBERSHIP ADMINISTRATION SERVICES

Blue Cross & Blue Shield of Rhode Island is an independent licensee of Blue Cross and Blue Shield Association.

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Subscribers listed by subgroup

Members are listed separately for dental/medical coverage

Lists plans for each subgroup

Lists number of contracts

Break out by plan names

Blue Cross Blue Shield of Rhode Island
 BLUE CROSS & BLUE SHIELD OF RHODE ISLAND
 PROVIDENCE RI 02903-2699

INVOICE STATEMENT
 PAGE 0 of 0

GROUP NAME: Company Name
 GROUP NO.: 00000000
 BILLING PERIOD: 06/01/2011-06/30/2011
 INVOICE NO.: 0000000000
 BILL DUE DATE: 06/01/2011

ANY MAINTENANCE NOT REFLECTED IN THIS BILL WILL BE INCLUDED IN YOUR NEXT BILL

SECTION 2 PRODUCT	IND	FAM	NO. OF CONTRACTS			IND	MONTHLY RATES			SIC	CURRENT AMOUNT	RETRO. AMOUNT	TOTAL AMOUNT
			S/S	S/C	S/C		S/S	S/C					
HealthMate 100/60 1000	1	3	0	1	0	521.10	1406.96	1250.63	833.76	833.76	5575.74	11151.48	16727.22
Blue Cross Dental	1	3	0	1	0	521.10	1406.96	1250.63	833.76	833.76	396.99	793.98	1190.97
TOT CLASS 0001	0	0	0	0	0						0.00	-15435.50	-15435.50
TOT SUBGROUP 0001	2	6	0	2	0						5972.73	-3490.04	2482.69
TOT CURR PERIOD	8	24	4	8	0						5972.73	-3490.04	2482.69
BALANCE FORWARD													2682.28
DISCRETIONARY ITEM													0.00
TOTAL AMOUNT DUE													5164.97

ATTN: Membership
 Blue Cross & Blue Shield of RI
 500 Exchange Street
 Providence, RI 02903-2699

Forwarding Service Requested
 Federal Express Overnight

Company Name
 Address

Blue Cross Blue Shield of Rhode Island

Group No. 00000000
 Sub-Group No. 0000
 Billing Period 06/01/2011-06/30/2011
 Invoice No. 0000000000
 Bill Print Date 05/25/2011
 Bill Due Date 06/01/2011

BILLING SUMMARY
 BALANCE FORWARD AMOUNT \$2682.28
 CURRENT MONTH BILLING \$5972.73
 DISCRETIONARY ITEM \$0.00
 RETROACTIVE ADJUSTMENT \$-3490.04
 TOTAL AMOUNT DUE \$5164.97

For Enrollment and Billing questions on your account, please call: MEMBERSHIP ADMINISTRATION SERVICES
 Phone: (401)459-2341 ext. 6064 (800)637-3718 ext. 6064

PLEASE PAY THE AMOUNT LISTED ABOVE UNDER "TOTAL AMOUNT DUE". ADJUSTMENTS FOR ACTIVITY NOT REPORTED ON THIS STATEMENT WILL BE REFLECTED ON NEXT BILLING STATEMENT.
 MAKE CHECK PAYABLE TO BLUE CROSS & BLUE SHIELD OF RI, AND INCLUDE YOUR GROUP/SUBGROUP ID ON YOUR CHECK. TO ENSURE PROPER CREDIT, DETACH THE BOTTOM PORTION AND RETURN IT WITH YOUR PAYMENT IN THE ENCLOSED ENVELOPE TO: BLUE CROSS & BLUE SHIELD OF RI.
 P.O. BOX 1057
 PROVIDENCE, RI 02901
 PLEASE REMOVE THE BOTTOM PORTION OF THIS STATEMENT BY CAREFULLY TEARING ALONG THE PERFORATION.
 Blue Cross & Blue Shield of Rhode Island is an independent licensee of Blue Cross and Blue Shield Association.

Company Name
 Address

GROUP/SUBGROUP: Company Name
 GROUP NUMBER: 00000000
 SUBGROUP NUMBER: 0000

Please pay this amount: 5164.97
 Please make check payable to: Blue Cross & Blue Shield of Rhode Island
 Indicate amount of your payment: \$

MAIL THIS PORTION WITH YOUR PAYMENT TO:
 Blue Cross & Blue Shield of Rhode Island
 P.O. Box 1057
 Providence, RI 02901

VOID

6666000000067095164.97

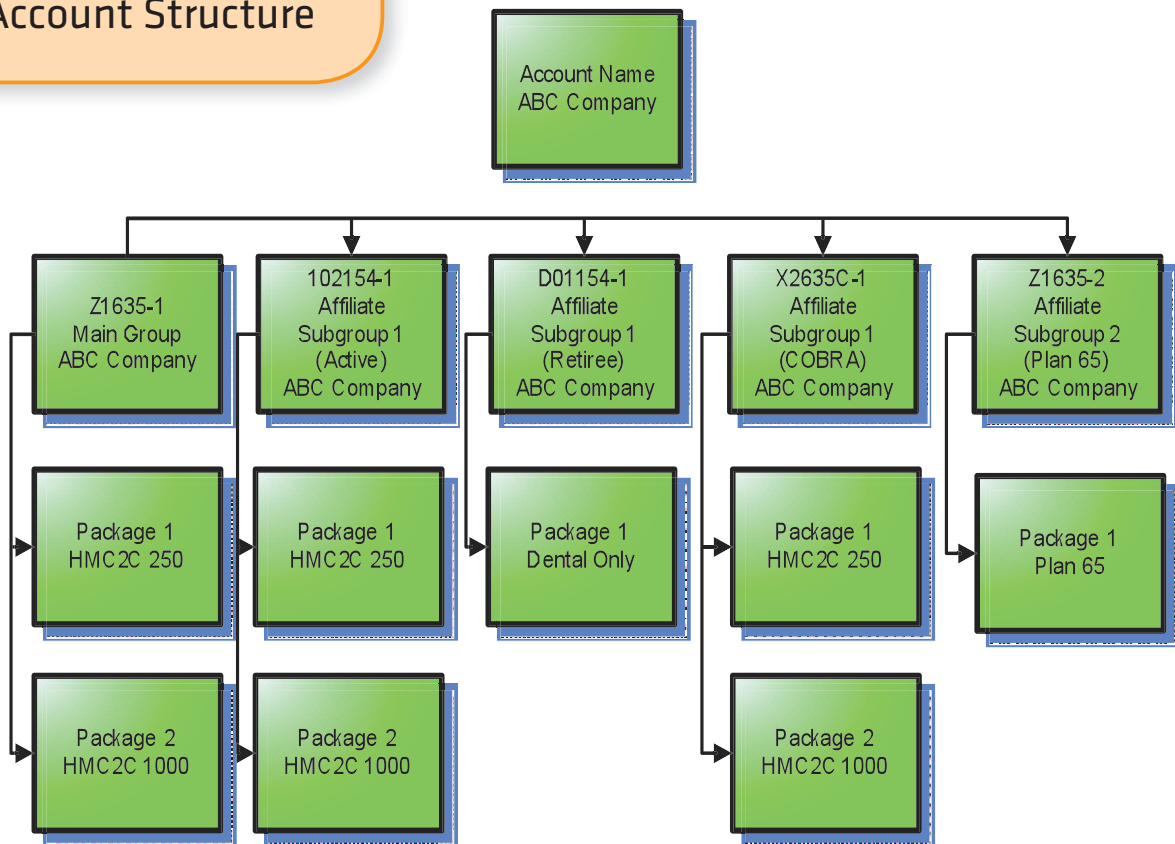
Group number appears here

Payment voucher at bottom of page

A New Structure for Improved Service

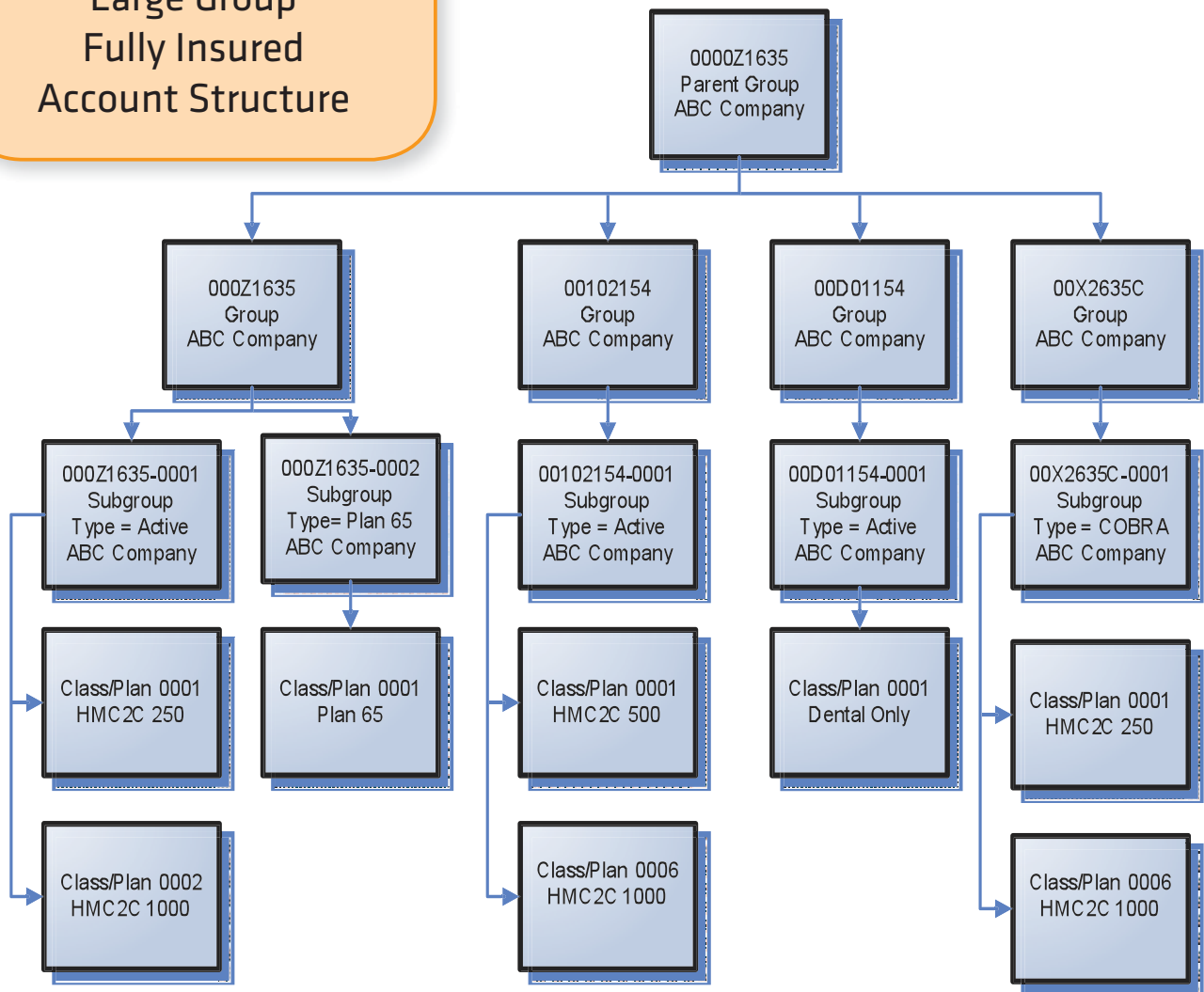
The following chart illustrates how your company's account will be structured in our new record keeping system. Understanding your account structure will help you understand your premium bills, and when and why new group numbers are created. The account structure also illustrates how benefits will be assigned.

EXISTING SYSTEM
Large Group
Fully Insured
Account Structure



POST CONVERSION SYSTEM

Large Group
Fully Insured
Account Structure



Post Conversion System Terms

- **Parent Group, Group, then Subgroup:** The BCBSRI standard group hierarchy in the new system.
- **Parent Group:** The Parent Group defines a logical superset of a population within an account structure used for rating and reporting. The Parent Group does not impact billing or claims processing. Parent Group IDs are nine alpha-numeric characters.
- **Group:** The Group is where information regarding an employer group is stored and is the business entity. There may be multiple Groups under one Parent Group. Group IDs are eight alpha-numeric characters.
- **Subgroup:** The Subgroup is a logical subset of an employer group, such as active employees or retired employees. Each Group will have at least one subgroup. Subscribers and members are attached to the Group at the Subgroup level. Subgroup IDs are four alpha-numeric characters.
- **Class:** Defines global eligibility for all members of the group for claims, pre-pricing, and utilization. It does not create eligibility at the subscriber or member level.
- **Plan:** Name and identification of benefits.



500 Exchange Street • Providence, RI 02903-2699

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09/11 IER-10400

