

# Group & Individual Marketing News Bulletin



South Carolina

BlueCross BlueShield of South Carolina  
is an independent licensee of the  
Blue Cross and Blue Shield Association



## ARCHIVES

You may access marketing bulletins from 2008 to present in the *Agents* portion of our Web site, [www.SouthCarolinaBlues.com](http://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](mailto:grpandindv@bcssc.com).

## ORDER SUPPLIES

To order BlueCross supplies on COIN, visit our Web site at [www.SouthCarolinaBlues.com](http://www.SouthCarolinaBlues.com), and select *Agents*. Then, select "Order Supplies" under *Resources*.

## QUESTIONS?

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

August 7, 2009

Vol. VIII, No. 23

## System Upgrade Information, Phase Three

Starting Thursday, August 27, we complete the series of system upgrades that will temporarily impact processing enrollment changes, additions and terminations. Specifically, all groups which renew in April May, June, July and August will be unable to access *BluesEnroll*<sup>SM</sup> during this upgrade or have the following changes made:

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

We will not be able to complete any changes these groups submit 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.

For expedited service, please submit hard copy enrollment changes no later than August 24. Applications will need to be submitted in *BluesEnroll* by August 24 to guarantee they are added before the upgrade.