



Introducing EmployerAccess

Anthem's easy-to-use online benefits management system for Small Group Employers

FREQUENTLY ASKED QUESTIONS

Q1: What is EmployerAccess?

A1: EmployerAccess is a Web-based program that provides employers with a quick, convenient way to conduct enrollment, eligibility, contract/coverage inquiry, benefit maintenance, billing and reporting transactions in one seamless online portal experience. It saves benefit administrators time, reduces errors and makes doing business with us easier than ever before.

Q2: What services are available to benefit administrators online through the EmployerAccess program?

A2: Among the many services available to them, employers can:

- Enroll subscribers
- Add dependents
- Change member personal information
- Add, change or cancel coverage
- Re-enroll or reinstate coverage
- View benefits summaries
- Request ID cards
- View employee rosters
- View eligibility
- View employer details for a group/case
- View product list for employer
- View employer billing information
- View and pay invoices online
- Change employer contact information
- View reports
- Display and process pending work

Q3: What should users know about EmployerAccess that is different from the prior application?

A3: EmployerAccess offers a number of enhancements, including:

- Improved reliability
- Faster response time
- More intuitive navigation – allowing users to find the information they need more quickly and easily.

Plus, there is additional functionality, including:

- Online billing – including bill presentment and payment capability
- Ability to manage Medical, Dental and other benefits online
- Self-service features for Life and Disability products

Q4: Why has the employer Web site been redesigned?

A4: We are committed to deploying the best technology and tools, creating a better and richer Web experience for our customers. This is why we have redesigned the employer Web site. EmployerAccess users will experience enhanced content and a new look and feel that will provide an improved experience, as well as added functionality – and it will make it easier and faster to do business with us.



Q5: Will the new site have appropriate security that protects privacy?

A5: Absolutely. Protecting the privacy of our customers is extremely important to us and, in fact, is paramount to our success as a company. EmployerAccess will have all the appropriate technology and safeguards to protect the privacy, including personal health information, of our customers. In fact, the application for Large Group employers has been enhanced so that it has the latest state-of-the-art security, which has already been in place for the Small Group employer application.

Q6: Do you anticipate making other enhancements to the site in the future?

A6: We will continue to monitor ways that we can enhance EmployerAccess capabilities, and notify employers when enhancements are made.

Q7: What is the process for new users to sign up for EmployerAccess and how long does it take?

A7: New small group users (employers with 2-50 employees) can sign up to use EmployerAccess by clicking the "Register Now" link on the EmployerAccess marketing site. After answering a few questions, employers will receive an email with some instructions on how to complete the registration process. It will include instructions on how to print out our legal form, have company officers sign it, and send it back to us. This paperwork is usually processed within days – and then our customers can get started using EmployerAccess!

Q8: Why did OGB take payment for all open invoices?

A8: Scheduling a payment using the "Have system determine amount" option will result in an additional payment being made if your next month's invoice has been generated. Invoices are generated 30 days in advance so that groups can pay in advance.

For more information, contact your local Anthem Blue Cross representative, or go to www.anthem.com/ca/employeraccess/sg.