

Regence Online Enrollment—Questions & Answers

1. What is the Regence Online Enrollment application?

This Web-based service allows group administrators and their employees to perform all enrollment transactions for their Regence BlueCross BlueShield of Utah coverage throughout the year. This includes adding new employees, performing routine changes to existing employee information, and entering open enrollment selections online. For the employee given 'self-service' capabilities, they can access a number of aspects of their account once they have been enrolled. They can view their health benefits history, with details and links to related forms; update personal information; change primary care provider; make changes in their health plan coverage for major life events and order new ID cards for themselves or their family members. Other capabilities for group administrators include standard enrollment reports, the ability to check the status of any employee's enrollment at any time, and reminders of key enrollment events (i.e., COBRA).

2. When will Regence Online Enrollment be available?

We expect to start offering this service to groups beginning in July 1, 2005.

3. What is the web site address?

The web site address is <https://www.enroll.ut.regence.com/>. You will need a user name and password for access.

4. Which groups qualify for Regence Online Enrollment?

This service is available to any group with at least 25 employees enrolled with Regence. Groups will need to agree to some basic qualifications. For example:

- Comfortable with online processing, and training their employees for the self-service feature (if applicable)
- Agreeable to accelerated timeline for finalizing benefits and rates
- Willing to sign Electronic Data Interchange License Agreement, and provide their tax ID number to Regence (HIPAA requirement)
- Willing to participate in a three hour training session
- Computer system meets minimum requirements (i.e., Windows 95/98/2000, Internet Explorer 5.5 or Netscape 4.7 or above, Adobe Acrobat Reader 5.0 or above, etc.)
- Pay as billed

5. Can current Regence groups get set up for Regence Online Enrollment prior to their next renewal?

Yes, as long as they meet the online group criteria.

6. What are the benefits of online enrollment to employer groups?

Using this service will help employers in the following ways:

- Puts the employer group in control of the enrollment process
- Allows the employer & employee to view benefit summaries and benefit books online and financial scenario testing
- Provides answers to key eligibility questions on their schedule
- Automatically tracks employees' enrollment transactions
- Enrollment changes are transmitted more quickly to the Regence eligibility system
- Provides for a quicker ordering of ID cards and making PCP changes
- Saves time and reduces paperwork
- Provides employees with their benefits and enrollment information and the ability to make changes to their existing profile



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7. Can employees use Regence Online Enrollment?

Yes. If the employer chooses, this online solution can be rolled out at the employee level for self-service. This includes open enrollment and life events throughout the year. In most cases, the group administrator has the ability to review these changes online before the data is submitted to Regence. Employers may also choose to have the group administrator enter all enrollment changes on behalf of the employees.

8. Is there an additional charge to groups for Regence Online Enrollment?

There are no administrative or rate loads for this service.

9. How does choosing online enrollment change how the group does business with Regence?

Groups can select the online enrollment feature as a new group or at open enrollment. Once a group is using online enrollment all their enrollment changes (i.e., maintenance) are made online. All future open enrollments are completed online. This requires that benefits and rates be finalized a few weeks prior to the start of the open enrollment period. For many groups this would be about six weeks prior to the actual renewal date, assuming a 30-day open enrollment period.

10. Does Regence need to be the sole carrier for a group to use this tool?

No, but only those employees choosing Regence coverage can use this tool for enrolling online.

11. How quickly do eligibility changes made online reach the Regence online membership system?

Once the changes are entered online the group administrator reviews and approves the selections. The data is then electronically submitted to Regence where the enrollment is reviewed online by the group auditor and released to the membership system. Typically, within 24 hours of approval by the group administrator the eligibility changes are electronically loaded to our membership system and ID card generation commences.

12. How do interested groups and agents get more information about this tool?

Groups and agents should contact their Regence BlueCross BlueShield of Utah sales representative for answers to questions about obtaining this service.

13. Is there any enrollment functionality not available via Regence Online Enrollment?

As with any application future upgrades are being planned. Also, there is not yet an interface with Regence Life & Health, or other life and disability carriers.

14. My employees do not all have an e-mail address. How will this affect our ability to enroll online?

As long as the employees have access to the Internet they can enroll. Notification of open enrollment to the employees can take place via paper or through an e-mail transaction.

15. Can the employer administrator view what transactions the employees have requested?

Yes. The employer has the opportunity to view most employee life change requests. Once an employer views the request they will have the opportunity to approve or deny the request.

16. My group is currently enrolled on a Regence medical product. Will my employees have to “re-enroll” online if we wish to use the system?

If you are a renewing group we can transfer your data to the Regence Online Enrollment System. Only the employees that are making changes or updates to their information would need to complete their enrollment online.



Regence
BlueCross BlueShield
of Utah