



Blue Access for Employers is available 6 a.m. to 11:30 p.m. (CST), Monday through Friday and 6 a.m. to 3 p.m. (CST) on Saturday. For assistance accessing the site, call the Help Desk at 1-888-706-0583 between 7 a.m. and 10 p.m. (CST) Monday through Friday, 7 a.m. and 3:30 p.m. (CST) on Saturday.

From the Enrollment Application and Change Form...	Use the Navigation Option(s)...	Type of Enrollment Reason Code...	Enter this Effective Date	Helpful Hints
Employee Transactions (Employee who has never enrolled on TRS-ActiveCare)				
New Hire	Enroll Employee	<i>Initial</i> New Hire	(1) Actively-at-work date, (2) First of the month following the actively-at-work date	
Annual Enrollment	Enroll Employee	Open Enrollment	09/01/xxxx (insert year)	*** See Note
Special Event Marriage	Enroll Employee	Marriage	First of the month following the event date	*** See Note
Special Event Birth	Transaction cannot be completed on Blue Access at this time. Send Enrollment Application and Change Form to Blue Cross and Blue Shield of Texas.			
Special Event Adoption	Transaction cannot be completed on Blue Access at this time. Send Enrollment Application and Change Form to Blue Cross and Blue Shield of Texas.			
Special Event Loss of Other Coverage	Enroll Employee	Lost Other Insurance Coverage	First of the month following the event date	**** See Note
Reinstate Employee (District Transfer-Employee previously enrolled under another participating district or Reinstate Employee with a gap in coverage)				
New Hire District Transfer-Employee previously enrolled under another participating district	Enroll Employee	<i>Reinstate</i> Re-Hire	1) Actively-at-work-date, 2) First of the month following the actively-at-work date	* See Note
New Hire (Re-Hire) Same District-Employee with a gap in coverage	Enroll Employee OR Find Employee, Reinstate Employee/Dependent	<i>Reinstate</i> Re-Hire	1) Actively-at-work-date, 2) First of the month following the actively-at-work date	* See Note
Special Event Marriage Reinstate-Employee with a gap in coverage	Enroll Employee OR Find Employee, Reinstate Employee/Dependent	<i>Reinstate</i> Re-Hire	First of the month following the event date	** See Note
Special Event Birth Reinstate-Employee with a gap in coverage	Transaction cannot be completed on Blue Access at this time. Send Enrollment Application and Change Form to Blue Cross and Blue Shield of Texas. ** See Note			
Special Event Adoption Reinstate-Employee with a gap in coverage	Transaction cannot be completed on Blue Access at this time. Send Enrollment Application and Change Form to Blue Cross and Blue Shield of Texas. ** See Note			
Special Event Loss of Other Coverage Reinstate-Employee with a gap in coverage	Enroll Employee OR Find Employee, Reinstate Employee/Dependent	<i>Reinstate</i> Lost Other Insurance Coverage	First of the month following the event date	** , **** See Notes
Change Employee				
Name	Find Employee Update Personal Information		First of the month following the event date	Can also change gender, marital status and primary language.
Address	Find Employee Update Personal Information		First of the month following the event date	
Date of Birth	Find Employee Update Personal Information		Newborn's date of birth	
Plan	Find Employee Update Product	Open Enrollment (1) Transfer Product (for first plan change) (2) Correct Product (for subsequent plan changes)	09/01/xxxx (insert year)	Making a plan change and adding a dependent (or dropping a dependent) is a two-step process: (1) Update Product and (2) Add Dependent (or Cancel Employee/Dependent)
Reinstate - Employee with no gap in coverage	Find Employee Reinstate Employee/Dependent		The new effective date should be the same as the cancel date	You may reinstate an enrollee back to the original cancellation date

* No plan changes allowed during plan year. New dependents cannot be added during plan year unless special enrollment.

** If coverage is dropped during the plan year, the employee or dependent is not eligible to re-enroll until the next plan enrollment period even if there is a special enrollment event.

*** Certificates of creditable coverage (COCC) must be sent to Blue Cross and Blue Shield of Texas to offset any applicable preexisting condition waiting period.

**** Check original application to verify coverage was declined in Section 9 for Other Coverage. If not, you must have a certificate of creditable coverage (COCC) to enroll the enrollee. If you have a COCC, you may enroll the enrollee through Blue Access. If there is no COCC, the employee/dependent are not eligible to enroll until the next enrollment period or other special enrollment event, if applicable.

From the Enrollment Application and Change Form...	Use the Navigation Option(s)...	With this Reason Code...	Enter this Effective Date	Helpful Hints
Cancel Employee				
Death	Find Employee Cancel Employee/Dependent	Deceased	First of the month following the event date	
Loss of Eligibility	Find Employee Cancel Employee/Dependent	Insufficient Hours Worked	First of the month following the event date	
Terminated Employment or Retirement	Find Employee Cancel Employee/Dependent	Left Employment	First of the month following the event date	
Non-Payment of Premium	Find Employee Cancel Employee/Dependent	Account Request	First of the month following the event date	
Leave of Absence Period Expired	Find Employee Cancel Employee/Dependent	Leave of Absence	First of the month following the signature date	
Dropped Coverage (Employee Request)	Find Employee Cancel Employee/Dependent	Subscriber Request	First of the month following the event date	
Other (Annual Enrollment)	Find Employee Cancel Employee/Dependent	Subscriber Request	09/01/xxxx (insert year)	
Add Dependent (Never enrolled on TRS-ActiveCare)				
Annual Enrollment	Find Employee Add Dependent	Open Enrollment	09/01/xxxx (insert year)	*** See Note
Marriage	Find Employee Add Dependent	Marriage	First of the month following the event date	
Birth	Find Employee Add Dependent	Birth	Newborn's date of birth	Preexisting exclusions do not apply to newborn or adopted children. If enrolling other dependents, preexisting waiting period applies. **, **** See Notes
Adoption	Find Employee Add Dependent	Adoption	Date of adoption or date child is placed for adoption	
Legal Guardianship	Find Employee Dependent	Legal Guardianship	Date employee notifies district or date of guardianship	
Loss of Other Coverage	Find Employee Add Dependent	Lost Other Insurance Coverage	First of the month following the event date	**, **** See Notes
Reinstate Dependent				
Annual Enrollment	Find Employee Reinstate Employee/Dependent	Open Enrollment	09/01/xxxx (insert year)	*** See Note
Loss of Other Coverage	Find Employee Reinstate Employee/Dependent	Lost Other Insurance Coverage	First of the month following the event date	**, **** See Notes
Cancel Dependent				
Divorce	Find Employee Cancel Employee/Dependent (Select Appropriate Dependent from Drop Down Box)	Divorce/Legal Separation	First of the month following the event date	
Death	Find Employee Cancel Employee/Dependent (Select Appropriate Dependent from Drop Down Box)	Deceased	First of the month following the event date	
Loss of Eligibility	Find Employee Cancel Employee/Dependent (Select Appropriate Dependent from Drop Down Box)	Eligibility Requirements Not Met	First of the month following the event date	
Dropped Coverage (Employee Request)	Find Employee Cancel Employee/Dependent (Select Appropriate Dependent from Drop Down Box)	Subscriber Request	First of the month following the signature date	
Other (Annual Enrollment)	Find Employee Cancel Employee/Dependent (Select Appropriate Dependent from Drop Down Box)	Subscriber Request	09/01/xxxx (insert year)	

Important Notes:

- If you pend a membership transaction to complete at a later time, select View Pending Activity from the Blue Access Home Page to continue processing.
- When ordering ID cards, do not select Corporate Address; this will send the ID cards to TRS in Austin. HMO ID cards cannot be ordered through Blue Access; contact the specific HMO plan for assistance.
- Certificates of creditable coverage (COCC) must be sent to Blue Cross and Blue Shield of Texas to offset any applicable preexisting condition waiting period.
- How to download a bill:
 - Select Billing Summary
 - Select Download Bill and select the month you want to download
 - Select Download and select Save
 Launch Excel and retrieve the saved .txt file. From the Text Import Wizard:
 - Select Delimited and Next
 - Select Tab and Semicolon
 - Select Next and Finish
 Remember to save your billing data in Excel with a new name and .xls extension (example: July.xls) for future reference

Reporting Terminations through Blue Access for Employers: Cancel Reasons

Enrollment Application and Change Form Employee	Blue Access
Death	Deceased
Loss of Eligibility	Insufficient Hours Worked
Terminated Employment/Retirement	Left Employment
Non-Payment of Premium*	Account Request*
Leave of Absence Period Expired	Leave of Absence
Dropped Coverage (Employee Request)*	Subscriber Request*
Other Explain (Annual Enrollment)*	Subscriber Request*
Dependent	
Divorce/Legal Separation	Divorce
Death	Deceased
Loss of Eligibility	Eligibility Requirements Not Met
Dropped Coverage (Employee Request)*	Subscriber Request*
Other Explain (Annual Enrollment)*	Subscriber Request*

*COBRA/continuation coverage is not available; individuals terminating coverage for these reasons will **not** receive a COBRA packet