

Group & Individual Marketing News Bulletin



South Carolina

BlueCross BlueShield of South Carolina
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Blue Cross and Blue Shield Association



ARCHIVES

You may access marketing bulletins from 2001 to present in the "I Am An Agent" portion of our Web site, www.SouthCarolinaBlues.com.

NEW ADDRESS?

If your contact information changes, including e-mail address or fax number, please e-mail us your updated information to grpandindv@bcssc.com.

ORDER SUPPLIES

To order BlueCross supplies on COIN, visit our Web site at www.SouthCarolinaBlues.com, and select *I Am An Agent*. Then, select "Order Supplies" under *Resources*.

QUESTIONS?

Contact your marketing representative at 1-800-288-2227 ext. 42328 if you have questions.

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System Conversion Information, Phase Two

Starting Thursday, May 28, we will continue the series of system upgrades that will temporarily impact processing enrollment changes, additions and terminations. Specifically, all groups that renew in December, January, February or March will be unable to access *BluesEnroll*SM during this upgrade or have the following changes made:

- Add/remove members
- Add/remove dependents
- Update member/dependent information
- Create reports

Any changes submitted to BlueCross by these groups will not be completed until after the system upgrade. The only exception is for prescription drug coverage. To add a member to prescription coverage, please fax the membership application to 803-264-0143 for processing. We expect the upgrade to take approximately eight business days. We will notify you after the update is complete.

Once the update is complete, these renewing groups will receive bills in a new, easier-to-read format. These groups will also be able to choose to pay their premiums by bank drafts or credit cards on either a one-time or recurring basis.

This initial upgrade will be followed by one more implementation, currently scheduled for September. We will notify you of the groups included and the timetable as we get closer.

For expedited service, please submit hardcopy enrollment changes no later than May 18. Due to the Memorial Day holiday, applications will need to be keyed into *BluesEnroll* by May 20 to guarantee they are added before the upgrade.