



eEnrollment User Guide

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eEnrollment



Important Information!



Q: What is the cutoff time to enter transactions into eEnrollment?

A: All transactions entered by 2 pm CST will be sent to Blue Cross and Blue Shield of Louisiana that day. After 2 pm CST the screen will look the same but, transactions will not be sent to Louisiana Blue until the next business day at 2 pm CST.

Q: Will eEnrollment allow me to terminate an employee and enroll them in COBRA/State Continuation on the same day?

A: eEnrollment will allow it, but we advise against it. Please terminate the employee and allow the transaction to process before enrolling them in COBRA/State Continuation. You may also enter the termination prior to 2 pm CST and enroll in COBRA/State Continuation after 2 pm CST. This ensures both transactions are sent to Louisiana Blue.

Q: How do I mask SSN when I run a report?

A: Any report containing SSN has the option to mask SSN when selecting report criteria. It is a checkbox under Formatting Options. For your employees' protection, please consider masking SSN whenever possible.

The screenshot shows a 'Formatting Options' panel with the following elements:

- Report Format:** A dropdown menu set to 'Excel Compatible (CSV)'.
- Instructions:** 'To include additional report options, change the Report Format to CSV.'
- Include filter criteria in results:** An unchecked checkbox.
- Additional Details:** A dropdown menu set to 'None selected'.
- Group by:** A dropdown menu set to 'Benefit Type'.
- Sort by:** A dropdown menu set to 'Employee Last Name, First Name'.
- Mask SSN in Report Results:** An unchecked checkbox, highlighted with a red square and a red arrow pointing to it from the left.

Search for an Employee

- In the search field, enter the employee's full name, last name only, partial name, or SSN into the search field.
- To view a full roster of employees, enter a comma “,” in the search field.

Search

Name or SSN

,

Search

- To view the employee record, click on employee's name

<input type="checkbox"/>	<input type="radio"/>	Doe, Jane
<input type="checkbox"/>	<input type="radio"/>	Doo, Scobby



Subsequent Application (New Hire)

Subsequent Application

- From the Home screen, click the **Add a new employee** button.
- Enter demographic and work information. Required fields are identified with an asterisk (*). Click **Save** at bottom of page.


Add New Employee

Personal Information

SSN*

First* / Middle* / Last* / Suffix

Preferred Name (if different from first name)

Date of Birth* 

Gender*

Marital Status*

Subsequent Application



Note: *The following ONLY applies to groups with Life or Disability products.*

- You will see the Life Class fields per product displayed as Class Even Year* or Class Odd Year*.
- You must make a selection for each drop-down to continue enrollment.
- **If you do not make a selection the subscriber will not be eligible to enroll in benefits.**

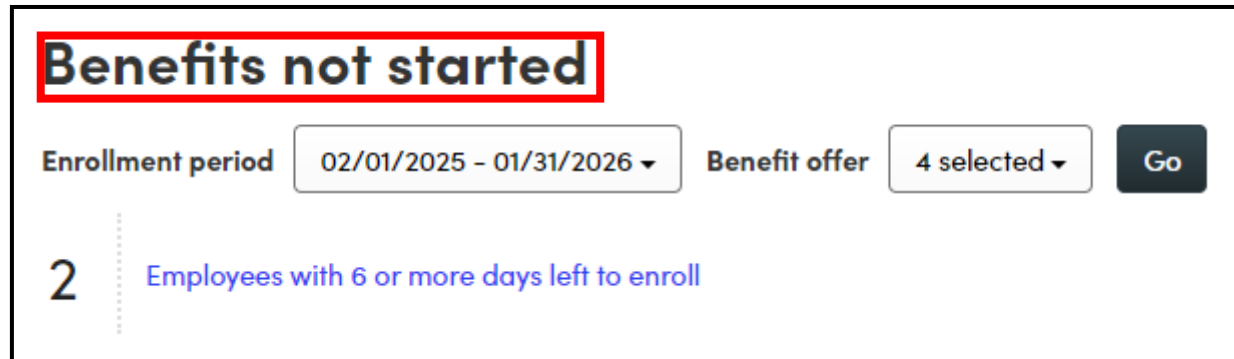
Class*	---Please Select---	▼
GTL Class Even Year*	Waived or Ineligible	▼
GTL Class Odd Year*	Waived or Ineligible	▼
Location*	---Please Select---	▼
Voluntary Life Class Even Year*	Waived or Ineligible	▼
Voluntary Life Class Odd Year*	Waived or Ineligible	▼

*Even Year = benefits begin in an even year (ex. 1/1/24 thru 12/31/24)

*Odd Year = benefits begin in an odd year (ex. 1/1/25 thru 12/31/25)

Subsequent Application (cont.)

- The employee is now saved in eEnrollment as an Active Employee, but is not enrolled in any benefits
 - If you exit eEnrollment after saving the employee but before enrolling them in benefits, you will find a task* on your group's Home screen when logging back in.



Benefits not started

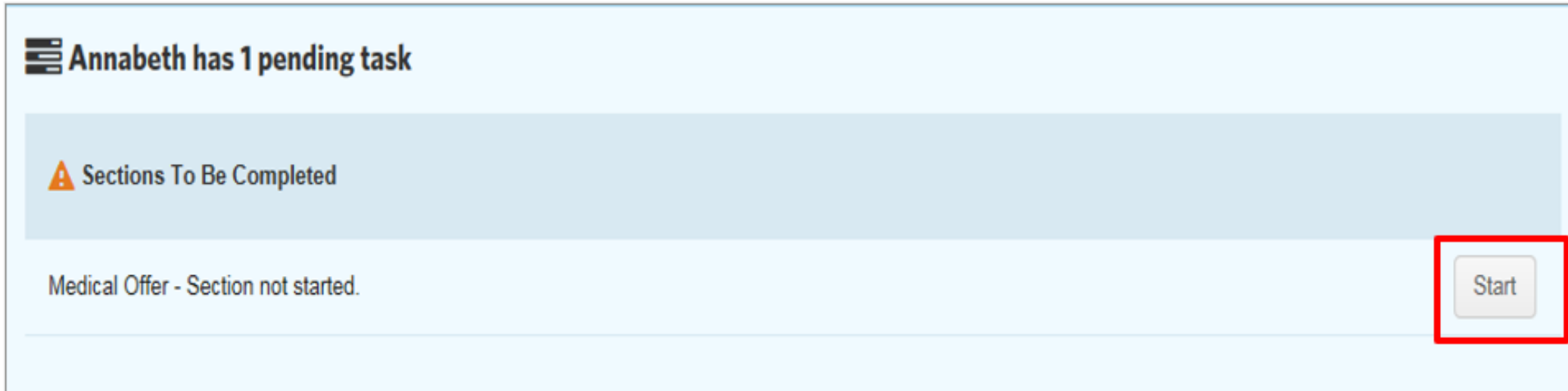
Enrollment period 02/01/2025 - 01/31/2026 ▼ Benefit offer 4 selected ▼ Go

2 Employees with 6 or more days left to enroll

*A 'Benefits not started' task indicates the employee has not been enrolled in benefits and the transaction has not been submitted to BCBSLA.

Subsequent Application (cont.)

- Click **Start** to enroll the new Active Employee in benefits*



☰ Annabeth has 1 pending task

⚠ Sections To Be Completed

Medical Offer - Section not started.

Start

**If adding a new hire during your group's Open Enrollment period, please review pages 16 - 17.*

Subsequent Application (cont.)

- Make benefit elections and click  .

CURRENT BENEFITS

Medical Offer

Plan


***Select A Plan Offered By Blue Cross and Blue Shield of Louisiana**

BLUE POS COPAY 80/60 \$1000B

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

Decline Coverage

Decline coverage for this person



Subsequent Application (cont.)

- If applicable, add dependent(s) and click  .

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	
<input checked="" type="checkbox"/>	JENNIFER MATTHEWS	Subscriber	

[Add Dependent](#)





Subsequent Application (cont.)

- The effective date will be calculated for you based upon the group's eligibility waiting period. Click  .

Effective Date

The Effective Date is auto-populated based on the business logic configured on the Initial Eligibility Date Rules. No action needed, unless a correction is necessary.

Enter an effective date. 



Subsequent Application (cont.)

- Review information on the page for accuracy and click  .

CURRENT BENEFITS

Medical Offer

Enrollment Summary

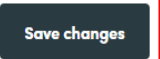
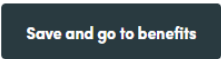

You may edit this benefit by clicking on the section's corresponding Edit button.

Medical	Accepted	Edit
Plan	BLUE POS COPAY 80/60 \$1000B	Edit
Persons Covered		Edit

Name	Relationship
JENNIFER MATTHEWS	Subscriber

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

Coverage Level	Employee Only	?
Employee Agreements	Compliance Terms Acknowledgement and Agreement I Agree	Edit
Medicare	None	Edit
Additional Insurance	None	Edit
Effective Date	01/01/2025	Edit

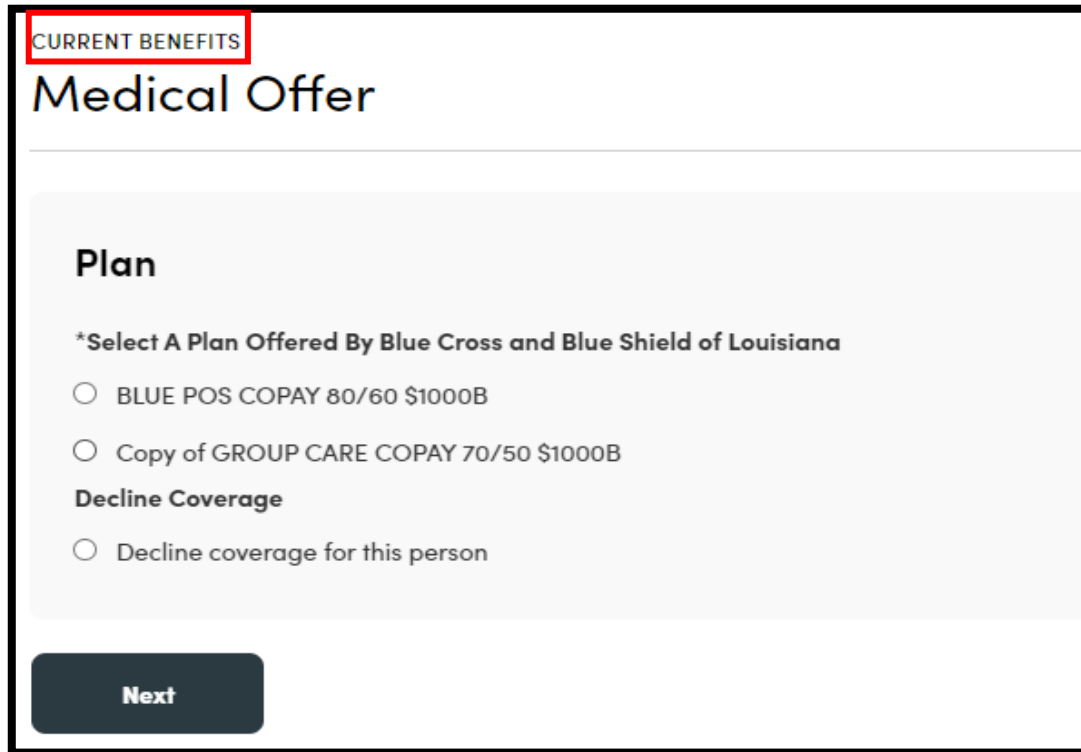
  



Subsequent Application During Open Enrollment

Subsequent Application During Open Enrollment (OE)

- When both the Current and Open Enrollment benefits are available, you will need to enroll or decline benefits for both benefit periods.
- You will first be presented with the Current Benefits for selection.



CURRENT BENEFITS

Medical Offer

Plan

**Select A Plan Offered By Blue Cross and Blue Shield of Louisiana*

BLUE POS COPAY 80/60 \$1000B

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

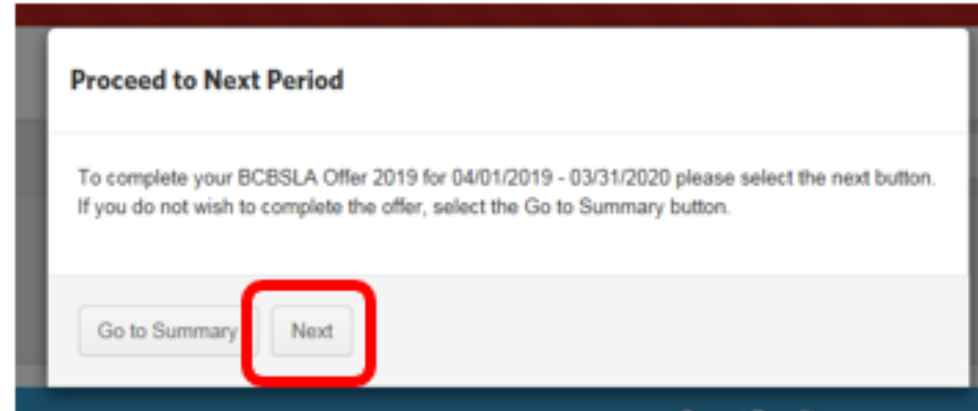
Decline Coverage

Decline coverage for this person

Next

Subsequent Application During Open Enrollment (OE) (cont.)

- After making benefit selections in the Current Benefits period, a message box will be presented. To make benefit selections for the OE period, click '**Next**' and continue through benefit elections.



- If you click on '**Go to Summary**,' you have not completed benefit elections and there will be a task(s) on the subscriber's Overview screen.

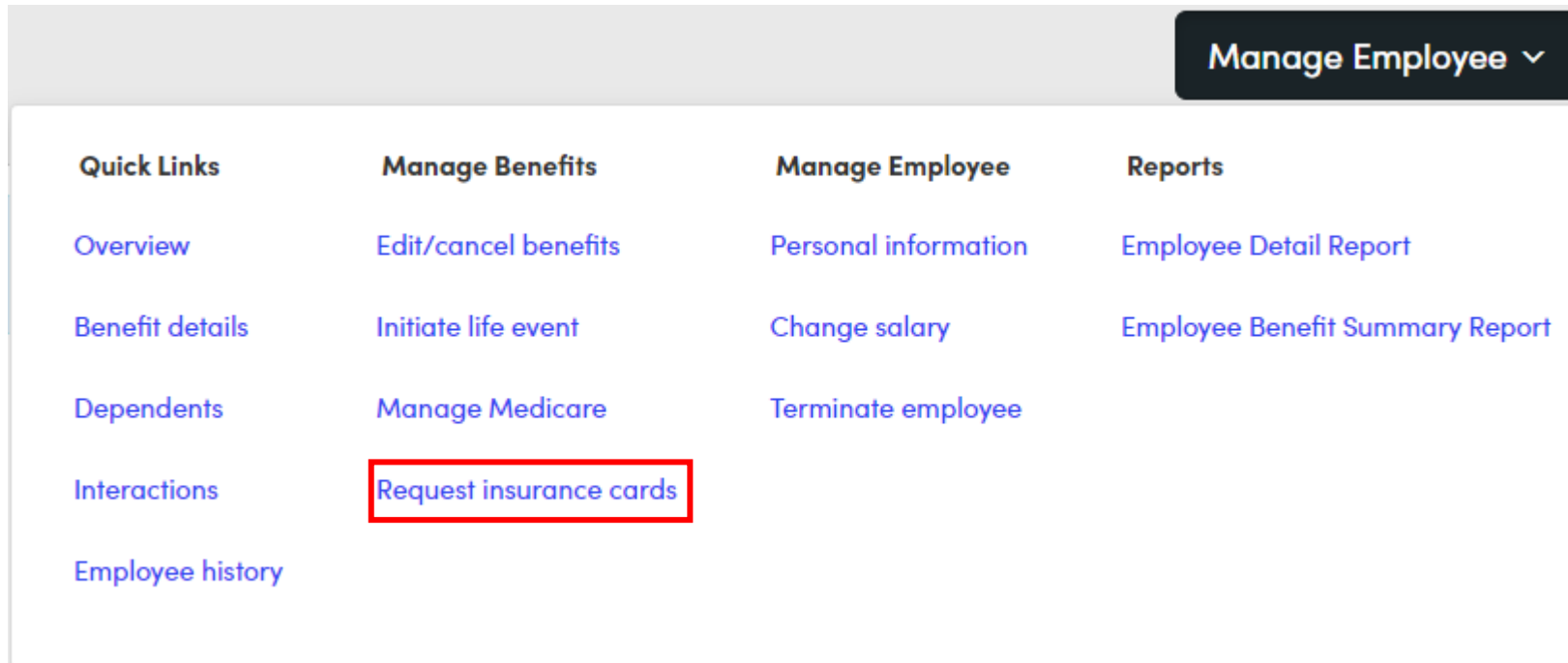




Order ID Cards

Order ID Cards

- From the Employee Navigation Bar, search for and open the employee's record.
- Click **Manage Employee** on the right side of the screen.
- Select **'Request Insurance Cards'** from the drop-down menu.



The screenshot shows a navigation bar with a 'Manage Employee' dropdown menu. The menu is open, displaying a grid of options. The 'Request insurance cards' option is highlighted with a red rectangular box.

Quick Links	Manage Benefits	Manage Employee	Reports
Overview	Edit/cancel benefits	Personal information	Employee Detail Report
Benefit details	Initiate life event	Change salary	Employee Benefit Summary Report
Dependents	Manage Medicare	Terminate employee	
Interactions	Request insurance cards		
Employee history			

Note: Request Insurance Cards option will not be available during a subscriber's initial eligibility and open enrollment period. They can be ordered one (1) month after a member's initial eligibility and anytime outside of open enrollment.

Order ID Cards (cont'd)

- Select number of ID cards needed for each product, as applicable, from the drop-down menu.
- Click **Send card request**.

Request Insurance Cards

Please select the number of cards that you need.

	Health	
Medical: BLUE POS COPAY 80/60 \$1000B	<input type="text" value="Please Select"/>	(Maximum of 2)


Cancel **Send card request**

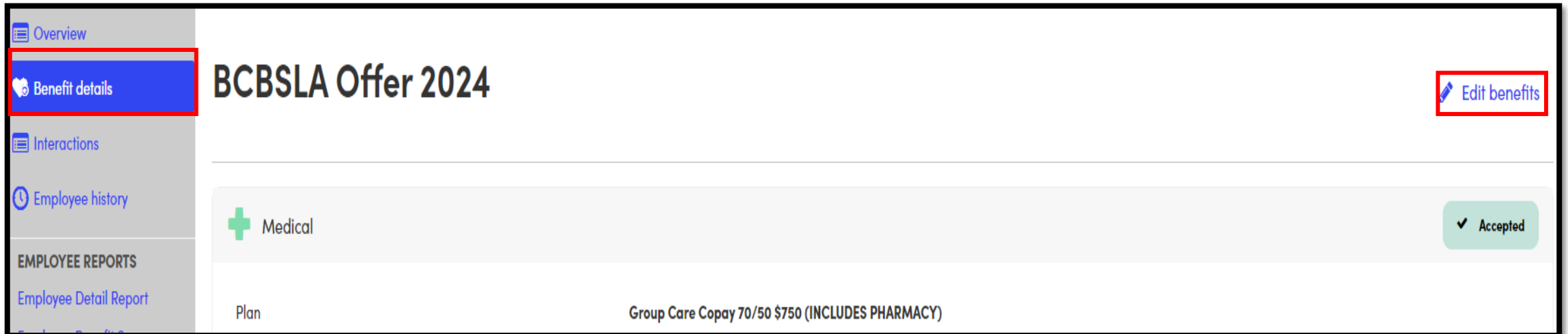


Cancel Coverage* for an Employee

**Cancelling coverage does not terminate employment;
subscriber remains an active employee.*


Cancel Coverage for an Active Employee

- From the Employee Navigation Bar, search for and open the employee's record.
- Select '**Benefit Details**' tab on the left.
- Select the  [Edit benefits](#) button to right of the screen.



The screenshot displays the eEnrollment interface for an active employee. On the left, a navigation sidebar is visible with the following items: 'Overview', 'Benefit details' (highlighted with a red box), 'Interactions', 'Employee history', and 'EMPLOYEE REPORTS' (with a sub-item 'Employee Detail Report'). The main content area is titled 'BCBSLA Offer 2024'. In the top right corner of this area, there is a button labeled 'Edit benefits' with a pencil icon, also highlighted with a red box. Below the title, there is a section for 'Medical' with a green plus icon. To the right of this section, there is a green button with a checkmark and the text 'Accepted'. At the bottom of the screen, the text 'Plan' is visible on the left, and 'Group Care Copay 70/50 \$750 (INCLUDES PHARMACY)' is displayed on the right.

Cancel Coverage for an Active Employee (cont.)

- On the next screen locate the product you are trying to cancel (e.g. medical, dental, vision) and click  under that product section.

Current Benefits
2018 Medical Offer

Medical

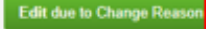

Changes Requiring a Change Reason

Medical	Accepted
Plan	PPO (\$1000) 2017-2018
Coverage Level	Employee and Child(ren)

Persons Covered

Name	Relationship	Effective Date
Life Person	Subscriber	02/01/2018
	Alternate ID: AM0767653	
Manny Person	Child	02/01/2018
	Alternate ID: AM0769447	

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

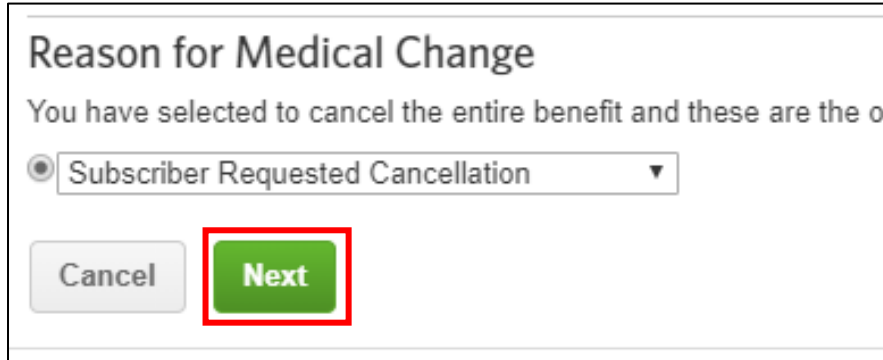
 

Cancellation of coverage is by product. If your group offers more than one product (ex. Medical and Dental) follow the previous steps for each product.

This will cancel benefits for the subscriber and all covered dependents. If you are trying to cancel coverage for a dependent only, please go to the Cancel Coverage for a Dependent section.

Cancel Coverage for an Active Employee (cont.)

- Select reason for cancellation, click .

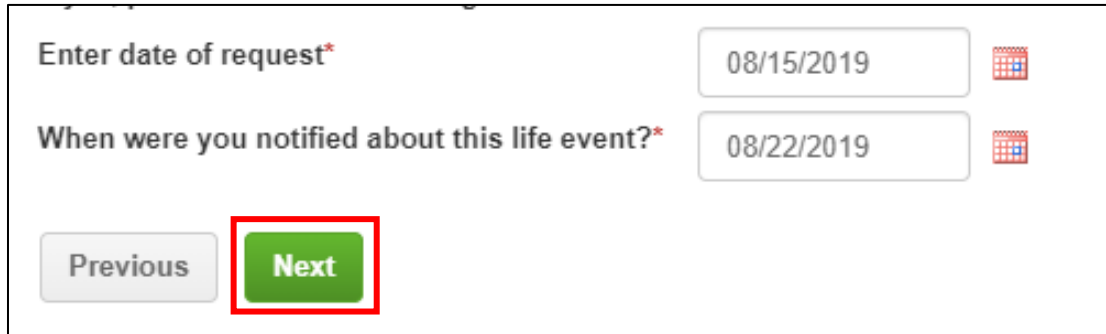



Reason for Medical Change


You have selected to cancel the entire benefit and these are the o

Subscriber Requested Cancellation ▼

- Enter date of request and date you were notified, click .




Enter date of request* 

When were you notified about this life event?* 

Cancellation of coverage is by product. If your group offers more than one product (ex. Medical and Dental), follow the previous steps for each product.

Cancel Coverage for an Active Employee (cont.)

- Review information on the page, edit if necessary and click **Next**.

Reason for Change	Subscriber Requested Cancellation on 08/15/2019	Edit
Medical	Cancelled	Edit
Declination Reason	Reasons: I decline to enroll for this coverage due to: Spouse's Group Employer Plan Company: Blue Cross and Blue Shield of Louisiana	Edit
End Date		
Enter an end date.*	<input type="text" value="08/31/2019"/>	
Next		

- Review information on the next page, click **Save**.

Medical		
You may edit this benefit by clicking on the section's corresponding Edit button.		
Change Reason	Subscriber Requested Cancellation on 08/15/2019	Edit
Medical	Cancelled	Edit
End Date	08/31/2019	Edit
Dental		
Changes Requiring a Change Reason		
Dental	Coverage Declined	
Edit due to Change Reason		
Effective Date	07/01/2019	Edit
Cancel without Saving	Save	Save and Go to Benefits


Cancellation of coverage is by product. If your group offers more than one product (ex. Medical and Dental), follow the previous steps for each product.



Cancel Coverage for an Employee for Open Enrollment*

**Follow these steps only when the coverage cancellation date is equal to the group's renewal date. For all other cancellation dates, see previous section (pg. 21).*

Cancel Coverage for an Active Employee for Open Enrollment

- From the Employee Navigation Bar, search for and open the employee's record.
- Select '**Benefit Details**' tab on the left.
- Select the  [Edit benefits](#) button to right of the screen.

The screenshot displays the 'Open Enrollment Benefits' section of the system. On the left, a navigation sidebar contains 'Overview', 'Benefit details' (highlighted with a red box), 'Dependents', 'Interactions', and 'Employee history'. The main content area features two tabs: 'Open Enrollment Benefits' (active) and 'Current Benefits'. Below the tabs, a message reads: 'Click one of the tabs above to change the benefits view.' The primary heading is 'Medical Offer', with subtext: 'Open Enrollment: 01/08/2025 - 02/28/2025 | Benefit Period Start: 02/01/2025'. A red box highlights the 'Edit benefits' button (pencil icon) in the top right corner.

Cancel Coverage for an Active Employee for Open Enrollment (cont.)

- On the next screen locate the product you are trying to cancel (e.g., medical, dental, vision) and click under that product section.

Cancel Benefits for All

OPEN ENROLLMENT 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	BLUE POS COPAY 80/60 \$1000B

Persons Covered

Name	Relationship	Effective Date
MONICA ROSS (Late*)	Subscriber	02/01/2025
	Alternate ID: AM2553700	
Molly Ross	Child	02/01/2025
	Alternate ID: AM2554044	

*This family member is considered a late enrollee because he/she was enrolled outside of an initial eligibility period.

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

Coverage Level Employee and Child(ren)

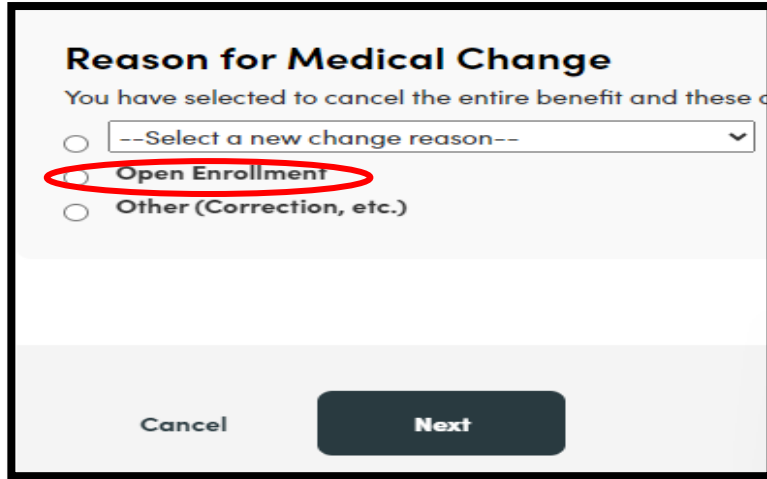
[Edit due to change reason](#) [Cancel Benefits for All](#)

Cancellation of coverage is by product. If your group offers more than one product (ex. Medical and Dental) follow the previous steps for each product.

This will cancel benefits for the subscriber and all covered dependents. If you are trying to cancel coverage for a dependent only, please go to the Cancel Coverage for a Dependent section.


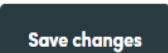
Cancel Coverage for an Active Employee for Open Enrollment (cont.)

- Select Open Enrollment as the reason for change, click  .

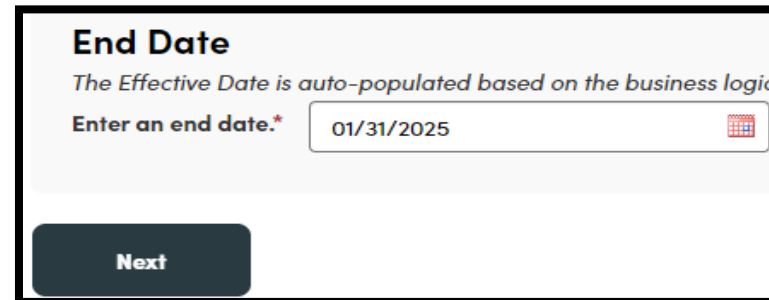


Reason for Medical Change
You have selected to cancel the entire benefit and these d


--Select a new change reason--
 Open Enrollment
 Other (Correction, etc.)

- The cancellation date will be calculated for you as the last day of the previous participation period. Click  then  on the following page.

- This cancels benefits the last day of the previous participation period and waives/declines benefits for the open enrollment period.



End Date
The Effective Date is auto-populated based on the business logic

Enter an end date.* 

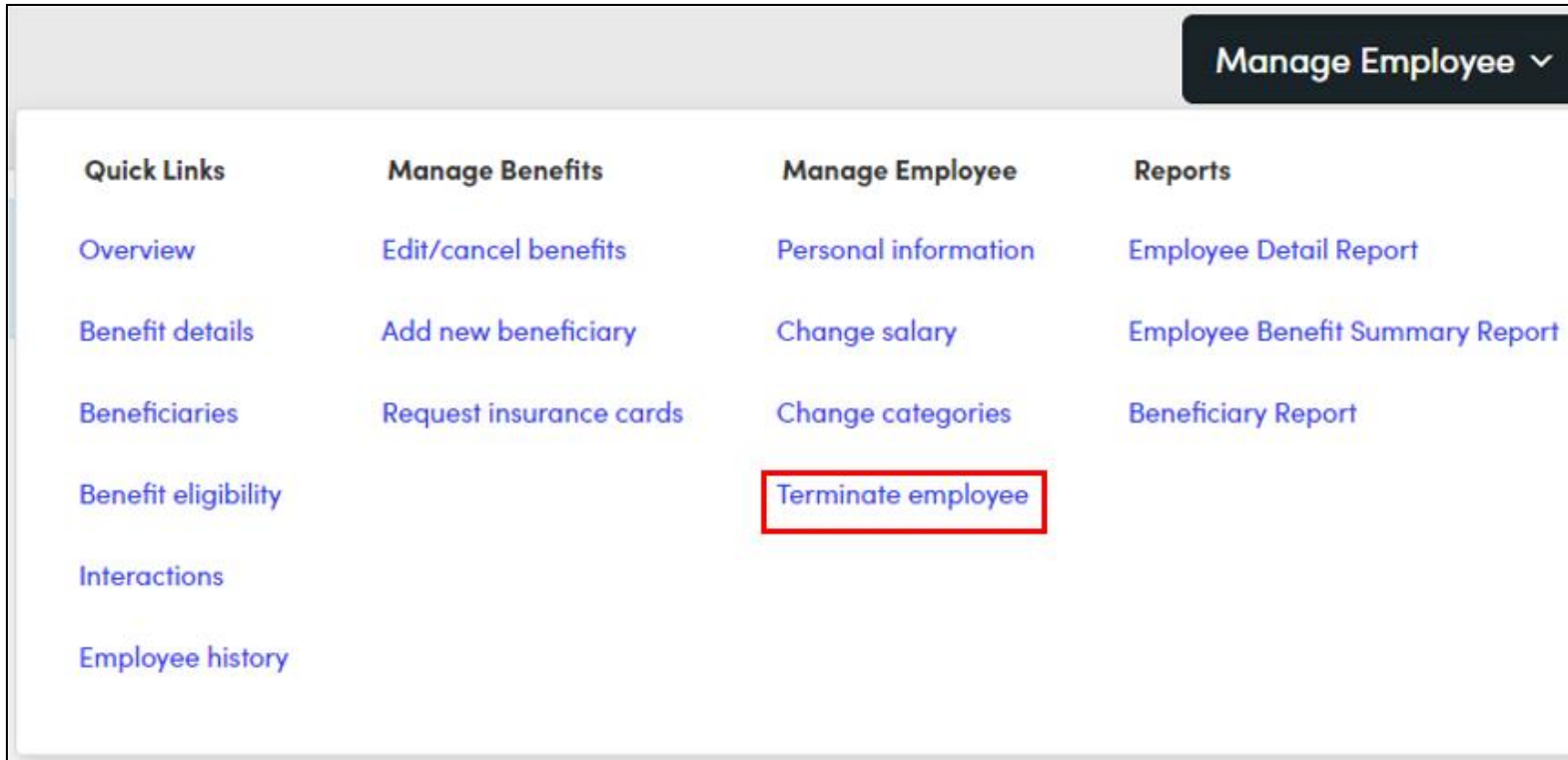


Terminate an Employee

Terminates Employment and All Coverage

Terminate an Employee

- From the Employee Navigation Bar, search for and open the employee's record.
- Select **Terminate Employee** from the **Manage Employee** drop-down menu.



The screenshot shows a user interface for managing an employee. At the top right, there is a dark button labeled "Manage Employee" with a downward arrow. Below this, a white menu is displayed with four columns of options. The "Manage Employee" column contains the following items: "Personal information", "Change salary", "Change categories", and "Terminate employee". The "Terminate employee" option is highlighted with a red rectangular border. Other columns include "Quick Links", "Manage Benefits", and "Reports".

Quick Links	Manage Benefits	Manage Employee	Reports
Overview	Edit/cancel benefits	Personal information	Employee Detail Report
Benefit details	Add new beneficiary	Change salary	Employee Benefit Summary Report
Beneficiaries	Request insurance cards	Change categories	Beneficiary Report
Benefit eligibility		Terminate employee	
Interactions			
Employee history			

Important! You must resolve any pending tasks prior to terminating an employee or the termination will not be sent to Louisiana Blue.

Terminate an Employee (cont.)

- Enter employee's date of termination and reason for the termination then click

Next

Terminate Employment

Step 1 of 2

Dates

Employment Termination Date*

Termination Reason

What is the reason for termination?*

If employee Termination is due to gross misconduct or any other reason for which COBRA benefits are revoked please select 'Involuntary due to Gross Misconduct'.
If the termination allows the employee to be eligible for COBRA benefits, please select either 'Voluntary' or 'Involuntary'.
If employee Termination is due to death of the employee, enter the date of death as the Employment Termination Date.

[Cancel without Saving](#) [Next](#)

---Please Select---

---Please Select---

Voluntary

Involuntary

Involuntary due to Gross Misconduct

Death of employee

Terminate an Employee (cont.)

- Review information for accuracy then click  .

Terminate Employment

Step 2 of 2

Employment Termination Date
📅 01/14/2025

Termination Reason
📄 Termination - State Continuation Eligible

Cancel Current Elections

BCBSLA Offer 2024

Election	Cancellation	Information
Medical : Group Care Copay 70/50 \$750 (INCLUDES PHARMACY)	01/31/2025 📅	Retro-termination rule: You can only terminate benefit elections 31 days prior to today's date. Termination rule: End of month that employment ends



Rehire an Employee

Rehire an Employee

- From the Employee Navigation Bar, search for and open the employee's record from the **Terminated Employees** list.

Employee Search Results

○ 10 Active Employees **○ 7 Terminated Employees** ○ Dependents

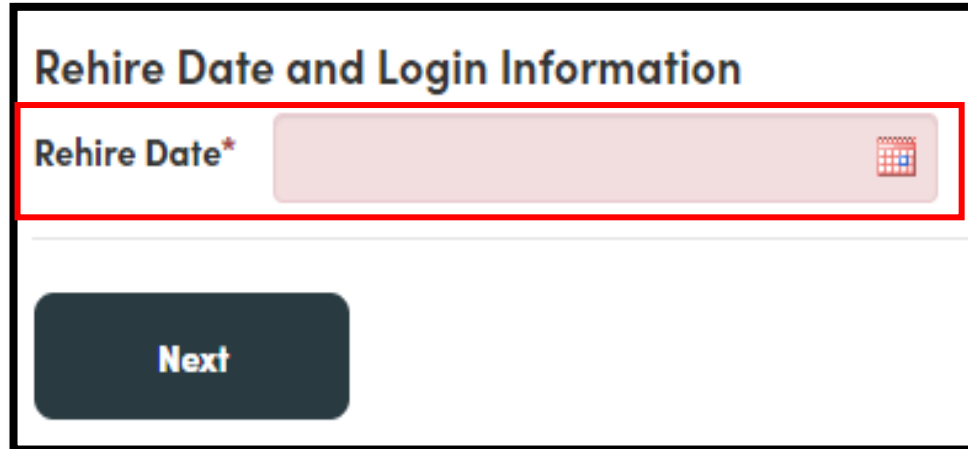
- Select **Rehire Employee** from the **Manage Employee** drop-down menu.

Manage Employee ▾

Quick Links	Manage Benefits	Manage Employee	Reports
Overview	Initiate life event	Personal information	Employee Detail Report
Benefit details	Manage COBRA	Change salary	Employee Benefit Summary Report
Interactions	Manage Medicare	Rehire employee	
Employee history		Update termination details	

Rehire an Employee (cont.)

- Enter the employee's rehire date and click .



Rehire Date and Login Information

Rehire Date*

Next

Note: *If rehiring an employee within 30 days of their termination, benefits will be reinstated with no lapse in coverage*

Rehire an Employee (cont.)

- Select how to reinstate benefits for the employee and click  .

Benefit Reinstatement

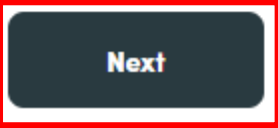
Do you want to reinstate benefits for this employee?*

Yes, I want to reinstate the employee's benefits with the SAME plan, coverage level, and persons covered.

Yes, I want to reinstate the employee's benefits, but I want to CHANGE the plan, coverage level or persons covered.

No, I want the employee to make the benefit elections.

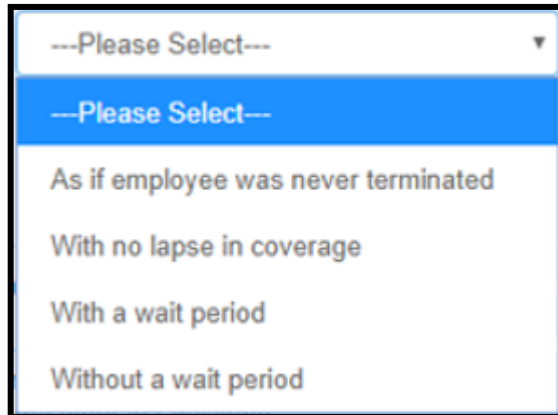
No, I do not want to reinstate benefits for the employee at this time.



Note: if choosing to change employee benefits (2nd option) you will be led through benefit options to make elections for employee

Rehire an Employee (cont.) Select how to reinstate benefits and click .

- Options available in drop-down menu are based on length of time employee has been terminated and may differ from those shown below.



---Please Select---

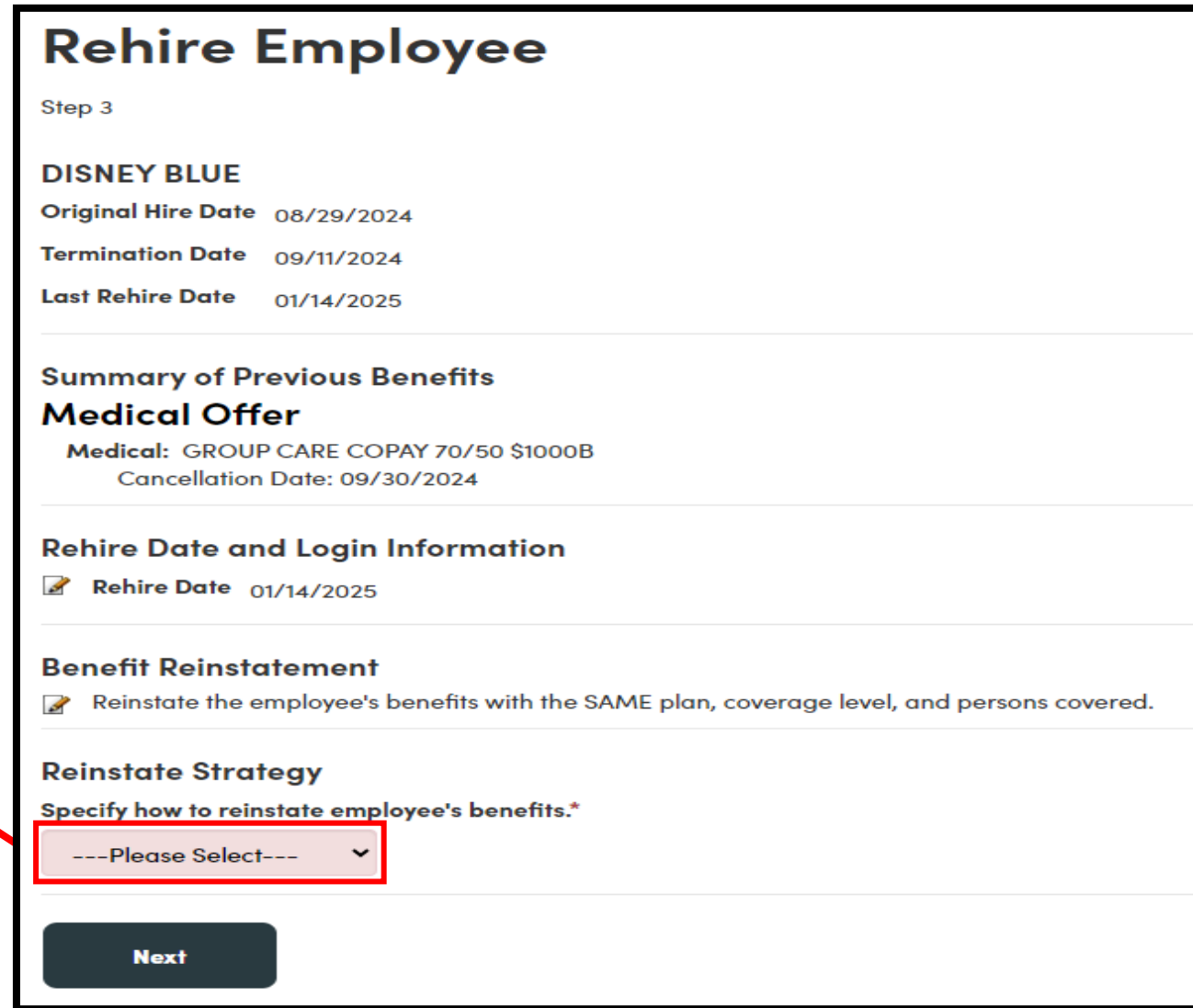
---Please Select---

As if employee was never terminated

With no lapse in coverage

With a wait period

Without a wait period



Rehire Employee

Step 3

DISNEY BLUE

Original Hire Date 08/29/2024

Termination Date 09/11/2024

Last Rehire Date 01/14/2025

Summary of Previous Benefits

Medical Offer

Medical: GROUP CARE COPAY 70/50 \$1000B
Cancellation Date: 09/30/2024

Rehire Date and Login Information

Rehire Date 01/14/2025


Benefit Reinstatement

Reinstatement the employee's benefits with the SAME plan, coverage level, and persons covered.

Reinstate Strategy

Specify how to reinstate employee's benefits.*

---Please Select---




Rehire an Employee (cont.)


- If all information is correct, click  on the next page.


Rehire Employee

KEN THOMAS
Original Hire Date 08/20/2024
Termination Date 09/25/2024
Last Rehire Date 01/14/2025


Summary of Previous Benefits
Nothing to reinstate.

Rehire Date and Login Information
 **Rehire Date** 01/14/2025

Benefit Reinstatement
 Reinstatement the employee's benefits with the SAME plan, coverage level, and persons covered.

Reinstate Strategy
 Without a wait period

Benefits To Reinstate
Nothing to reinstate.

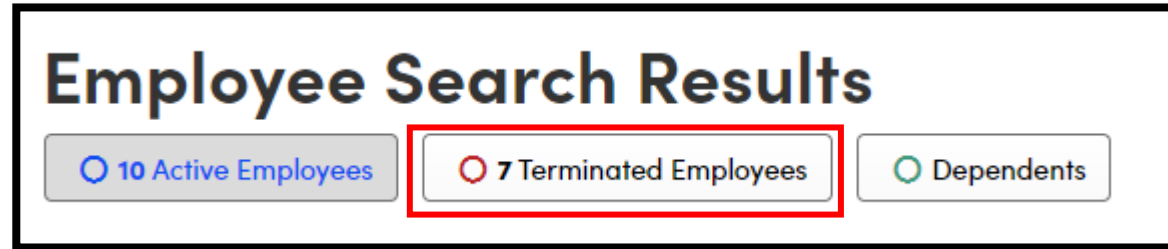
Cancel 



Enroll Terminated Employee in COBRA or State Continuation

Enroll Terminated Employee in COBRA / State Continuation

- From the Employee Navigation Bar, search for and open the employee's record from the **Terminated Employees** list.



The screenshot shows a search results interface with the title "Employee Search Results". Below the title are three filter buttons: "10 Active Employees" (with a blue circle icon), "7 Terminated Employees" (with a red circle icon and a red border), and "Dependents" (with a green circle icon).

- Select **Manage COBRA** from the **Manage Employee** drop-down menu.



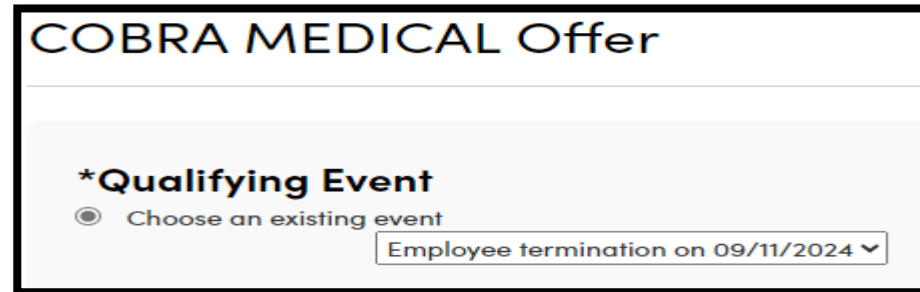
The screenshot shows a "Manage Employee" drop-down menu. The menu is organized into four columns: "Quick Links", "Manage Benefits", "Manage Employee", and "Reports". The "Manage COBRA" option is highlighted with a red border.

Quick Links	Manage Benefits	Manage Employee	Reports
Overview	Initiate life event	Personal information	Employee Detail Report
Benefit details	Manage COBRA	Change salary	Employee Benefit Summary Report
Interactions	Manage Medicare	Rehire employee	
Employee history		Update termination details	

Note: If you are a State Continuation group, you will see "State Continuation" instead of COBRA

Enroll Terminated Employee in COBRA / State Continuation (cont.)

- Select product to enroll in and click **Add Policy** .
- Select the qualifying event from the drop-down menu.



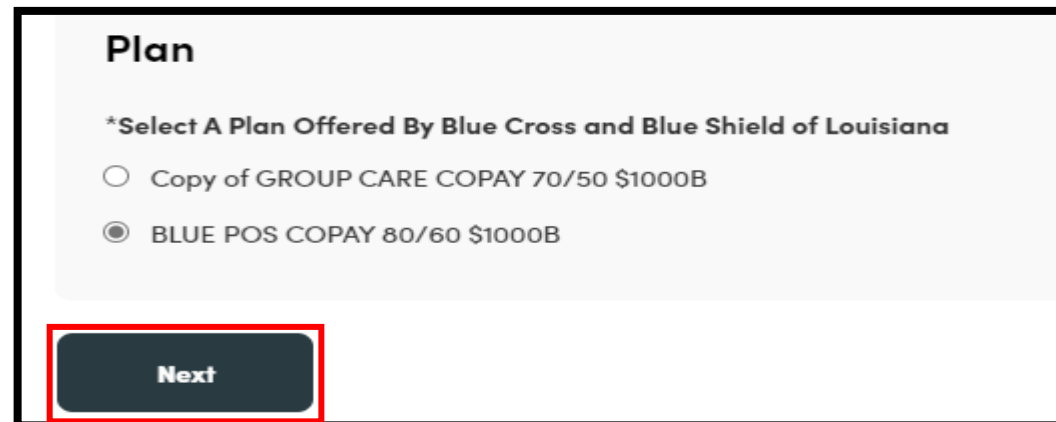
COBRA MEDICAL Offer

***Qualifying Event**

Choose an existing event

Employee termination on 09/11/2024 ▼

- If applicable, select the appropriate plan to enroll in, continue through the workflow and click **Next** .



Plan

***Select A Plan Offered By Blue Cross and Blue Shield of Louisiana**

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

BLUE POS COPAY 80/60 \$1000B

Next

Note: If you are a State Continuation group, you will see “State Continuation” instead of COBRA

Enroll Terminated Employee in COBRA / State Continuation (cont.)

- If applicable, add dependents and click .



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.

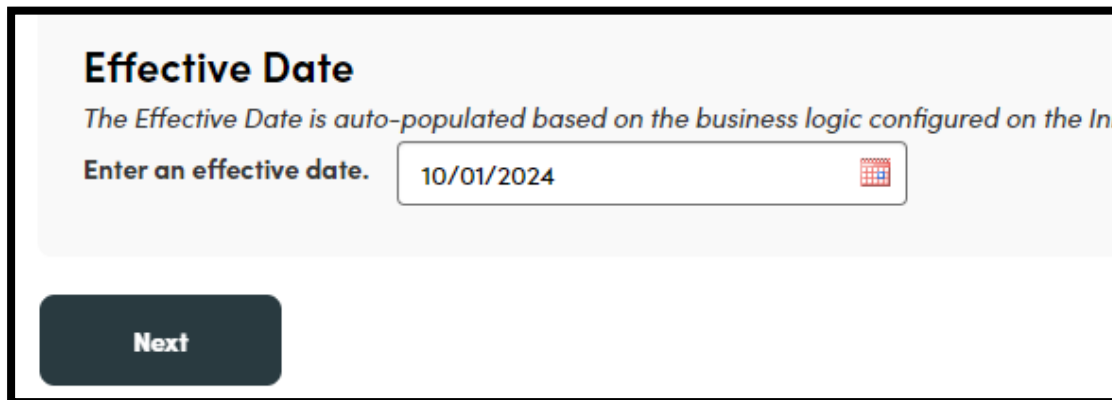
Choose who you want to cover

Covered	Name	Relationship	
<input checked="" type="checkbox"/>	DISNEY BLUE	Subscriber	Waive Coverage


[Add Dependent](#)




- Click on **'Benefit details'** tab to view COBRA or State Continuation Benefits



Effective Date
The Effective Date is auto-populated based on the business logic configured on the Init

Enter an effective date. 



Note: If you are a State Continuation group, you will see “State Continuation” instead of COBRA

Enroll Terminated Employee in COBRA / State Continuation (cont.)

- You will see 'COBRA' under the employee's name when they are actively enrolled in COBRA coverage.



Note: If you are a State Continuation group, you will see "State Continuation" instead of COBRA

Enroll Terminated Employee in COBRA / State Continuation (cont.)

- Review information for accuracy then click 

COBRA MEDICAL Offer

Enrollment Summary

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

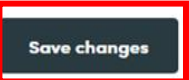

Qualifying Event	Employee termination on 09/11/2024
Medical	Accepted
Plan	GROUP CARE COPAY 70/50 \$1000B

Persons Covered

Name
DISNEY BLUE

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

Coverage Level	Employee Only
Medicare	None
Additional Insurance	None
Effective Date	10/01/2024

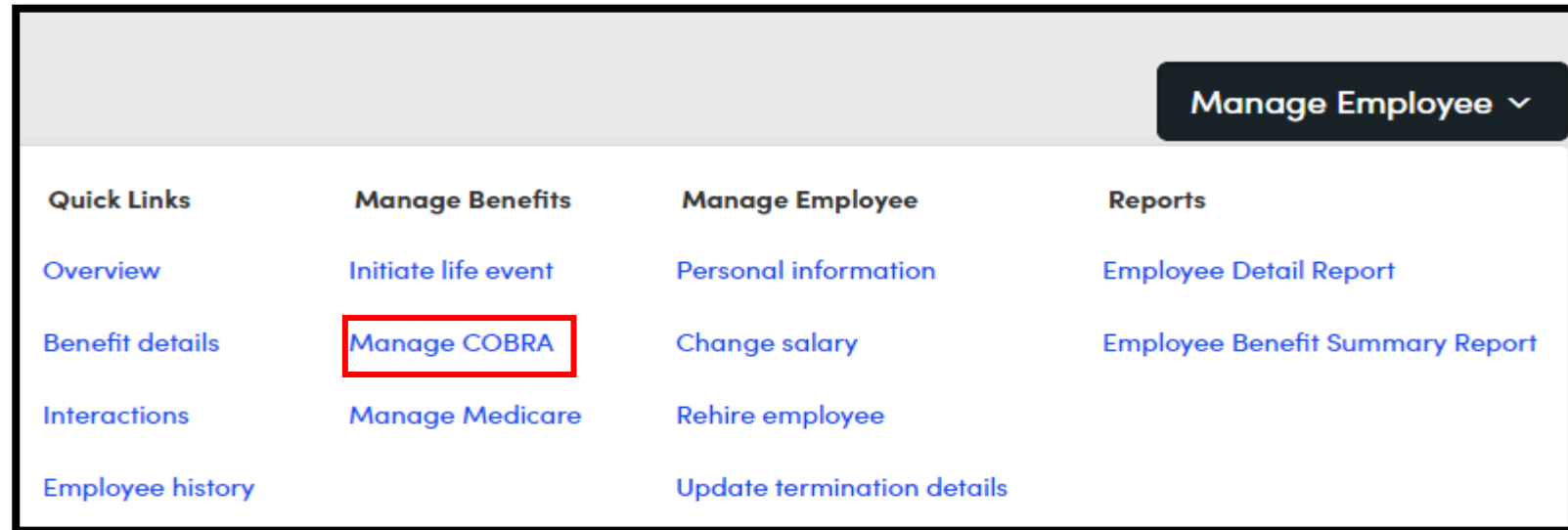
Note: If you are a State Continuation group, you will see “State Continuation” instead of COBRA



Cancel COBRA or State Continuation Coverage

Cancel COBRA or State Continuation coverage

- From the Employee Navigation Bar, search for and open the employee's record and click on 'Benefit details' tab.
- Select '**Manage COBRA**' from the  drop-down menu.



Note: If you are a State Continuation group, you will see "State Continuation" instead of COBRA.

Cancel COBRA or State Continuation coverage (cont.)

- Click **Edit** button to the right of the screen.

COBRA MEDICAL Offer					
Medical					
Covered Persons					
Copy of GROUP CARE COPAY 70/50 \$1000B					Edit
Participant	Start Date	Last Effective Date	End Date	SSN	
JUSTIN VINTON, Subscriber	02/01/2025	02/01/2025	07/31/2026	<input type="text"/>	

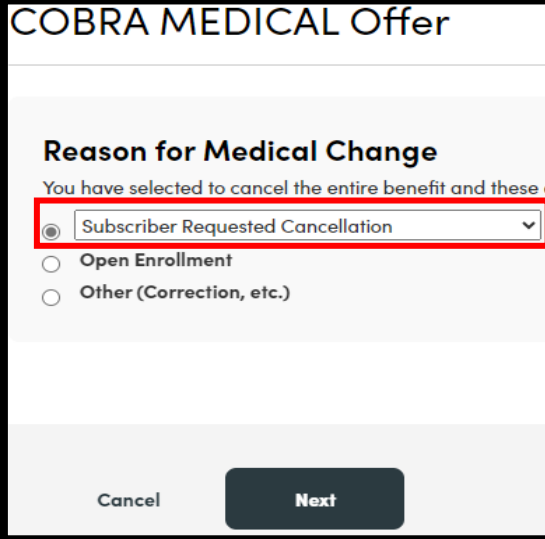
- Select **Cancel Benefits for All**.

COBRA MEDICAL Offer		
Enrollment Summary		
You may edit this benefit by clicking on the section's corresponding Edit button.		
Qualifying Event	Employee termination on 01/15/2025	Edit
Medical	Accepted	Cancel Benefits for All
Plan	Copy of GROUP CARE COPAY 70/50 \$1000B	Edit
Persons Covered		Edit

Note: If you are a State Continuation group, you will see “State Continuation” instead of COBRA.

Cancel COBRA coverage (cont.)

- Select the reason for cancellation then click 





COBRA MEDICAL Offer

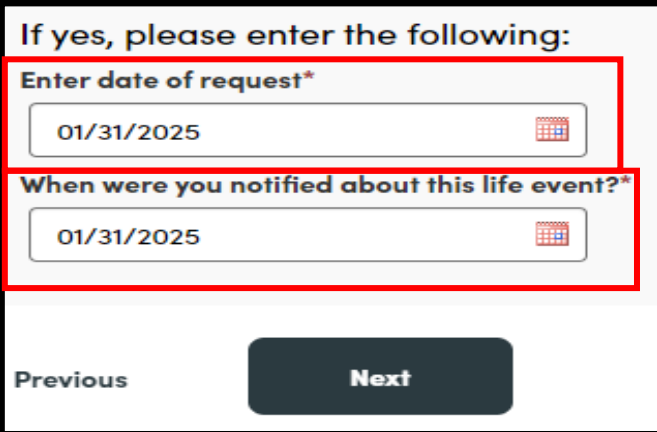
Reason for Medical Change

You have selected to cancel the entire benefit and these are the reasons:

- Subscriber Requested Cancellation
- Open Enrollment
- Other (Correction, etc.)

Cancel 

- Enter the date of the cancellation request and when you were notified and click 




If yes, please enter the following:

Enter date of request*

01/31/2025

When were you notified about this life event?*

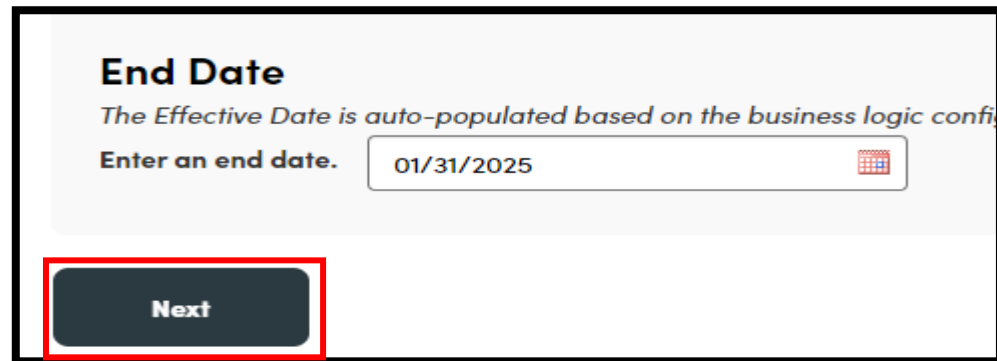
01/31/2025



Previous 

Note: If you are a State Continuation group, you will see "State Continuation" instead of COBRA.

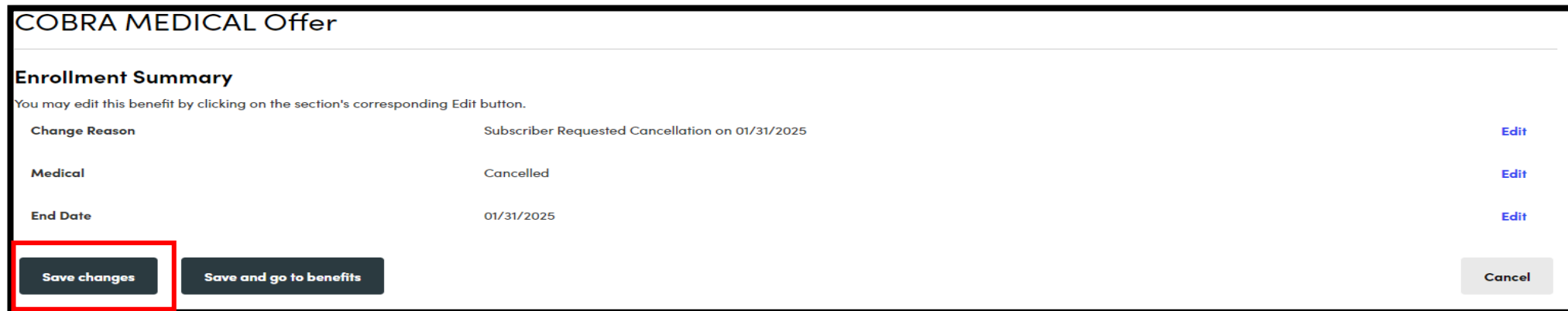
Cancel COBRA coverage (cont.)

- Enter the date COBRA benefits are to end and click  .



End Date
The Effective Date is auto-populated based on the business logic confi
Enter an end date. 


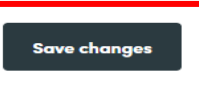
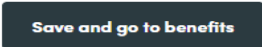
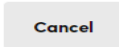
- Review information on the next page, click  .



COBRA MEDICAL Offer

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

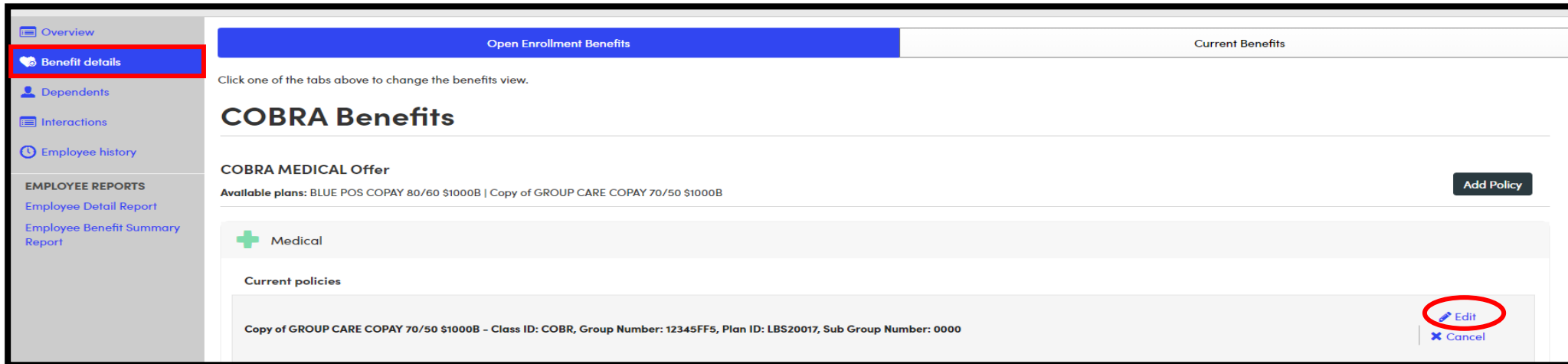
Change Reason	Subscriber Requested Cancellation on 01/31/2025	Edit
Medical	Cancelled	Edit
End Date	01/31/2025	Edit

Note: If you are a State Continuation group, you will see “State Continuation” instead of COBRA.

Cancel COBRA coverage (cont.)

- When you go to the employee's **'Benefit details'** tab, select  and the new COBRA Expiration Date will be displayed.



Open Enrollment Benefits | Current Benefits

Click one of the tabs above to change the benefits view.

COBRA Benefits

COBRA MEDICAL Offer

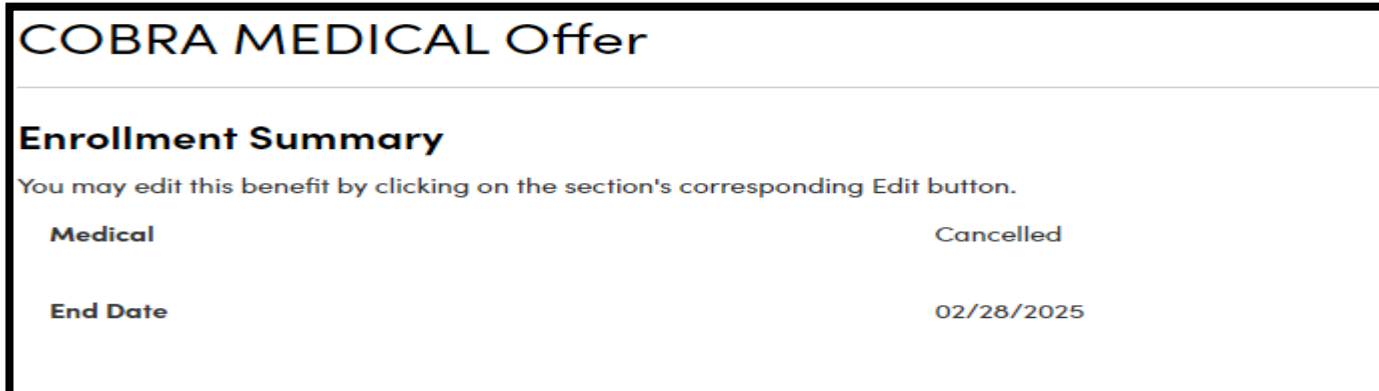
Available plans: BLUE POS COPAY 80/60 \$1000B | Copy of GROUP CARE COPAY 70/50 \$1000B

[Add Policy](#)

Medical

Current policies

Copy of GROUP CARE COPAY 70/50 \$1000B - Class ID: COBR, Group Number: 12345FF5, Plan ID: LBS20017, Sub Group Number: 0000	Edit Cancel
--	--



COBRA MEDICAL Offer

Enrollment Summary

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

Medical	Cancelled
End Date	02/28/2025

Note: If you are a State Continuation group, you will see "State Continuation" instead of COBRA

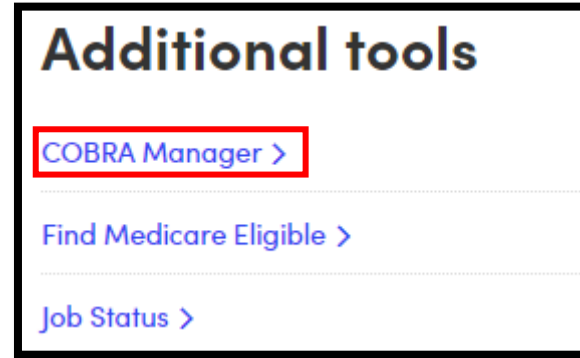


Enroll a COBRA / State Continuation Exception

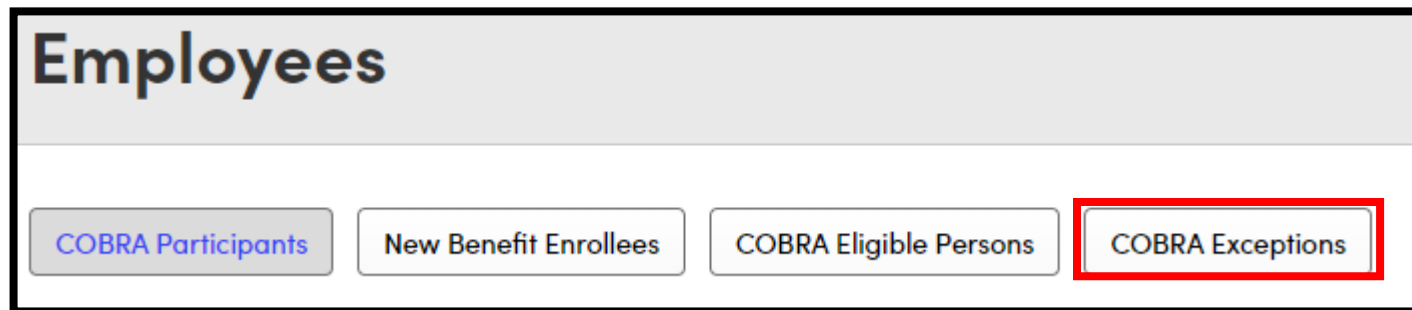
The COBRA/State Continuation Exception feature allows you to add COBRA/State Continuation elections for non-employees (e.g., spouse of a former employee)

Enroll a COBRA / State Continuation Exception

- From the Home screen, click on COBRA or State Continuation Manager under Additional tools.



- On the next screen, select  .



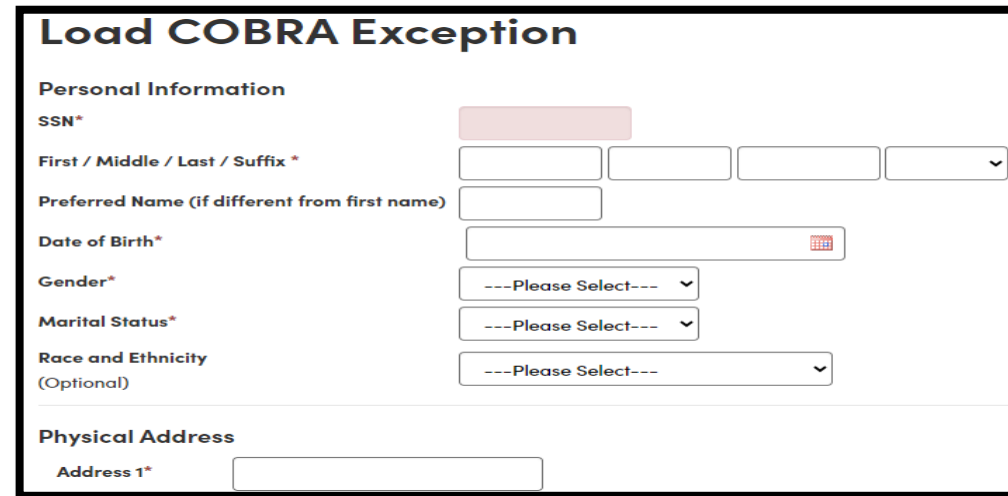
Note: You will see either “COBRA” or “State Continuation” as applicable to your group.

Enroll a COBRA / State Continuation Exception (cont.)

- Click on **Add COBRA Exception**.



- Enter demographic information on the next screen. Required fields are identified with an asterisk (*). Click **Save** at bottom of page.



A screenshot of a web form titled "Load COBRA Exception". The form is divided into two sections: "Personal Information" and "Physical Address".

Personal Information

- SSN* (Redacted)
- First / Middle / Last / Suffix* (Four input fields)
- Preferred Name (if different from first name) (Input field)
- Date of Birth* (Input field with calendar icon)
- Gender* (Dropdown menu: ---Please Select---
- Marital Status* (Dropdown menu: ---Please Select---
- Race and Ethnicity (Optional) (Dropdown menu: ---Please Select---

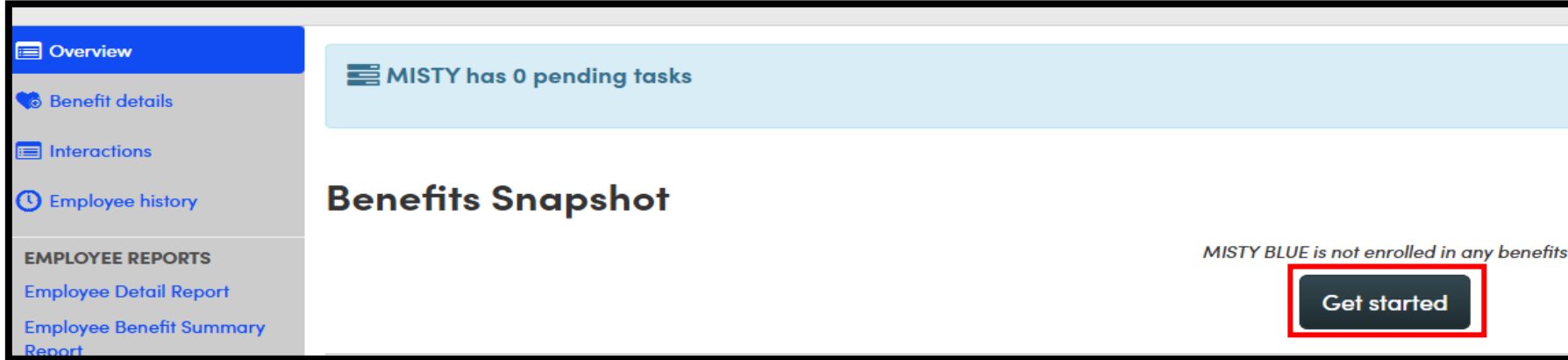
Physical Address

- Address 1* (Input field)

Note: You will see either "COBRA" or "State Continuation" as applicable to your group.

Enroll a COBRA / State Continuation Exception (cont.)

- Click on 'Get started' under Benefits Snapshot.



Overview

Benefit details

Interactions

Employee history

EMPLOYEE REPORTS

Employee Detail Report

Employee Benefit Summary Report

MISTY has 0 pending tasks

Benefits Snapshot

MISTY BLUE is not enrolled in any benefits

Get started

- Click on **Add Policy**.



COBRA MEDICAL Offer

Available plans: BLUE POS COPAY 80/60 \$1000B | Copy of GROUP CARE COPAY 70/50 \$1000B

Add Policy

Medical

Not started

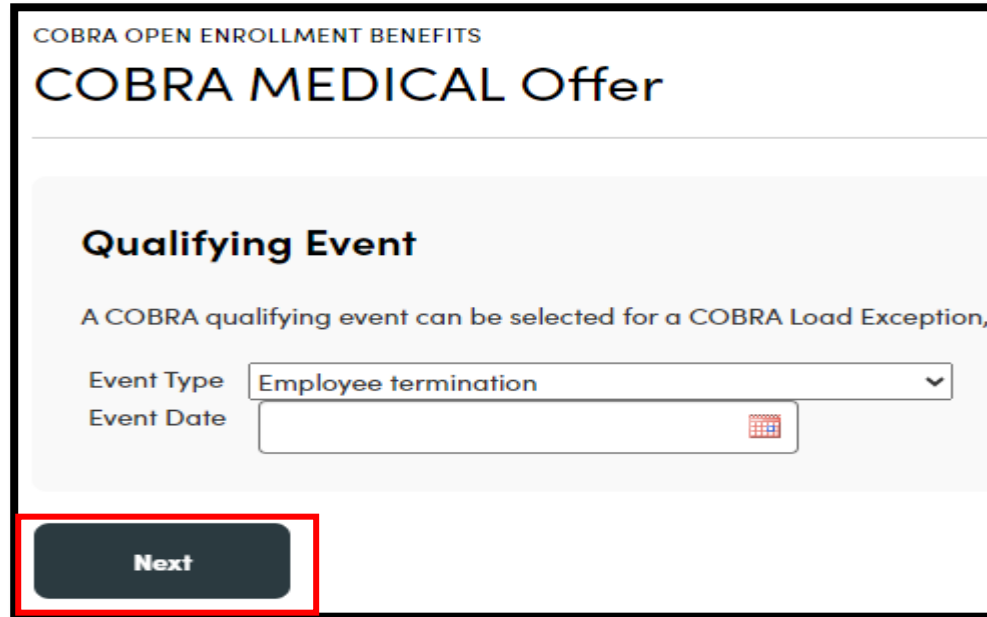
Persons covered

Note: You will see either "COBRA" or "State Continuation" as applicable to your group

Enroll a COBRA / State Continuation Exception (cont.)

- Select Event Type from the drop-down menu, enter Event Date, and click

Next



COBRA OPEN ENROLLMENT BENEFITS

COBRA MEDICAL Offer

Qualifying Event

A COBRA qualifying event can be selected for a COBRA Load Exception,

Event Type

Event Date

Next

Note: You will see either “COBRA” or “State Continuation” as applicable to your group

Enroll a COBRA / State Continuation Exception (cont.)

- Make benefit elections and click .

COBRA OPEN ENROLLMENT BENEFITS

COBRA MEDICAL Offer

Qualifying Event: Employee termination on 02/28/2025

Medical: Accepted

Plan

*Select A Plan Offered By Blue Cross and Blue Shield of Louisiana

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

BLUE POS COPAY 80/60 \$1000B





- Add dependents, if applicable, and click .

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

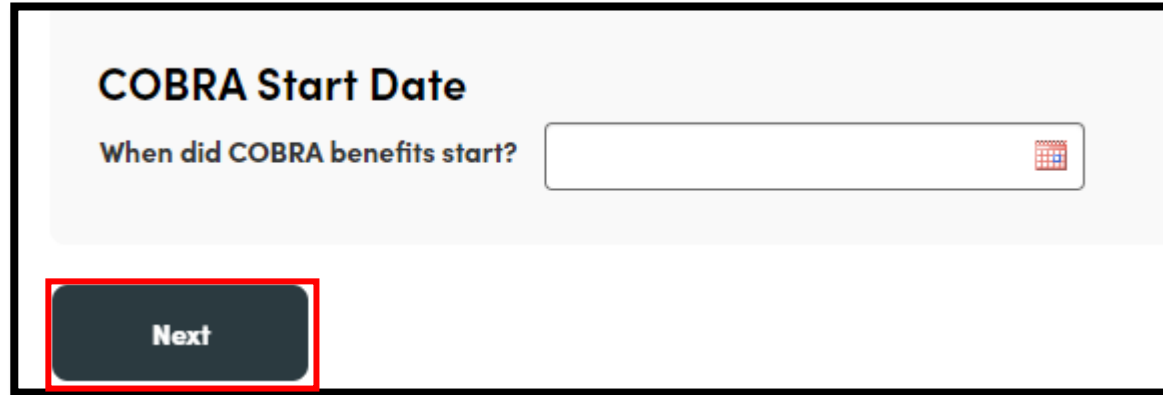
Covered	Name	Relationship	
<input checked="" type="checkbox"/>	LISA GOLD	Subscriber	Waive Coverage
			



Note: You will see either “COBRA” or “State Continuation” as applicable to your group

Enroll a COBRA / State Continuation Exception (cont.)

- Enter the date COBRA/State Continuation benefits began and click  .

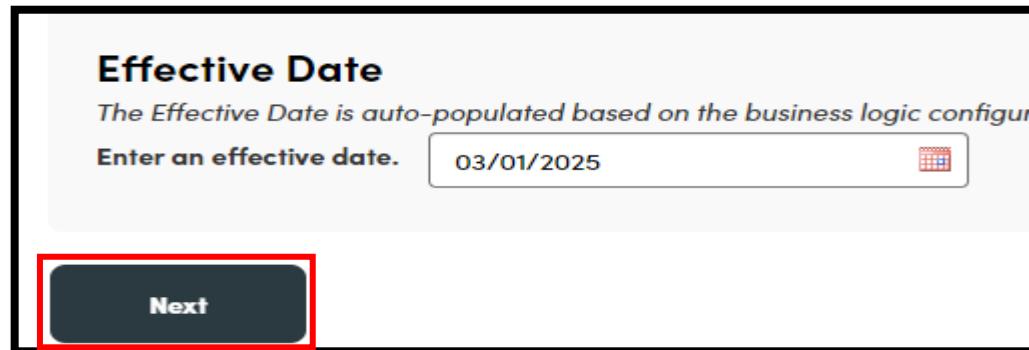


COBRA Start Date

When did COBRA benefits start?

Next

- The following page will display the calculated effective date, click  .



Effective Date

The Effective Date is auto-populated based on the business logic configured

Enter an effective date.

Next

- **Note:** You will see either “COBRA” or “State Continuation” as applicable to your group

Enroll a COBRA / State Continuation Exception (cont.)


- Review information on the page for accuracy, make corrections as needed using the Edit buttons and click  when you are ready to submit the transaction.

COBRA MEDICAL Offer

Enrollment Summary

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

Qualifying Event	Employee termination on 02/28/2025				
Medical	Accepted				
Plan	Copy of GROUP CARE COPAY 70/50 \$1000B				
Persons Covered					
<table><thead><tr><th>Name</th><th>Relationship</th></tr></thead><tbody><tr><td>LISA GOLD</td><td>Subscriber</td></tr></tbody></table>		Name	Relationship	LISA GOLD	Subscriber
Name	Relationship				
LISA GOLD	Subscriber				
To edit a person's Name or SSN, click the person's name.					
Coverage Level	Employee Only				
Medicare	None				
Additional Insurance	None				
COBRA Start Date	03/01/2025				
Effective Date	03/01/2025				




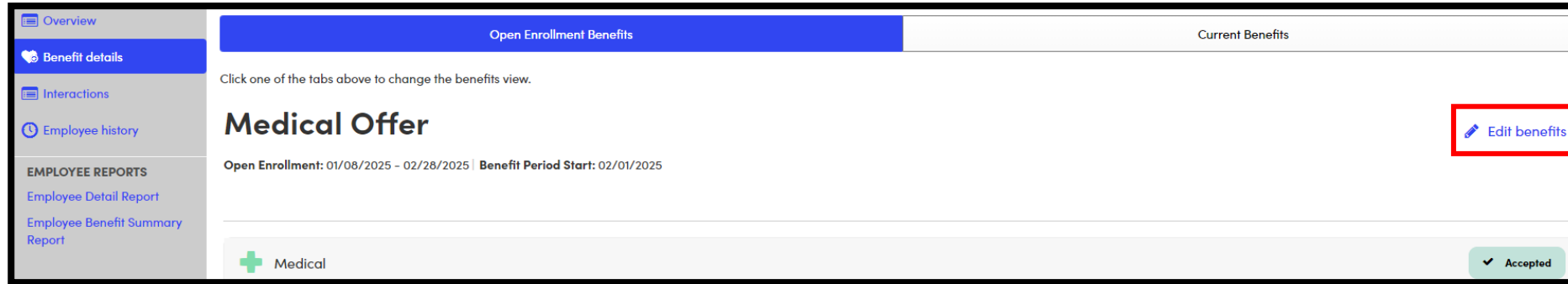
- Note:** If you are a State Continuation group, you will see “State Continuation” instead of COBRA.

LOUISIANA **BLUE**  

Add Dependent

Add a Dependent

- From the Employee Navigation Bar, search for and open the employee's record.
- Select 'Benefit details' tab, then  [Edit benefits](#) to the right of screen.



Overview

Benefit details

Interactions

Employee history

EMPLOYEE REPORTS

Employee Detail Report

Employee Benefit Summary Report

Open Enrollment Benefits

Current Benefits

Click one of the tabs above to change the benefits view.

Medical Offer

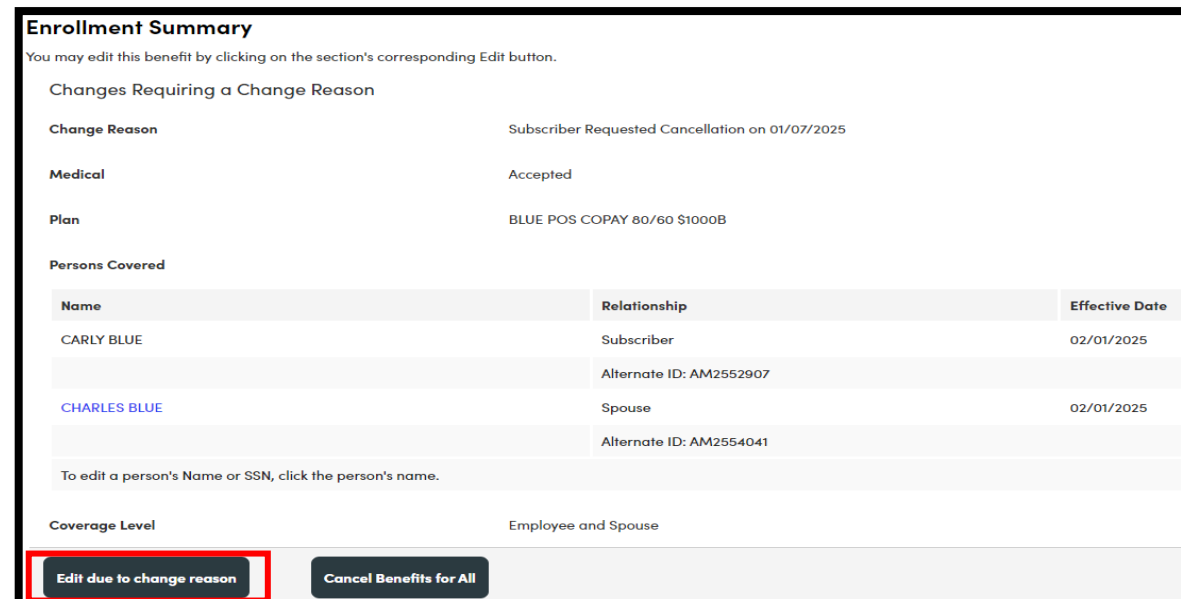
Open Enrollment: 01/08/2025 - 02/28/2025 | Benefit Period Start: 02/01/2025

Medical

Accepted

Edit benefits

- On the next screen, select  [Edit due to change reason](#) under the product dependent is being added to.



Enrollment Summary

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

Changes Requiring a Change Reason

Change Reason: Subscriber Requested Cancellation on 01/07/2025

Medical: Accepted

Plan: BLUE POS COPAY 80/60 \$1000B

Persons Covered

Name	Relationship	Effective Date
CARLY BLUE	Subscriber	02/01/2025
	Alternate ID: AM2552907	
CHARLES BLUE	Spouse	02/01/2025
	Alternate ID: AM2554041	

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

Coverage Level: Employee and Spouse

Edit due to change reason

Cancel Benefits for All

Add a Dependent (cont.)

- Select the Qualifying Life Event from drop-down menu, then click  .

Reason for Medical Change

You are making a change to benefit elections. Why are you making this change?

Subscriber Requested Cancellation on 01/31/2025

Birth on 01/07/2025

- If your group is in Open Enrollment, you will have the option to select it as the Qualifying Life Event

You are making a change to benefit elections. Why are you making this change?


Open Enrollment

Add a Dependent (cont.)

- Enter date of Qualifying Life Event and when you were notified, then click .

If yes, please enter the following:

Enter date of event*

When were you notified about this life event?*



Previous

Next

- If Applicable, [Edit](#) Coverage Level, then Persons Covered.

Persons Covered			Edit
Name	Relationship	Effective Date	
MONICA ROSS (Late*)	Subscriber	01/07/2025	
	Alternate ID: AM2553700		
Molly Ross	Child	01/07/2025	
	Alternate ID: AM2554044		

*This family member is considered a late enrollee because he/she was enrolled outside of an initial eligibility period.

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


Coverage Level Employee and Child(ren) 

- Once workflow is complete, click .



Cancel Coverage for a Dependent

Cancel Coverage for a Dependent

- From the Employee Navigation Bar, search for and open the employee's record.
- Select 'Benefit details' tab, then  [Edit benefits](#) to the right of screen.

The screenshot shows the 'Benefit details' page for a 'Medical Offer'. The left sidebar contains navigation options: Overview, Benefit details (highlighted with a red box), Dependents, Interactions, and Employee history. Below these are 'EMPLOYEE REPORTS' including Employee Detail Report and Employee Benefit Summary Report. The main content area has two tabs: 'Open Enrollment Benefits' and 'Current Benefits' (active). A message says 'Click one of the tabs above to change the benefits view.' The title is 'Medical Offer' with a red box around the 'Edit benefits' button. Below the title, it shows 'Wait Period: 12/26/2024 - 01/01/2025 | Initial Enrollment: 01/16/2025 - 01/31/2025'. At the bottom, there is a green plus icon next to 'Medical' and a green checkmark next to 'Accepted'.

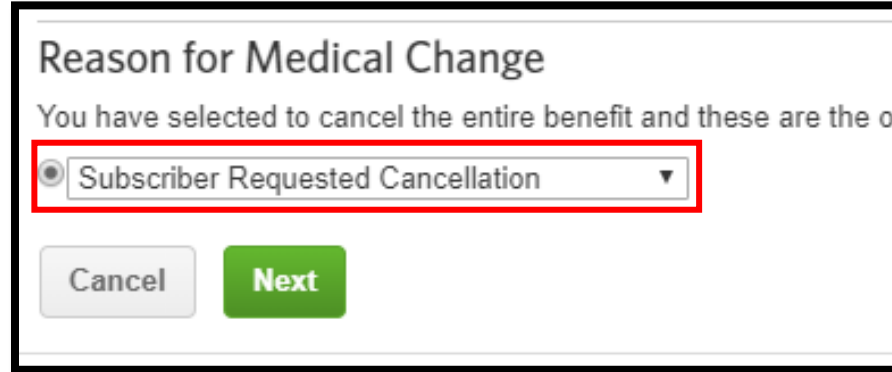
- On the next screen, select  [Edit due to change reason](#) under the product dependent is being cancelled from

The screenshot shows the 'Enrollment Summary' page. It includes a header 'Enrollment Summary' and a sub-header 'Changes Requiring a Change Reason'. Below this, there are three rows of information: 'Change Reason' (Subscriber Requested Cancellation on 01/07/2025), 'Medical' (Accepted), and 'Plan' (BLUE POS COPAY 80/60 \$1000B). A section titled 'Persons Covered' contains a table with columns for Name, Relationship, and Effective Date. The table lists CARLY BLUE (Subscriber, 02/01/2025) and CHARLES BLUE (Spouse, 02/01/2025). Below the table, there is a note: 'To edit a person's Name or SSN, click the person's name.' 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 listed as 'Employee and Spouse'.

Name	Relationship	Effective Date
CARLY BLUE	Subscriber	02/01/2025
	Alternate ID: AM2552907	
CHARLES BLUE	Spouse	02/01/2025
	Alternate ID: AM2554041	

Cancel Coverage for a Dependent (cont.)

- Select the Qualifying Life Event from the drop down, then click  .

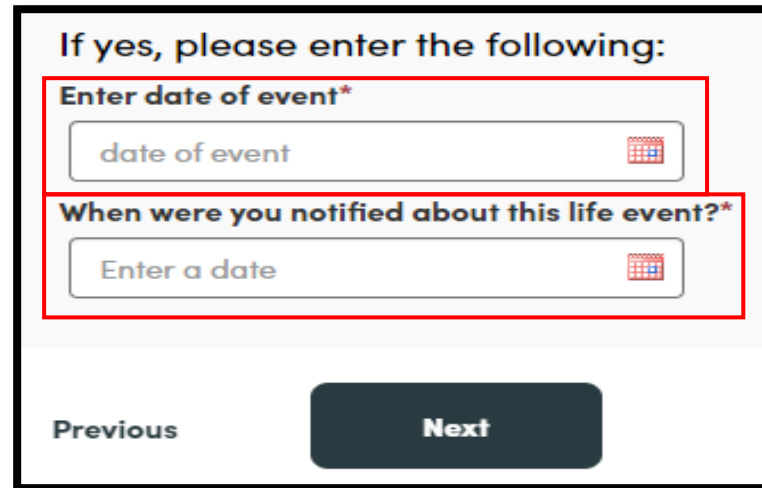


Reason for Medical Change

You have selected to cancel the entire benefit and these are the o


Subscriber Requested Cancellation ▼

- Enter Date of Qualifying Life Event and date notified, then click  .




If yes, please enter the following:

Enter date of event*

date of event 

When were you notified about this life event?*

Enter a date 

Cancel Coverage for a Dependent (cont.)

- Click **Edit** to the right of the screen for Persons Covered and select the appropriate dependent to remove from coverage and click **Next**.

Persons Covered **Edit**

Name	Relationship	Effective Date
MONICA ROSS (Late*)	Subscriber	01/07/2025
	Alternate ID: AM2553700	
Molly Ross	Child	01/07/2025
	Alternate ID: AM2554044	

*This family member is considered a late enrollee because he/she was enrolled outside of an initial eligibility period.
To edit a person's Name or SSN, click the person's name.

Coverage Level Employee and Child(ren) ?

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	
✓	MONICA ROSS	Subscriber	01/07/2025	
✓	Molly Ross	Child	01/07/2025	Remove from coverage

Add Dependent

Next

Cancel Coverage for a Dependent (cont.)

- The End Date for the dependent will be calculated for you based upon the group's cancellation rule, click  .

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	End Date	
✓	MONICA ROSS	Subscriber	01/07/2025		
✗	Molly Ross	Child	01/07/2025	01/31/2025	





- Once workflow is completed, click  .



Data & Reporting

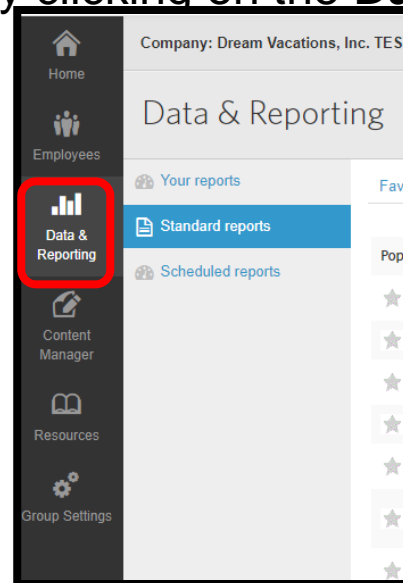
eEnrollment includes numerous reports you can use to access the information you need quickly. The most commonly used reports are:

Benefit detail – includes enrollment information for each covered employee

Employee census – includes name, address and effective date information for each employee

Dependent Census – includes the option to show dependents turning a particular age (26) between dates you specify

These reports and more can be accessed by clicking on the **Data & Reporting** tab on the primary navigation bar.



Once you have selected a report to run you can customize the report using the Formatting Options. The example below is from the Benefit detail report.

Formatting Options

Report Format: Excel Compatible (CSV)

To include additional report options, change the Report Format to CSV

Include filter criteria in results

Additional Details: None selected

Group by: Benefit Type

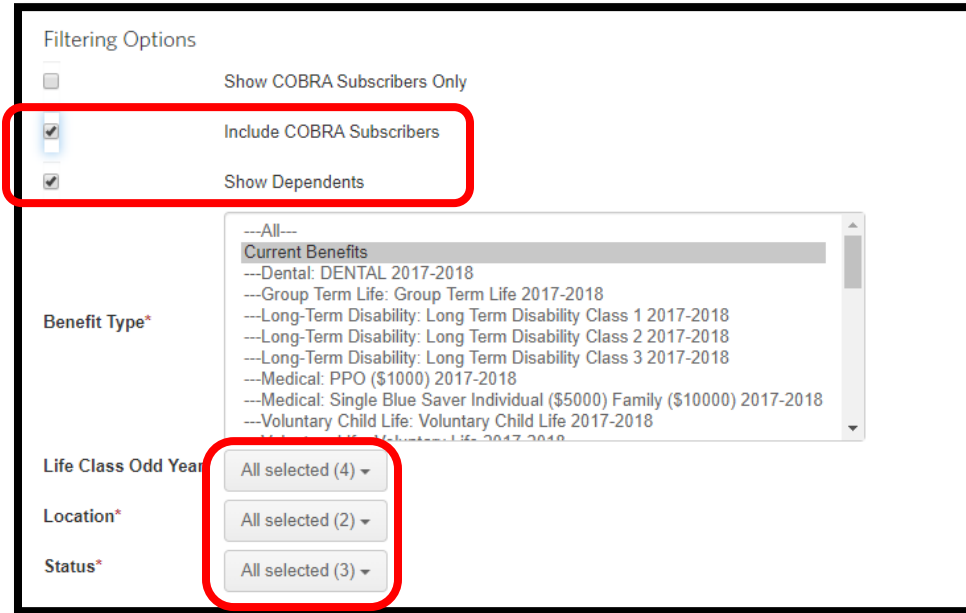
Sort by: Employee Last Name, First Name

Mask SSN in Report Results

- Select all
- Physical Address
- Mailing Address
- Third Address
- SSN
- Employee SSN
- Employee Full Name
- Employer ID
- Member ID
- Alternate ID
- Salary

Any report containing SSN has the option to mask SSN when selecting report criteria. For your employees' protection, please consider masking SSN whenever possible.

Filtering Options allow you to refine your report results even further. For example, in the Benefits detail report you can choose to include dependents in the report as well as COBRA subscribers.



Filtering Options

Show COBRA Subscribers Only

Include COBRA Subscribers

Show Dependents

Benefit Type*

- All---
- Current Benefits
- Dental: DENTAL 2017-2018
- Group Term Life: Group Term Life 2017-2018
- Long-Term Disability: Long Term Disability Class 1 2017-2018
- Long-Term Disability: Long Term Disability Class 2 2017-2018
- Long-Term Disability: Long Term Disability Class 3 2017-2018
- Medical: PPO (\$1000) 2017-2018
- Medical: Single Blue Saver Individual (\$5000) Family (\$10000) 2017-2018
- Voluntary Child Life: Voluntary Child Life 2017-2018
- Voluntary Life: Voluntary Life 2017-2018

Life Class Odd Year: All selected (4) ▾

Location*: All selected (2) ▾

Status*: All selected (3) ▾

If your group has multiple subgroups (Location) or classes (Status) you can elect to include only those needed.

You have selected Filtering Options, click [Create Report](#) .

Once your report is complete, select Download under Actions.

Your Reports

These are the reports that you have recently generated. Pending reports are refreshed every 30 seconds and will be automatically available when processing is complete.

Status	Created	Available until	Report Details	Criteria	Actions
COMPLETE	01/29/2020 02:58 PM	02/03/2020 02:58 PM	Medical Transaction History Report (Dream Vacations, Inc. TESTING), 4 KB	GROUP: Dream Vacations, Inc. TESTING FORMATTING OPTIONS: Report Format = Excel Sorted by Last Name, First Name FILTERED BY: Date Range: 11/01/2019 - 01/29/2020	+ Download Delete

Reports remain available in the tool for five (5) calendar days. The report expiration date is displayed as a reminder for you.



Helpful Information

Qualifying Event Documentation

Only 5 transactions require additional documentation:

- Overage dependent
- Adoption – within 31 days of birth
- Adoption – not within 31 days of birth
- Qualified Medical Child Support Order or Court Order
- Loss of Medicaid

Qualifying Event Documentation

At the time the transaction is entered into eEnrollment, the person entering the transaction should:

- 1) Send an email to ebtaskforce@lablue.com.

- 2) Include the following in the email:
 - 1) Group name and number,
 - 2) Subscriber name and ID,
 - 3) Dependent name, and
 - 4) Required documentation

PLEASE NOTE: *a send-back letter may still go out requesting the documentation. If it has already been submitted, please disregard the send-back letter.*



	eEnrollment	eBilling
Access	<p>Blue Cross Service Desk: (225) 298-7567, Option 3 (800) 258-3005, Option 3 MarketingEnrollment@lblue.com</p>	<p>Blue Cross Service Desk: (225) 298-7567, Option 3 (800) 258-3005, Option 3 MarketingEnrollment@lblue.com</p>
Navigation	<p>Announcements Section on Home Screen: Link to training registration page, this User Guide, Quick Tips and other resource materials</p> <p>eEnrollment Resources Tab: Benefits Administrator Role Training Videos Benefits Administrator Role user Guide 2018_4 Benefitfocus Benefits Administrator Quick Tips</p> <p>eEnrollment Help Line: 855-236-2885 (authentication required)</p>	<p>Carrier Resources Section on Home Screen: Link to User Guide, Quick tips and other helpful resources</p> <p>Online Billing Help Line: 855-236-2885 (authentication required)</p>
Training	<p>Click here to register for a live, online training.</p> <p>You can also register by clicking the link found in the Announcements section of your group's Home screen.</p>	<p>Click here to register for a live, online training.</p> <p>You can also register by clicking the link found in the Carrier Resources section of your group's Home screen.</p>