



QLEs Requiring Carrier Approval and/or Documentation

Some Qualifying Life Events (QLEs) require documentation:

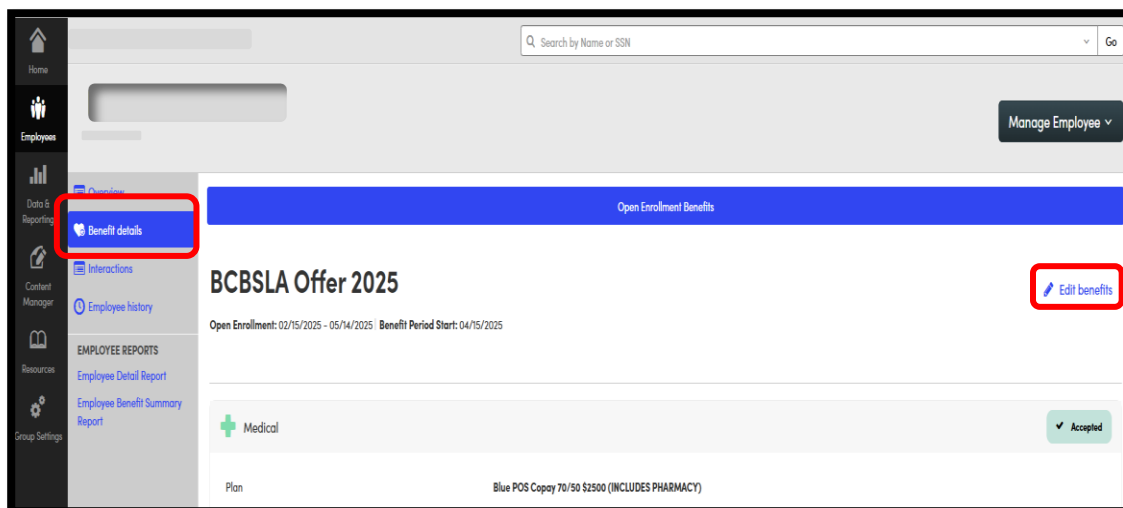
1. Overage dependent
2. Adoption (within 31 days of birth)
3. Adoption (not within 30 days of birth)
4. Qualified medical child support order or court order
5. Loss of Medicaid

When a group leader or producer enters one of these QLEs, eEnrollment will create a carrier approval task.

Note: The QLE must be entered using a group leaders/producers' login for carrier approval task to generate. The task will not generate for review if entered as a carrier login.

To accurately document one of these QLEs, follow these steps:

1. Search for the employee with a QLE. On the **Benefit details** tab, click **Edit**.



eEnrollment | QLE Requiring Carrier Approval

2. On the next page, select **Edit due to change reason**.

The screenshot displays a web interface for managing employee benefits. On the left is a navigation sidebar with options: Overview, Benefit details (highlighted), Interactions, and Employee history. Below these are 'EMPLOYEE REPORTS' including Employee Detail Report and Employee Benefit Summary Report. The main content area is titled 'Current Benefits' and shows 'CURRENT BENEFITS' for a 'Medical Offer'. An 'Enrollment Summary' section includes instructions to edit the benefit and a list of 'Changes Requiring a Change Reason' with fields for Medical (Accepted) and Plan (Copy of GROUP CARE COPAY 70/50 \$1000B). A 'Persons Covered' table lists KIM FOX as the Subscriber with an alternate ID of AM2554115. At the bottom, there are two buttons: 'Edit due to change reason' (highlighted with a red box) and 'Cancel Benefits for All'. The 'Coverage Level' is set to 'Employee Only'.

Overview

Benefit details

Interactions

Employee history

EMPLOYEE REPORTS

Employee Detail Report

Employee Benefit Summary Report

Current Benefits

CURRENT BENEFITS

Medical Offer

Enrollment Summary

You may edit this benefit by clicking on the section's corresponding Edit button.

Changes Requiring a Change Reason

Medical Accepted

Plan Copy of GROUP CARE COPAY 70/50 \$1000B

Persons Covered

Name	Relationship
KIM FOX	Subscriber
	Alternate ID: AM2554115

To edit a person's Name or SSN, click the person's name.

Coverage Level Employee Only

Edit due to change reason Cancel Benefits for All

3. On the next screen, select the QLE that applies. The highlighted QLEs will generate a carrier approval task. You will need to send documentation to Blue Cross for approval.

The screenshot shows a web interface for 'Current Benefits'. The main heading is 'Medical Offer'. Below it, there is a section titled 'Reason for Medical Change' with the text 'You are making a change to benefit elections. Why are you making this change?'. A dropdown menu is open, showing a list of reasons. The reasons listed are: --Select a new change reason--, Adoption (not within 30 days of placement), Adoption (within 30 days of placement), Birth, Common Law Marriage, Court order, Death of dependent, Death of employee, Disability of employee or dependent (Not Medicare), Divorce, Loss of Medicaid or CHIP Coverage, Loss of other coverage, Marriage, QMCSO (Qualified Medical Child Support Order), Retirement, Return from military leave, and Subscriber Requested Cancellation. The reasons 'Adoption (not within 30 days of placement)', 'Adoption (within 30 days of placement)', 'Court order', 'Disability of employee or dependent (Not Medicare)', 'Loss of Medicaid or CHIP Coverage', 'Loss of other coverage', and 'QMCSO (Qualified Medical Child Support Order)' are highlighted in yellow.

4. On the next page, complete the highlighted fields, then click next:

Overview

Benefit details

Interactions

Employee history

EMPLOYEE REPORTS

Employee Detail Report

Employee Benefit Summary Report

Current Benefits

CURRENT BENEFITS

Medical Offer

***Reason for Change**

You have selected a QMCSO (Qualified Medical Child Support Order) change reason.

You are permitted to perform the following adjustments to your insurance coverage as a result of this life event:

- You can cancel your coverage.
- You are NOT permitted to change your plan.
- You may change your coverage level.
- You can add a Child via Court Order to your existing coverage.
- You can cancel coverage for any dependent.

Do you wish to continue with this change?

Yes

No

If yes, please enter the following:

Date of Support Notice*

Date of Support Notice

When were you notified about this life event?*

Enter a date

Previous **Next**

5. On the next page, add the dependent(s) for each product separately.

a. First, update the **Persons Covered** by clicking the **Edit** button.

Overview

Benefit details

Interactions

Employee history

EMPLOYEE REPORTS

Employee Detail Report

Employee Benefit Summary Report

Current Benefits

Previous

CURRENT BENEFITS

Medical Offer

Enrollment Summary

You may edit this benefit by clicking on the section's corresponding Edit button.

Change Reason	QMCSO (Qualified Medical Child Support Order) on 03/09/2025	Edit
Medical	Accepted	Cancel Benefits for All
Plan	Copy of GROUP CARE COPAY 70/50 \$1000B	Edit
Persons Covered		Edit

Name	Relationship	Effective Date
KIM FOX	Subscriber	04/01/2025
	Alternate ID: AM2554115	

To edit a person's Name or SSN, click the person's name.

b. Then, click **Add Dependent** to enter the dependent's demographic information and click, **Next**.

Persons Covered

Persons covered on this plan may be covered until the end of the month following the birthday in which they turn 120 Years.

Choose who you want to cover

Covered	Name	Relationship	Effective Date	
✓	KIM FOX	Subscriber	04/01/2025	

Add Dependent

Next

6. After adding the dependent(s), you may be asked to confirm you have documentation and the member meets the requirements to add the dependent(s).

Overview

Benefit details

Employee History

EMPLOYEE REPORTS

Employee Detail Report

Employee Benefit Summary Report

Current Benefits

BCBSLA Offer 2018

Reason for Change	QMCSO (Qualified Medical Child Support Order) on 04/01/2018	Edit
Medical	Accepted	
Plan	Premier Blue Copay 80/60 \$1000A (INCLUDES PHARMACY)	
Coverage Level	Employee and Child(ren)	Edit

Persons Covered

Child via Court Order Information

You have chosen to add John Smith as a Child via Court Order.

Provide supporting documentation of the court order or custody agreement to be considered eligible for group insurance. You may be asked to provide acceptable documentation before this person can be covered.

Choose one*

I acknowledge that the above requirements are met.

The above requirements are not known to be met.

Next

- Once the dependent(s) has been added to the product, there is a series of other questions about the dependent. Finally, confirm the QLE requirements and documentation you will need to submit. This will appear for each product the dependent(s) is added to.

Current Benefits

BCBSLA Offer 2018

Reason for Change QMCSO (Qualified Medical Child Support Order) on 04/01/2018 Edit

Medical Accepted

Plan Premier Blue Copay 80/60 \$1000A (INCLUDES PHARMACY)

Coverage Level Employee and Child(ren) Edit

Persons Covered Edit

Name	Relationship
[REDACTED]	Subscriber
	Member ID: [REDACTED]
	Alternate ID: [REDACTED]
John Smith	Child via Court Order

Employee Agreements Edit

Compliance Terms Acknowledgement and Agreement
I Agree

Medicare None Edit

Additional Insurance None Edit

Effective Date 05/01/2018

Carrier Approval Required

This member's election(s) are pending carrier approval for the following reason:

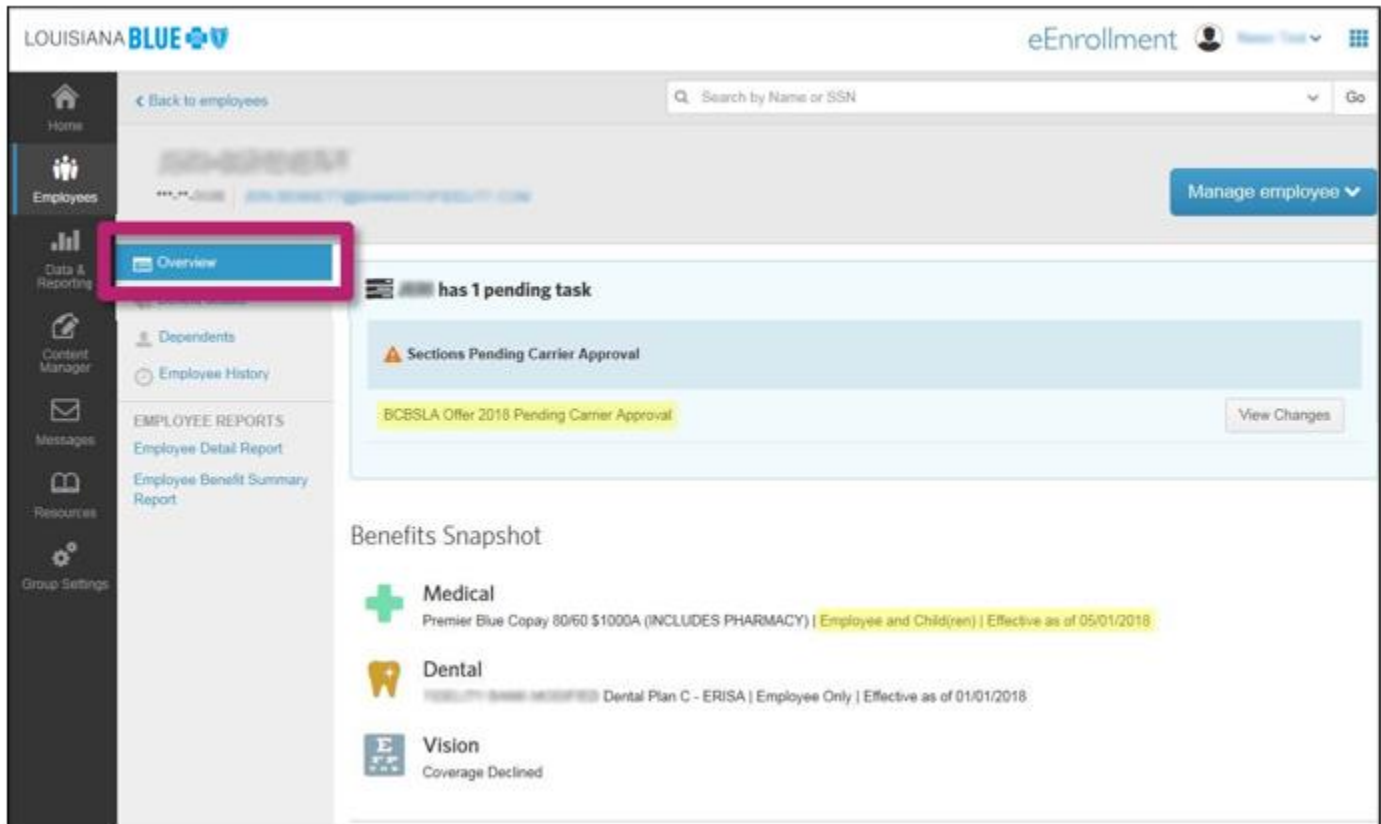
- QMCSO (Qualified Medical Child Support Order)

TEST

Next

- After adding the dependent(s) to all products, save all changes. This will allow them to be processed.

9. Once saved, you will be taken to the Overview page.
You will see a pending task called **BCBSLA Offer Pending Carrier Approval**.



eEnrollment will send a report to Blue Cross, which will request you send proper documentation to review and approve. Send that documentation, including the group name and number, subscriber name and ID, dependent name and required documentation, to the appropriate Enrollment & Billing regional area.

- Acadiana Region - LafLCEBTeam@lablue.com
- Capitol Region - BatonRougeEBTeam@lablue.com
- NOLA Region - NOLAHoumaEBTeam@lablue.com
- North and Central Region - ShrevMonAlexEBTeam@lablue.com
 - a. If QLE is approved, the task will disappear, and the dependent(s) will remain on the member's policy (like the screenshot above).
 - b. If QLE is denied, the task will disappear and coverage for dependent(s) will not show on the overview screen. The contract will revert to pre-QLE coverage.