



AccessBlue Delegated Access Management

Employer User Guide

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Introduction



Introduction

- This guide will walk you through the new Delegated Access Management functionality in the AccessBlue Employer Portal.
- You can now add delegates called Group Leaders or Group Contacts and grant them access to tools available in AccessBlue such as coverage and eligibility, eBilling, eEnrollment, group reporting, and ordering ID cards.



Welcome Screen



Welcome Screen

The screenshot shows the AccessBlue user interface. At the top, a navigation bar includes links for Employer, Producer, Provider, State Employee/Retiree, Federal Employee, Medicare, and Accessibility. A search icon and a Log Out button are also present. Below this is the Louisiana logo and a secondary navigation bar with links for Pay Your Bill, Shop Plans, Get a Quote, Find a Doctor, and Learn More. The main content area features a dark blue header with the text "Hi GroupSuperUser! Welcome to AccessBlue." Below this header, a user profile dropdown is open, showing the username "grpsupusrgreg" and the role "Group Superuser". To the right of the profile are links for "View My Info" and "Manage My Users". A callout box labeled "1" points to the profile dropdown with the text "View your Username." Another callout box labeled "2" points to the "Group Superuser" role with the text "View your user type." A third callout box labeled "3" points to the "Manage My Users" link with the text "Manage your users." Below the header is a section titled "My Group Tools" which contains three rows of tool cards: "Coverage/Eligibility", "Claims", and "Order ID Cards". Each card includes a brief description and a "Go to" button.

1 View your Username.

2 View your user type.

3 Manage your users.

Employer Producer Provider State Employee/Retiree Federal Employee Medicare Accessibility

Log Out

Louisiana Pay Your Bill Shop Plans Get a Quote Find a Doctor Learn More

Hi GroupSuperUser!
Welcome to AccessBlue.

grpsupusrgreg Group Superuser

View My Info Manage My Users

My Group Tools

	Coverage/Eligibility Look up members' coverages, costs and how much they've paid toward copays, coinsurance and deductibles.	Go to Coverage/Eligibility
	Claims Look up the status of member claims and see other details such as amounts charged, paid or rejected.	Go to Claims
	Order ID Cards Get in touch with us to request for a new ID card for a member in your group.	Go to Order ID Cards

Manage My Users



Manage My Users

Employer Producer Provider State Employee/Retiree Federal Employee Medicare Accessibility ▾ grpsupusrgreg
Log Out

Louisiana AccessBlue Dashboard Coverage/Eligibility Search Claims Order ID Cards

Delegated Users

grpsupusrgreg · Group Superuser

Search Export Add a Delegate

Delegated Users Dashboard

1 View cards for existing delegates.

2 Search for delegates by name.

3 Export list of delegates to Excel.

<p>Group Contact</p> <p>AutomatedTestFNameBZ AutomatedTestLNamePZ aaautomatedte436@automation.com</p> <p>Edit Deactivate More Details ▶</p>	<p>Group Contact</p> <p>AutomatedTestFNameBZ AutomatedTestLNameSZ aaautomatedte579@automation.com</p> <p>Edit Deactivate More Details ▶</p>	<p>Group Contact</p> <p>AutomatedTestFNameBZ AutomatedTestLNameXZ atest993@bcbsla.com</p> <p>Edit Deactivate More Details ▶</p>
<p>Group Contact</p> <p>AutomatedTestFNameCZ AutomatedTestLNameAZ aaautomatedte699@automation.com</p> <p>Edit Deactivate More Details ▶</p>	<p>Group Leader</p> <p>AutomatedTestFNameCZ AutomatedTestLNameEZ aaautomatedte578@automation.com</p> <p>Edit Deactivate More Details ▶</p>	<p>Group Leader</p> <p>AutomatedTestFNameCZ AutomatedTestLNameMZ aaautomatedte940@automation.com</p> <p>Edit Deactivate More Details ▶</p>
<p>Group Contact</p> <p>AutomatedTestFNameCZ AutomatedTestLNameNZ aaautomatedte423@automation.com</p> <p>Edit Deactivate More Details ▶</p>	<p>Group Leader</p> <p>AutomatedTestFNameCZ AutomatedTestLNameRZ aaautomatedte767@automation.com</p> <p>Edit Deactivate More Details ▶</p>	<p>Group Leader</p> <p>AutomatedTestFNameCZ AutomatedTestLNameTZ aaautomatedte631@automation.com</p> <p>Edit Deactivate More Details ▶</p>

Delegate User Types



Delegate User Types

Group Superuser

- Receives access to all enrollment, billing, coverage, eligibility and reporting tools
- Receives access to all current or future subgroups
- Responsible for creating and managing additional delegate individual accounts in the portal
- Has the ability to select which tools each delegate user can access

Group Leader

- Receives access to ALL subgroups related to the group they are assigned to

Group Contact

- Receives access only to the subgroups they are assigned to

Add a Delegate



Add a Delegate

Employer Producer Provider State Employee/Retiree Federal Employee Medicare Accessibility ▾ grpsupusrgreg Log Out

Louisiana AccessBlue Dashboard Coverage/Eligibility Search Claims Order ID Cards

Delegated Users

grpsupusrgreg · Group Superuser Search Export **Add a Delegate**

Delegated Users Dashboard

1 Click Add a Delegate.

<p>Group Contact</p> <p>AutomatedTestFNameBZ AutomatedTestLNamePZ aaautomatedte436@automation.com</p> <p>Edit Deactivate More Details ▶</p>	<p>Group Contact</p> <p>AutomatedTestFNameBZ AutomatedTestLNameSZ aaautomatedte579@automation.com</p> <p>Edit Deactivate More Details ▶</p>	<p>Group Contact</p> <p>AutomatedTestFNameBZ AutomatedTestLNameXZ atest993@bcbsla.com</p> <p>Edit Deactivate More Details ▶</p>
<p>Group Contact</p> <p>AutomatedTestFNameCZ AutomatedTestLNameAZ aaautomatedte699@automation.com</p> <p>Edit Deactivate More Details ▶</p>	<p>▶ Group Leader</p> <p>AutomatedTestFNameCZ AutomatedTestLNameEZ aaautomatedte578@automation.com</p> <p>Edit Deactivate More Details ▶</p>	<p>▶ Group Leader</p> <p>AutomatedTestFNameCZ AutomatedTestLNameMZ aaautomatedte940@automation.com</p> <p>Edit Deactivate More Details ▶</p>
<p>Group Contact</p> <p>AutomatedTestFNameCZ AutomatedTestLNameNZ aaautomatedte423@automation.com</p> <p>Edit Deactivate More Details ▶</p>	<p>▶ Group Leader</p> <p>AutomatedTestFNameCZ AutomatedTestLNameRZ aaautomatedte767@automation.com</p> <p>Edit Deactivate More Details ▶</p>	<p>▶ Group Leader</p> <p>AutomatedTestFNameCZ AutomatedTestLNameTZ aaautomatedte631@automation.com</p> <p>Edit Deactivate More Details ▶</p>

Add a Delegate (cont.)

★ Delegate Information Panel

1 2 3 4

STEP 1 OF 4

Delegate Information

Delegate Details

First Name Last Name

Username Suggest Username

Delegate Contact

Preferred Phone Number

Email Address

Cancel Continue

Delegate Details

First Name Last Name

Username Suggest Username

Delegate Contact

Preferred Phone Number

Email Address

Cancel Continue

- 2 Enter delegate's first and last name.
- 3 Enter a username for the delegate following the specified criteria.
- 4 If unsure what to enter as a username, click Suggest Username. This feature will use the delegate's first and last name followed by a random number at the end.
- 5 Enter delegate's preferred phone number. **The phone number you enter MUST be able to receive text messages*.**
- 6 Enter delegate's email address.
- 7 Click Continue.

*This information will be used as a secondary authenticator and will prevent the user's password from expiring.
*This information will not be used as contact information unless it is documented in the user's contact record associated with their account.

Add a Delegate (cont.)

★ Delegate Role Assignment Panel

1 2 3 4
STEP 2 OF 4
Delegate Role Assignment

8 Select the appropriate role for the delegate.

Delegate Roles

- Group Leader
Group Leaders 1. Have access to all the subgroups related to the groups they are assigned to. 2. Have access to tools within AccessBlue they are assigned to.
- Group Contact
Group Contacts 1. Have access to only the subgroups they are assigned to. 2. Have access to tools within AccessBlue they are assigned to.

9 Click Continue.

Back Cancel Continue ▶

★ Delegate Tool Assignment Panel

1 2 3 4
STEP 3 OF 4
Delegate Tool Assignment

10 Click the tool name or toggle Switch to select tools the delegate needs access to.

Available Tools

There is a delay of 1 business day for a delegate user to gain access to eBilling and eEnrollment.

- Claims Research
- Coverage/Eligibility
- eBilling
- eEnrollment
- Group Reporting
- Order ID Cards

11 Click Continue.

Back Cancel Continue ▶

! There is a one business day delay for a user to gain access to eBilling and eEnrollment.

Add a Delegate (cont.)

Group Selection Panel

1 2 3 4

STEP 4 OF 4

Group Selection

By assigning the Group Leader delegate user to groups, the delegate user will automatically inherit all subgroups associated with the assigned groups.

All Groups

Add All Groups and Subgroups

Individual Groups

Search for Group by Name or Number

Back Cancel Continue ▶



If you wish to assign the delegate to all groups and subgroups at once, follow Step 12 and 13.

If you wish to assign the delegate to individual groups and subgroups, skip to Step 14 and 15.



12

If you wish to assign the delegate to all groups and subgroups at once, click the toggle switch.

13

Click Continue.

Add a Delegate (cont.)

Group Selection Panel

1 2 3 4

STEP 4 OF 4

Group Selection

By assigning the Group Leader delegate user to groups, the delegate user will automatically inherit all subgroups associated with the assigned groups.

All Groups

Add All Groups and Subgroups

Individual Groups

Search for Group by Name or Number

Back Cancel Continue ▶

- If you selected the role of Group Leader in Step 8, the delegate automatically receives access to all subgroups associated with the group you select in Step 14.

14
If you wish to assign the delegate to individual groups, click the toggle switch next to the appropriate group.

15
Click Continue.

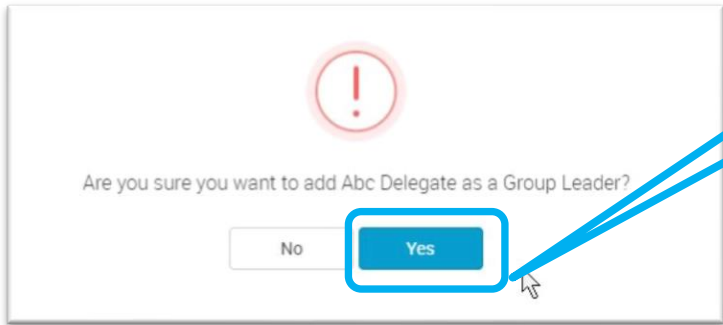
Add a Delegate (cont.)

- If you selected the role of Group Contact in Step 8, the Subgroup Selection Panel opens to allow you to deselect any groups you do not want associated with this delegate.

The screenshot shows a multi-step process. At the top, a progress bar indicates steps 1, 2, 3, and 4. The current step is 'STEP 4 OF 4 Group Selection'. Below this, there is explanatory text: 'By assigning the Group Contact delegate user to more than one group, the delegate user will automatically be assigned to all subgroups associated with the selected groups.' The interface is divided into two main sections: 'All Groups' and 'Individual Groups'. The 'All Groups' section has a search bar and a toggle for 'Add All Groups and Subgroups'. The 'Individual Groups' section has a search bar and a list of groups with toggle switches. A 'Subgroup Selection Panel' is overlaid on the right side of the 'Individual Groups' section. This panel has a title 'Subgroup Selection' and a search bar. Below the search bar is a list of subgroups with toggle switches. A blue star icon points to the 'Subgroup Selection Panel' title. A blue callout box with the number 16 points to the toggle switches in the 'Individual Subgroup' list, containing the text 'Deselect any subgroups the delegate does not need access to.' Another blue callout box with the number 17 points to the 'Continue' button at the bottom of the 'Subgroup Selection Panel', containing the text 'Click Continue.' The 'Continue' button is highlighted with a blue border. At the bottom of the main interface, there are 'Back', 'Cancel', and 'Continue' buttons.

NOTE: If the Group Leader role is selected, this screen will not be seen. They automatically inherit access to ALL subgroups associated with the group. There are no exceptions.

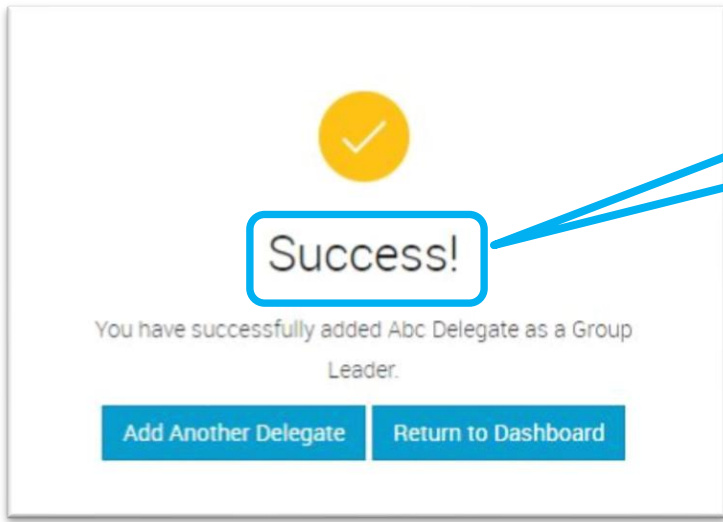
Add a Delegate (cont.)



Are you sure you want to add **Abc Delegate** as a Group Leader?

18 Click Yes.

A confirmation dialog box with a red warning icon at the top. The text asks if the user is sure to add 'Abc Delegate' as a Group Leader. There are two buttons: 'No' and 'Yes'. The 'Yes' button is highlighted with a blue box and a callout bubble containing the number 18 and the text 'Click Yes.' A mouse cursor is pointing at the 'Yes' button.



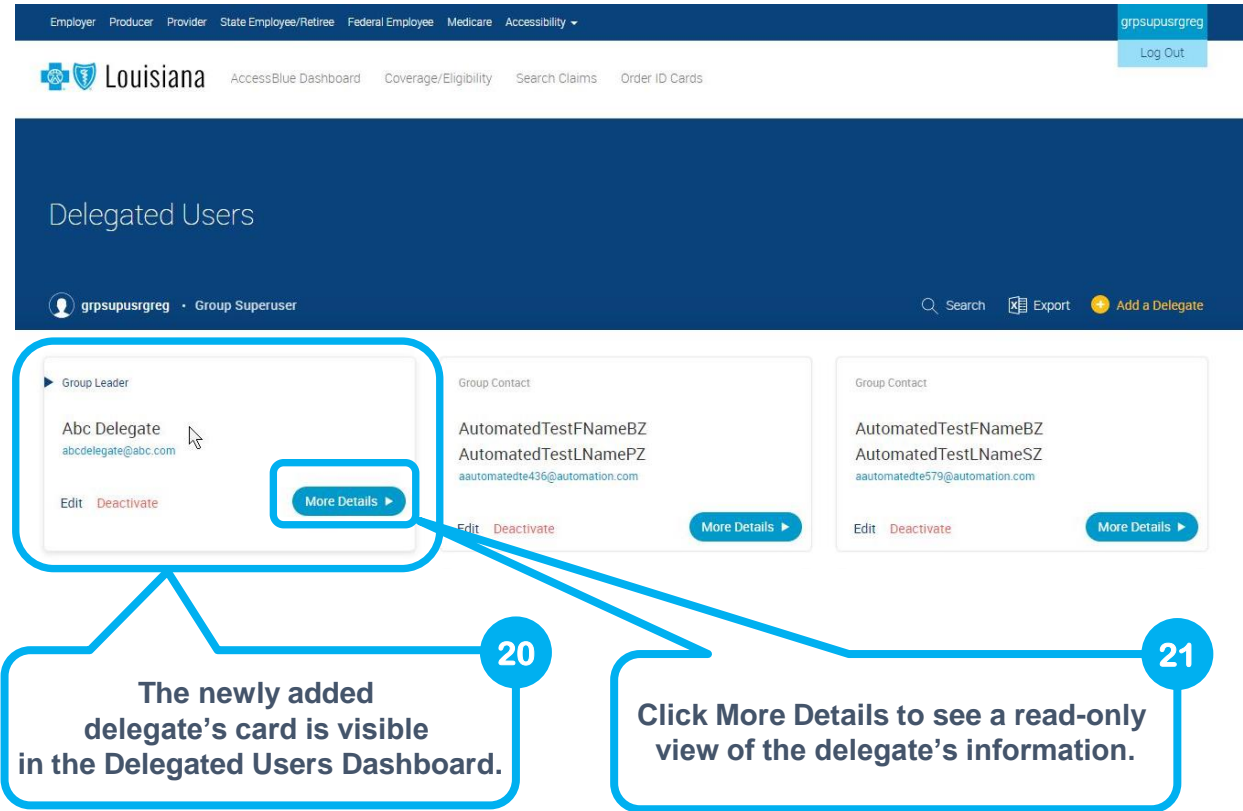
Success!

You have successfully added **Abc Delegate** as a Group Leader.

[Add Another Delegate](#) [Return to Dashboard](#)

19 Congratulations! You have successfully added a delegate.

A success message with a yellow checkmark icon. The text says 'Success!' and 'You have successfully added Abc Delegate as a Group Leader.' Below the text are two buttons: 'Add Another Delegate' and 'Return to Dashboard'. A callout bubble with the number 19 and the text 'Congratulations! You have successfully added a delegate.' points to the success message.



Employer | Producer | Provider | State Employee/Retiree | Federal Employee | Medicare | Accessibility | grpsupusrgreg | Log Out

Louisiana | AccessBlue Dashboard | Coverage/Eligibility | Search Claims | Order ID Cards

Delegated Users

grpsupusrgreg • Group Superuser | Search | Export | Add a Delegate

Group Leader	Group Contact	Group Contact
Abc Delegate abcdelegate@abc.com Edit Deactivate More Details	AutomatedTestFNameBZ AutomatedTestLNamePZ aautomatedte436@automation.com Edit Deactivate More Details	AutomatedTestFNameBZ AutomatedTestLNameSZ aautomatedte579@automation.com Edit Deactivate More Details

20 The newly added delegate's card is visible in the Delegated Users Dashboard.

21 Click More Details to see a read-only view of the delegate's information.

The screenshot shows the 'Delegated Users' dashboard. At the top, there's a navigation bar with various roles and a user profile 'grpsupusrgreg'. Below that, there's a header for 'Delegated Users' and a sub-header 'grpsupusrgreg • Group Superuser'. The main content area displays three cards. The first card is for 'Abc Delegate' (Group Leader) and is highlighted with a blue box and callout bubble 20. The other two cards are for 'AutomatedTestFNameBZ' (Group Contact). Each card has 'Edit', 'Deactivate', and 'More Details' buttons. Callout bubble 21 points to the 'More Details' button on the first card.

Edit a Delegate



Edit a Delegate

Delegated Users Dashboard

Employer Producer Provider State Employee/Retiree Federal Employee Medicare Accessibility

grpsupusgreg

Log Out

Louisiana AccessBlue Dashboard Coverage/Eligibility Search Claims Order ID Cards

Delegated Users

grpsupusgreg • Group Superuser

Search Export Add a Delegate

1 Locate the card for the delegate you wish to edit.

2 Click edit.

Group Leader

Abc Delegate
abcdelegate@abc.com

Edit Deactivate More Details

Group Contact

AutomatedTestFNameBZ
AutomatedTestLNamePZ
aautomatedte436@automation.com

Edit Deactivate More Details

Group Contact

AutomatedTestFNameBZ
AutomatedTestLNameSZ
aautomatedte579@automation.com

Edit Deactivate More Details



TIP! Use the Search field if you have several delegates.

Edit a Delegate (cont.)

★ Delegate Information Panel

1 2 3 4

STEP 1 OF 4

Delegate Information

Any changes made to an existing delegate user's account information will not update their multi-factor authentication (MFA) credentials. The delegate user must update their MFA credentials in the multi-factor authentication tool.

3 Make any necessary changes to the delegate's information.

4 Click Continue.

Edits cannot be made to Username.

Cancel **Continue ▶**

Delegate Details

First Name Last Name
Abc Delegate

Username must be unique, must be between 8-15 characters, and cannot contain special characters or spaces.

Username abcdelegate123

Delegate Contact

Mobile numbers entered as the preferred phone number must be able to receive text messages for multi-factor authentication.

Preferred Phone Number
5045559876

Email Address
abcdelegate@abc.com

★ Delegate Role Assignment Panel

1 2 3 4

STEP 2 OF 4

Delegate Role Assignment

5 Make any necessary changes to the delegate's role.

6 Click Continue.

Continue ▶

Back **Cancel**

Delegate Roles

Group Leader

Group Leaders 1. Have access to all the subgroups related to the groups they are assigned to. 2. Have access to tools within AccessBlue they are assigned to.

Group Contact

Group Contacts 1. Have access to only the subgroups they are assigned to. 2. Have access to tools within AccessBlue they are assigned to.

Edit a Delegate (cont.)

★ Delegate Tool Assignment Panel

1 2 3 4

STEP 3 OF 4

Delegate Tool Assignment

Available Tools

There is a delay of 1 business day for a delegate user to gain access to eBilling and eEnrollment.

Claims Research	<input checked="" type="checkbox"/>
Coverage/Eligibility	<input checked="" type="checkbox"/>
eBilling	<input checked="" type="checkbox"/>
eEnrollment	<input checked="" type="checkbox"/>
Group Reporting	<input type="checkbox"/>
Order ID Cards	<input type="checkbox"/>

7 **Make any necessary changes to the tools the delegate has access to.**

8 **Click Continue.**

Back Cancel Continue ▶

★ Group Selection Panel

1 2 3 4

STEP 4 OF 4

Group Selection

By assigning the Group Leader delegate user to groups, the delegate user will automatically inherit all subgroups associated with the assigned groups.

All Groups

Add All Groups and Subgroups

Individual Groups

Search for Group by Name or Number

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

9 **Make any necessary changes to the delegate's groups.**

10 **Click Continue.**

Back Cancel Continue ▶

Edit a Delegate (cont.)

The screenshot shows a multi-step process for editing a delegate. The current step is 'STEP 4 OF 4: Group Selection'. The interface is divided into two main sections: 'All Groups' and 'Individual Groups'. The 'All Groups' section has a toggle for 'Add All Groups and Subgroups'. The 'Individual Groups' section has a search bar and a list of groups with toggle switches. A callout labeled '11' points to the 'Individual Subgroup' section, which is highlighted with a blue box and labeled 'Subgroup Selection Panel'. This section has a search bar and a list of subgroups with toggle switches. A callout labeled '12' points to the 'Continue' button at the bottom right of the 'Individual Subgroup' section.

1 2 3 4

STEP 4 OF 4
Group Selection

By assigning the Group Contact delegate user to more than one group, the delegate user will automatically be assigned to all subgroups associated with the selected groups.

All Groups
Add All Groups and Subgroups

Individual Groups
Search for Group by Name or Number

Subgroup Selection Panel

Subgroup Selection

All Subgroups
Add All Subgroups

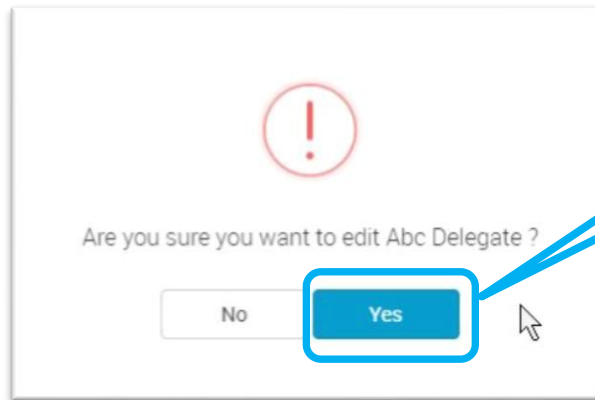
Individual Subgroup
Search for Subgroup by Name or Number

Many any necessary changes to the delegate's subgroups. 11

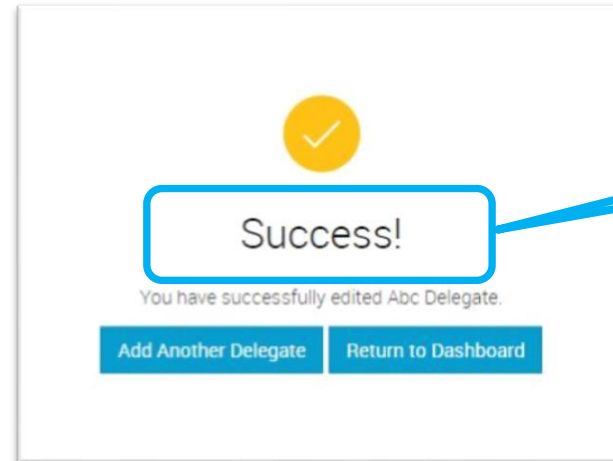
Click Continue. 12

Back Cancel Continue

Edit a Delegate (cont.)



Click Yes. 13



Congratulations!
You have successfully
edited a delegate. 14

Deactivate a Delegate



Deactivate a Delegate

Delegated Users Dashboard

Employer Producer Provider State Employee/Retiree Federal Employee Medicare Accessibility

grpsupusrgreg

Log Out

Louisiana AccessBlue Dashboard Coverage/Eligibility Search Claims Order ID Cards

Delegated Users

grpsupusrgreg · Group Superuser

Search Report Add a Delegate

1 Locate the card for the delegate you wish to deactivate.

2 Click deactivate.

Group Contact

Abc Delegate
abcdelegate@abc.com

Edit Deactivate More Details

Group Contact

AutomatedTestFNameBZ
AutomatedTestLNamePZ
aautomatedte436@automation.com

Edit Deactivate More Details

Group Contact

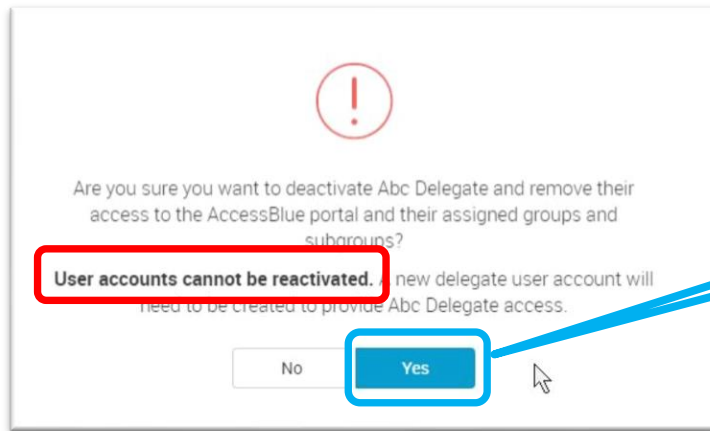
AutomatedTestFNameBZ
AutomatedTestLNameSZ
aautomatedte579@automation.com

Edit Deactivate More Details

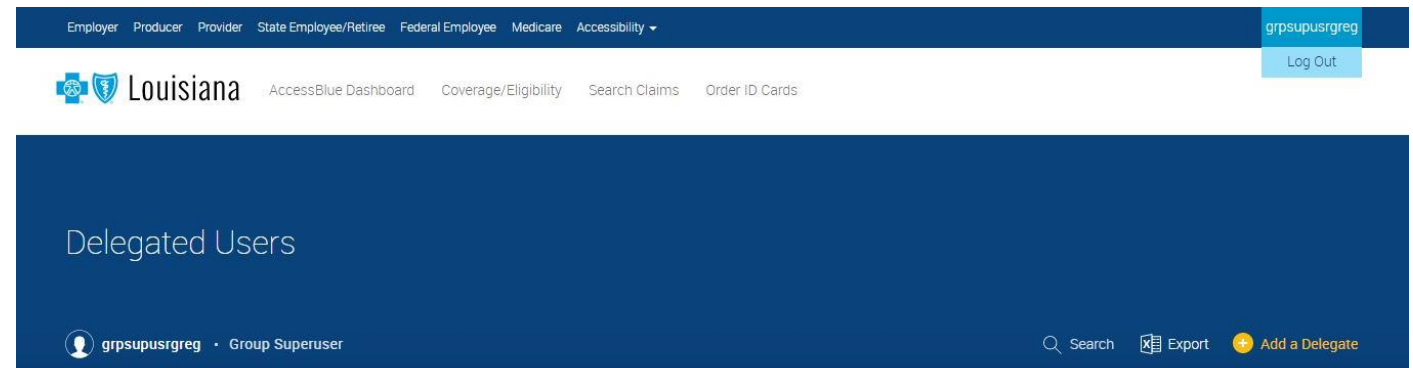


TIP! Use the Search field if you have several delegates.

Deactivate a Delegate (cont.)



3
Click Yes.



4
The deactivated delegate's Card will remain red until the page is refreshed.

