Request Center User Guide

BlueCross BlueShield of Illinois

November 2023

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Quick Start Summary

1) Select the request type that matches what you want to do:
   - Enroll New Group
   - Enroll Association
   - SG Existing Group Changes – Fully Insured Only
   - Blue Balance Funded Enrollment
   - New Blue Balance Funded
   - Existing Blue Balance Funded to Fully Insured
   - COBRA or State Continuation
   - COBRA – HCSC Admin
   - Regulatory Data Update
   - Stock Request

2) Enter the requested information into the form

3) Add all required document attachments

4) Save and Submit your request
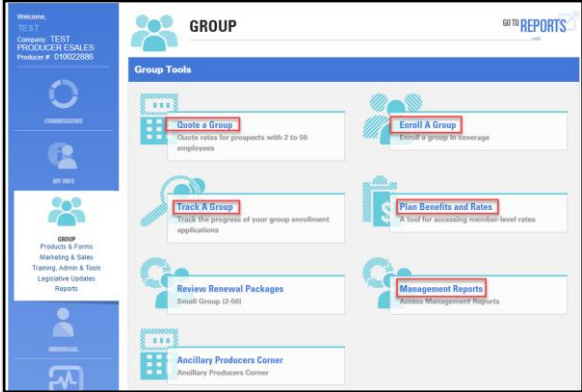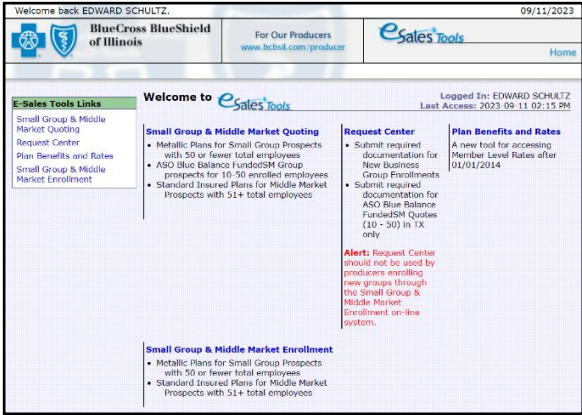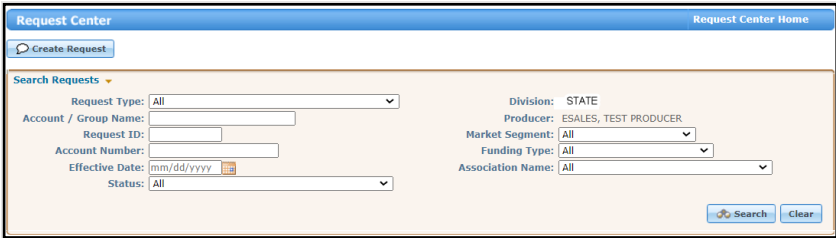
5) Keep an eye on your email for updates
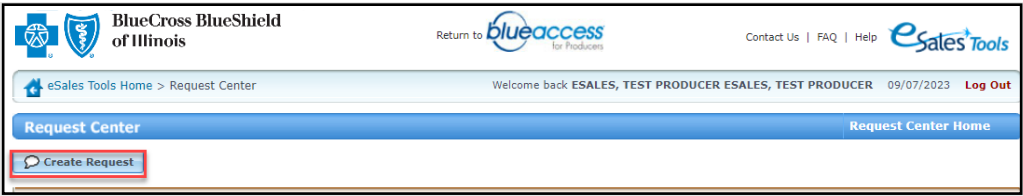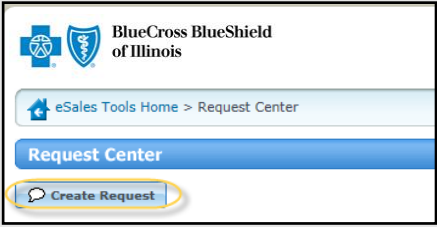
Important:

   - If using the Enrollment Tool to enroll a new group, do not use Request Center

   - Double-check the email you entered is where all request updates should go

   - Make a note of your Request ID for easy follow-up
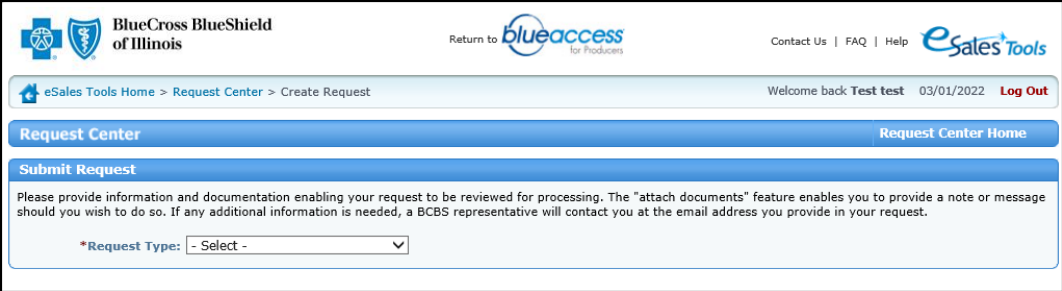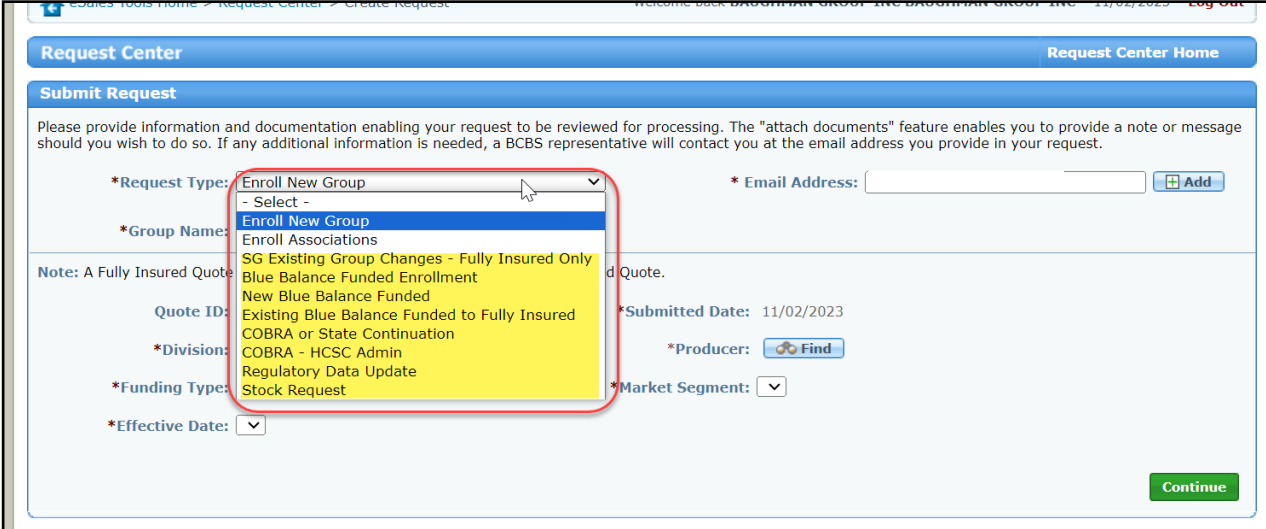
Step-by-step examples of all request types are shown below
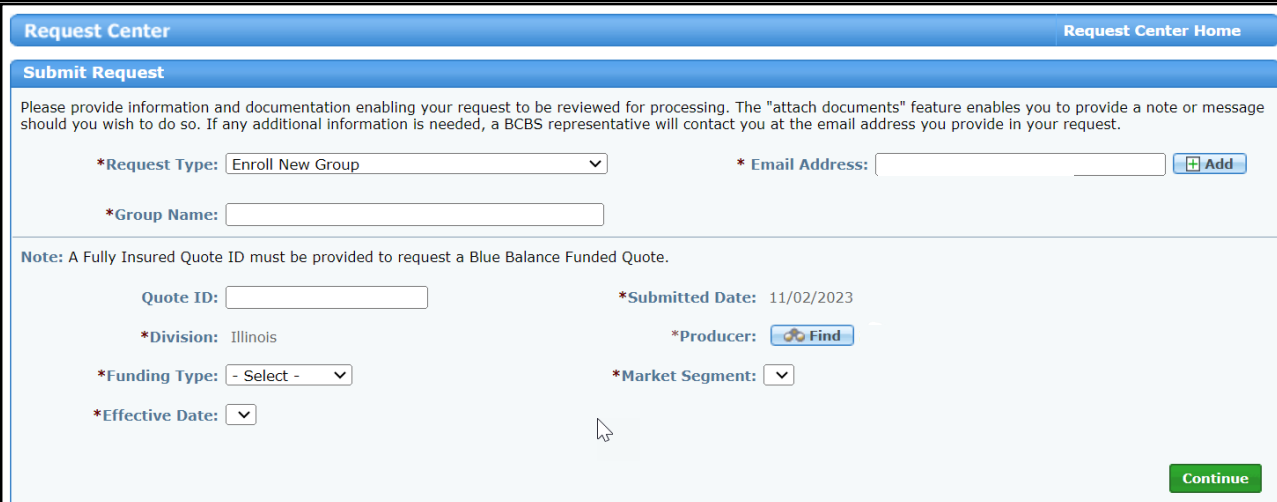
For technical support, email SGMM_TechSupport@hcsc.com

Welcome to the Request Center

Step	Action
Log In to Group Sales	Click on (or enter) this URL: **https://www.bcbsil.com/producer**. Log in to Blue Access for Producers℠ (BAP℠). Result: BAP navigates to the **Welcome** page.
	Click on one of the Group Tools: eSales homepage will be displayed:
Access Request Center	Click on the Request Center link: The Request Center Home Page window opens.

Request Center Home Page	The Request Center home page contains the following: **Create Request:** this button is used to initiate a request. **Search Requests** view contains the following: • **Search Request:** Allows user to search by the following: • **Request Type:** Defaults to All; use the drop-down to select different request type • **Division:** Defaults to your state • **Account / Group Name:** Type in name of group • **Producer:** Defaults to your ID • **Request ID:** Enter request ID (if applicable) • **Market Segment:** Defaults to All; use the drop-down to select the appropriate market segment (such as ACA Small Group (2–50), Small Group (10–50) Middle Market (51+), MEWA) • **Account Number:** Type in the group's account number • **Effective Date:** Enter or click on calendar icon to select effective date (mm/dd/yyyy) • **Funding Type:** Defaults to All; use the drop-down to select appropriate funding type (such as Fully Insured, ASO Blue Balance Funded℠) • **Association Name:** Used for Enrolling Association • **Status:** Defaults to All; use drop-down to select appropriate status (Request Accepted for Submission, Request Discontinued for Submission, Request Info Needed, Request Initiated, Request Pending Internal Review, Std Mkts Account Processing In Progress, etc.)
Creating a Request	From the **Request Center Home** page, click on **Create Request** button.

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Request Page	Result: The **Submit Request** page opens. Note: To return to the Request Center home page, click the **Request Center Home** button on the right.
Request Types	**Request Type:** Use the drop-down and select a Request Type: **Request Types:** Enroll New Group Enroll Associations SG Existing Group Changes – Fully Insured Only Blue Balance Funded Enrollment New Blue Balance Funded Existing Blue Balance Funded to Fully Insured COBRA or State Continuation COBRA – HCSC Admin Regulatory Data Update Stock Request **Note:** Enroll New Group and Enroll Associations were existing request types.
Request Type Enroll New Group	The Submit Request window expands and contains additional required fields when the following Request Type is selected: **Enroll New Group**

Request Type Enroll New Group	 - **Request Type:** Select a request type from the drop-down - **Email Address:** Enter your email address in this field **Note:** Additional email addresses can be entered by clicking on the Add button - **Group Name:** Enter the group name listed on paperwork - **Quote ID:** Enter Quote number (if applicable) - **Submitted Date:** Defaults to today's date - **Division:** Defaults to your state - **Producer:** Defaults to user - **Funding Type:** Use the drop-down and select Fully Insured - **Market Segment:** Use the drop-down and select ACA Small Group (2–50) - **Effective Date:** Use the drop-down to select appropriate effective date of new group Once all required information is entered, click Continue. **PLEASE NOTE:** This Request Type is not needed if group is being enrolled through Enrollment Tool.
Submit Request	A message populates in the Submit Request window stating Your request has been initiated but has not yet been submitted for processing. Please ensure all information is added to the request and submitted for further processing. Save this Request ID to easily check the status on the progress of the case. A Request ID number is assigned, and the Documents Needed for Enrollment pane opens for Request Type: **Enroll New Group**

Note: If a change is needed for Effective Date field, click on the **Change** button. [Change]

IMPORTANT NOTE: If changes are needed in these fields, the change should be completed PRIOR to attaching any documents to the request. Once the Change button is selected, a confirmation message populates letting you know that changes made to specific fields will result in the loss of any attachments.

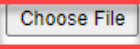| Attach Required Documents | In the **Documents Needed for Enrollment** section, all required documents will appear in RED font and have an asterisk (*) on the far-left side To attach documents, click on the **Attach Documents** button. |

|	
	Please attach the following documents. For questions, please contact your Sales representative. 📎 Attach Documents Result: The Attachments window opens.
Attach Required Documents	Click the **Choose File** button; locate the drive and folder where the documents are saved and select the file to upload. File [Choose File] No file chosen Select from the Document Type(s) drop-down and click on the **Attach File** button. The attached document will show in the **Existing Attached Documents** field. **Attachments** Select Browse to find a file(s) to attach. Uploaded files must be less than 25MB. File — [Choose File] No file chosen Document Type(s) — [Select ▾] Description(s) — [ ] [Attach File] **Existing Attached Documents** 	File	Date/Time Stamp	Document Type	Description	Name	Status	Delete Document
BPA Test.docx	09/07/2023 01:00:36	Benefit Program Application (BPA) for New Small Groups 2-50		ESALES, TEST PRODUCER ESALES, TEST PRODUCER	COMPLETED	☒ Delete Document | **Deleted Documents** | File	Date/Time Stamp	Document Type	Description	Name	
Delete Documents	If the wrong document was attached, click on the **Delete Document** link to remove it from the list. **Existing Attached Documents** 	File	Date/Time Stamp	Document Type	Description	Name	Status	Delete Document
BPA Test.docx	09/07/2023 01:00:36	Benefit Program Application (BPA) for New Small Groups 2-50		ESALES, TEST PRODUCER ESALES, TEST PRODUCER	COMPLETED	☒ Delete Document | Result: A confirmation message populates asking if you are sure you want to delete the document. Select OK or Cancel (whichever applies). **Confirmation Message** [x] ⚠ Are you sure you want to delete the document? [Ok] [Cancel] Result: The deleted document will then show in the **Deleted Documents** section. **Attachments** Select Browse to find a file(s) to attach. Uploaded files must be less than 25MB. File — [Choose File] No file chosen Document Type(s) — [Select ▾] Description(s) — [ ] [Attach File] **Existing Attached Documents** | File	Date/Time Stamp	Document Type	Description	Name	Status	Delete Document
BPA Test.docx	09/07/2023 01:00:36	Benefit Program Application (BPA) for New Small Groups 2-50		ESALES, TEST PRODUCER ESALES, TEST PRODUCER	COMPLETED	☒ Delete Document	 **Deleted Documents** 	File	Date/Time Stamp	Document Type	Description	Name
EGI Test.pdf	09/07/2023 01:03:52	Employer Group Information (EGI) Form		ESALES, TEST PRODUCER ESALES, TEST PRODUCER	
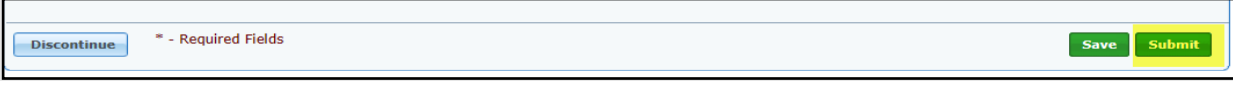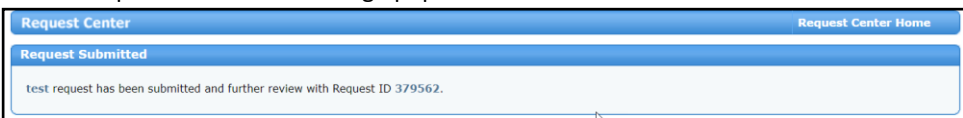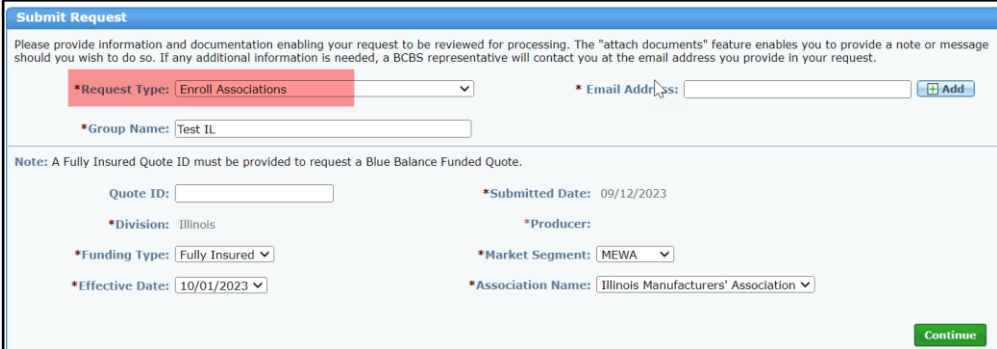
	Note: Deleted documents will not transfer from Request Center to enrollment, however they will be retained in Request Center for audit purposes. If paperwork for another group was accidentally attached, you must discontinue the request and start over. Deleted documents can still be viewed.
Submit Request	Once documents are attached, click on the (X) in the top right-hand corner of the Attachments window to close. Click the **Save** button to verify all information is entered correctly and click **Submit** button to move the case to **Request Review.** Result: Request Submitted message populates.
Request Type Enroll Associations	The Submit Request window expands and contains additional required fields when the following request type is selected: **Enroll Associations** • **Email Address:** Enter your email address in this field **Note:** Additional email addresses can be entered by clicking on the Add button • **Group Name:** Enter the group name listed on paperwork • **Quote ID:** Enter Quote number (if applicable) • **Submitted Date:** Defaults to today's date • **Division:** Defaults to your state • **Producer:** Defaults to user • **Funding Type:** Use the drop-down and select Fully Insured • **Market Segment:** Use the drop-down and select MEWA • **Effective Date:** Use the drop-down to select appropriate effective date of group • **Association Name:** Use the drop-down to select appropriate association Once all required information is entered, click Continue.
Submit Request	A message populates in the Submit Request window stating Your request has been initiated but has not yet been submitted for processing. Please ensure all information is added to the request and submit for further processing. Save this Request ID to easily check the status on the progress of the case. A Request ID number is assigned, and the Documents Needed pane opens for Request Type: **Enroll Associations**. Follow the attach document step above to attach any documents and click on save and submit the request.

Attach Required Documents	To attach documents, click on the Attach Documents button. Result: The Attachments window opens. Click the **Choose File** button; locate the drive and folder where the documents are saved and select the file to upload. Select from the Document Type(s) drop-down and click on the **Attach File** button. The attached document will show in the **Existing Attached Documents** field. If the wrong document was attached, click on the **Delete Document** link to remove it from the list. **Result**: A confirmation message populates asking if you are sure you want to delete the document. Select OK or Cancel (whichever applies).

Result: The deleted document will then show in the **Deleted Documents** section.

Note: Deleted documents will not transfer from Request Center to enrollment, however they will be retained in Request Center for audit purposes.

Submit Request	Once documents are attached, click on the (X) in the top right-hand corner of the Attachments window to close. Click the **Submit** button to move the case to **Request Review.** **NOTE**: Clicking on the Save button will only save the request in Request Center but will not Submit the request for review. Request Submitted populates with a Request ID:
Request Type SG Existing Group Changes – Fully Insured Only	The Submit Request window expands and contains additional required fields when the following request type is selected: **SG Existing Group Changes – Fully Insured Only.** Select a Submission Type from the drop-down:
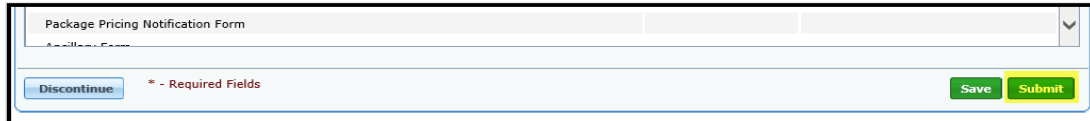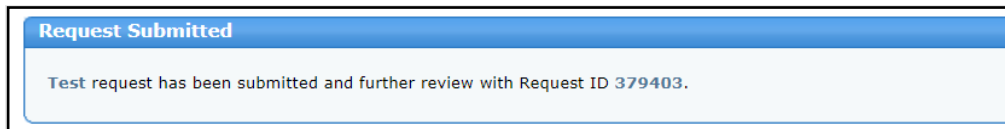
Result: Following selection of Submission Type, the following fields will be displayed:

- **Account Number:** Enter the account number
- **Division:** Defaults to your state
- **Account Name:** Populates when account number and division are entered
- **Funding Type:** Populates when account number and division are entered
- **Market Segment:** Populates when account number and division are entered
- **Effective Date:** Enter or click on calendar icon to select effective date (mm/dd/yyyy)
- **Submitter Email Address:** Type in the email address of the person submitting the form
  (Please note: this person will receive all communication on the progress of the submission)
- **Notes:** Type in notes if needed (optional)

Once all required information is entered, click Continue.

Submit Request	A message populates in the Submit Request window stating Your request has been initiated but has not yet been submitted for processing. Please ensure all information is added to the request and submit for further processing. Save this Request ID to easily check the status on the progress of the case. A Request ID number is assigned, and the Documents Needed pane opens for Request type: **SG Existing Group Changes – Fully Insured Only.** Follow the attach document step above to attach any documents and click on save and submit the request.

The request is now submitted for review.

| Review Request | To review your request, search for it on the Request Center Homepage using criteria available and click **Search**. |

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	  To view information, you can select the **View** button next to the account.
Request Type Blue Balance Funded Enrollment	The Submit Request window expands and contains additional required fields when the following request type is selected: **Blue Balance Funded Enrollment** Select a Submission Type from the drop-down: Result: Following selection of Submission Type, the following fields will be displayed:

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- **Account Number:** Enter the Account Number
- **Division:** Defaults to your state
- **Account Name:** Populates when account number and division are entered or can be manually entered
- **Funding Type:** Populates when account number and division are entered or can be selected from drop-down
- **Market Segment:** Populates when account number and division are entered or can be selected from drop-down
- **Effective Date:** Use the drop-down to select appropriate effective date of group
- **Submitter Email Address:** Type in the email address of the person submitting the form (Please note: this person will receive all communication on the progress of the submission)
- **Notes:** Type in notes if needed (optional)

Once all required information is entered, click Continue.   **Continue**

Submit Request	A message populates in the Submit Request window stating Your request has been initiated but has not yet been submitted for processing. Please ensure all information is added to the request and submit for further processing. Save this Request ID to easily check the status on the progress of the case. A Request ID number is assigned, and the Documents Needed pane opens for Request type: **Blue Balance Funded Enrollment.** Follow the attach document step above to attach any documents and click on save and submit the request.

	Submit Request Your request has been initiated but has not yet been submitted for processing. Please ensure all information is added to the request and submit for further processing. Save this Request ID to easily check the status on the progress of the case. **Request ID 10984.** Please provide information and documentation enabling your request to be reviewed for processing. The "attach documents" feature enables you to provide a note or message should you wish to do so. If any additional information is needed, a BCBS representative will contact you at the email address you provide in your request. ***Request Type:** Blue Balance Funded Enrollment *** Submission Type:** Existing Blue Balance Funded Renewal ***Account Number:** 882511 〔Change〕 ***Division:** Illinois ***Producer:** 〔Find〕 ***Funding Type:** ASO Blue Balance Funded℠ **Account Name:** AMATEST_IL BBF ***Effective Date:** 12/01/2023 ***Market Segment:** Small Group (10-50) ***Submitter Email Address:** **Notes:** TEST IL BBF Click on the **Submit** button to submit the request for further review. **Request Submitted** test Request has been submitted and further review with Request ID 379580.
Review Request	To review your request, search for it on the Request Center Homepage using criteria available and click **Search**. **Request Center** Request Center Home 〔Create Request〕 Search Requests ▾ Request Type: All　Division: Texas Account / Group Name: Group Demo　Producer: ESALES, TEST PRODUCER Request ID:　Market Segment: All Account Number:　Funding Type: All Effective Date: 10/01/2023　Association Name: All Status: All　〔Search〕 〔Clear〕 |	Account / Group Name	Account Number	Status	Request ID	Request Type	Division	Effective Date
---	---	---	---	---	---	---	---
View	Group Demo	025114	Std Mkts Request Pending Internal Review	379414	Blue Balance Funded Enrollment	Texas	10/01/2	 To view information, you can select the **View** button next to the account.

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Request Type New Blue Balance Funded	The Submit Request window expands and contains additional required fields when the following request type is selected: **New Blue Balance Funded** **Submit Request** Please provide information and documentation enabling your request to be reviewed for processing. The "attach documents" feature enables you to provide a note or message should you wish to do so. If any additional information is needed, a BCBS representative will contact you at the email address you provide in your request. *Request Type: New Blue Balance Funded Account Number: *Division: Illinois *Funding Type: - Select - *Effective Date: *Submitter Email Address: Notes: *Producer: Find Account Name: *Market Segment: Continue • **Account Number:** Enter the Account Number (if applicable) • **Division:** Defaults to your state • **Account Name:** Populates when account number and division are entered • **Funding Type:** Populates when account number and division are entered • **Market Segment:** Populates when account number and division are entered • **Effective Date:** Enter or click on calendar icon to select effective date (mm/dd/yyyy) • **Submitter Email Address:** Type in the email address of the person submitting the form (Please note: this person will receive all communication on the progress of the submission) • **Notes:** Type in notes if needed (optional) Once all required information is entered, click Continue. **Continue**
Submit Request	A message populates in the Submit Request window stating Your request has been initiated but has not yet been submitted for processing. Please ensure all information is added to the request and submit for further processing. Save this Request ID to easily check the status on the progress of the case. A Request ID number is assigned, and the Documents Needed pane opens for Request type: **New Blue Balance Funded.** Follow the attach document step above to attach any documents and click on save and submit the request.

Submit Request

Your request has been initiated but has not yet been submitted for processing. Please ensure all information is added to the request and submit for further processing. Save this Request ID to easily check the status on the progress of the case. **Request ID 10986.**

Please provide information and documentation enabling your request to be reviewed for processing. The "attach documents" feature enables you to provide a note or message should you wish to do so. If any additional information is needed, a BCBS representative will contact you at the email address you provide in your request.

*Request Type: New Blue Balance Funded

Account Number: _____

*Division: Illinois

*Funding Type: ASO Blue Balance Funded℠

*Effective Date: 12/01/2023

*Submitter Email Address: _____

*Producer: 🔍 Find

Account Name: AMATEST_IL New BBF

*Market Segment: Small Group (10-50)

Notes: TEST NEW BBF

Please attach the following documents. For questions, please contact your Sales representative.

📎 **Attach Documents**

Documents Needed for Request

*Administrative Service Agreement (ASA)	❌ Missing
*Business Associate Agreement (BAA)	❌ Missing
*Stop Loss Application	❌ Missing
*ASO BPA	❌ Missing
*Addendum	❌ Missing
*Blue Balance Funded Quote/Renewal	❌ Missing
*Proof of Wages	❌ Missing
*Proof of Business	❌ Missing

Discontinue   * - Required Fields   **Save**   **Submit**

The request is now submitted for review.

Review Request	To review your request, search for it on the Request Center Homepage using criteria available and click **Search**.

Request Center

Request Center Home

💬 Create Request

Search Requests ▾

Request Type: All

Account / Group Name: Group Demo

Request ID: _____

Account Number: _____

Effective Date: 10/01/2023

Status: All

Division: Texas

Producer: ESALES, TEST PRODUCER
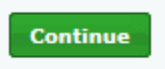
Market Segment: All

Funding Type: All

Association Name: All

🔍 Search   Clear

	Account / Group Name	Account Number	Status	Request ID	Request Type	Division	Effective Date
View	Group Demo	025114	Std Mkts Request Pending Internal Review	379414	Blue Balance Funded Enrollment	Texas	10/01/2...

To view information, you can select the **View** button next to the account.

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Request Type Existing Blue Balance Funded to Fully Insured	The Submit Request window expands and contains additional required fields when the following request type is selected: **Existing Blue Balance Funded to Fully Insured** **Submit Request** Please provide information and documentation enabling your request to be reviewed for processing. The "attach documents" feature enables you to provide a note or message should you wish to do so. If any additional information is needed, a BCBS representative will contact you at the email address you provide in your request. *Request Type: Existing Blue Balance Funded to Fully Insured *Account Number: *Division: Illinois *Funding Type: - Select - *Effective Date: *Submitter Email Address: *Producer: Find Account Name: *Market Segment: Notes: Continue - **Account Number:** Enter the Account Number - **Division:** Defaults to your state - **Account Name:** Populates when account number and division are entered - **Funding Type:** Populates when account number and division are entered - **Market Segment:** Populates when account number and division are entered - **Effective Date:** Enter or click on calendar icon to select effective date (mm/dd/yyyy) - **Submitter Email Address:** Type in the email address of the person submitting the form (Please note: this person will receive all communication on the progress of the submission) - **Notes:** Type in notes if needed (optional) Once all required information is entered, click Continue. **Continue**
Submit Request	A message populates in the Submit Request window stating that Your request has been initiated but has not yet been submitted for processing. Please ensure all information is added to the request and submit for further processing. Save this Request ID to easily check the status on the progress of the case. A Request ID number is assigned, and the Documents Needed pane opens for Request type: **New Blue Balance Funded to Fully Insured.** Follow the attach document step above to attach any documents and click on save and submit the request.

Submit Request

Your request has been initiated but has not yet been submitted for processing. Please ensure all information is added to the request and submit for further processing. Save this Request ID to easily check the status on the progress of the case. **Request ID 11210.**

Please provide information and documentation enabling your request to be reviewed for processing. The "attach documents" feature enables you to provide a note or message should you wish to do so. If any additional information is needed, a BCBS representative will contact you at the email address you provide in your request.

*Request Type: Existing Blue Balance Funded to Fully Insured ▾

*Account Number: 882511   🖉 Change

*Division: Illinois

*Funding Type: Fully Insured ▾   ***Producer:** 🔍 Find

*Effective Date: 12/01/2023 ▾   **Account Name:** AMATEST_BBF2FI

*Submitter Email Address: ___   ***Market Segment:** Small Group (10-50) ▾

Notes: TEST

Please attach the following documents. For questions, please contact your Sales representative.

📎 Attach Documents

Documents Needed for Request

*Benefit Plan Selection Form/ Small Group Benefit Program Application (IL- BPS/ ALL- BPA)	✅ Attached	
*EGI	✅ Attached	
*Renewal Exhibit with fully insured rates	✅ Attached	
Census or Membership Mapping Instructions		
Email		
Other		

Discontinue   * - Required Fields   Save   Submit

The request is now submitted for review.

Review Request

To review your request, search for it on the Request Center Homepage using criteria available and click **Search**.

Request Center   Request Center Home

💬 Create Request

Search Requests ▾

Request Type: All		**Division:** Texas	
Account / Group Name: Group Demo		**Producer:** ESALES, TEST PRODUCER	
Request ID:		**Market Segment:** All	
Account Number:		**Funding Type:** All	
Effective Date: 10/01/2023		**Association Name:** All	
Status: All			🔍 Search Clear

	Account / Group Name	Account Number	Status	Request ID	Request Type	Division	Effective Date
View	Group Demo	025114	Std Mkts Request Pending Internal Review	379414	Blue Balance Funded Enrollment	Texas	10/01/2

To view information, you can select the **View** button next to the account.

Request Type COBRA or State Continuation	The Submit Request window expands and contains additional required fields when the following request type is selected: **COBRA or State Continuation** **Submit Request** Please provide information and documentation enabling your request to be reviewed for processing. The "attach documents" feature enables you to provide a note or message should you wish to do so. If any additional information is needed, a BCBS representative will contact you at the email address you provide in your request. *Request Type: COBRA or State Continuation * Submission Type: - Select - Select a Submission Type from the drop-down: **Submit Request** Please provide information and documentation enabling your request to be reviewed for processing. The "attach documents" feature enables you to provide a note or message should you wish to do so. If any additional information is needed, a BCBS representative will contact you at the email address you provide in your request. *Request Type: COBRA or State Continuation * Submission Type: - Select - - Select - COBRA – Group Admin State Continuation – Group Admin State Continuation – HCSC Admin 6-month continuation (OK & NM only) orporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association. © Copyright 2023 . Health Care Service Corporation. All Rights Reserved. Result: Following selection of Submission Type, the following fields will be displayed: **Submit Request** Please provide information and documentation enabling your request to be reviewed for processing. The "attach documents" feature enables you to provide a note or message should you wish to do so. If any additional information is needed, a BCBS representative will contact you at the email address you provide in your request. *Request Type: COBRA or State Continuation * Submission Type: COBRA - Group Admin *Account Number: *Division: Illinois *Producer: Find Account Name: *Funding Type: - Select - *Market Segment: *Effective Date: mm/dd/yyyy *Submitter Email Address: Notes: Continue

- **Account Number:** Enter the account number
- **Division:** Defaults to your state
- **Account Name:** Populates when account number and division are entered
- **Funding Type:** Populates when account number and division are entered or can be selected from drop-down
- **Market Segment:** Populates when account number and division are entered
- **Effective Date:** Enter or click on calendar icon to select effective date (mm/dd/yyyy)
- **Submitter Email Address:** Type in the email address of the person submitting the form (Please note: this person will receive all communication on the progress of the submission)
- **Notes:** Type in notes if needed (optional)

Once all required information is entered, click Continue.

Continue

	A message populates in the Submit Request window stating that Your request has been initiated but has not yet been submitted for processing. Please ensure all information is added to the request and submit for further processing. Save this Request ID to easily check the status on the progress of the case. A Request ID number is assigned, and the Documents Needed pane opens for Request type: **COBRA or State Continuation.** Follow the attach document step above to attach any documents and click on save and submit the request.
Submit Request	**Submit Request** Your request has been initiated but has not yet been submitted for processing. Please ensure all information is added to the request and submit for further processing. Save this Request ID to easily check the status on the progress of the case. **Request ID 11211.** Please provide information and documentation enabling your request to be reviewed for processing. The "attach documents" feature enables you to provide a note or message should you wish to do so. If any additional information is needed, a BCBS representative will contact you at the email address you provide in your request. *Request Type: COBRA or State Continuation * Submission Type: COBRA - Group Admin *Account Number: 119918 [Change] *Division: Illinois *Producer: [Find] *Funding Type: Fully Insured Account Name: AMATEST_IL COBRA ST *Effective Date: 12/01/2023 *Market Segment: ACA Small Group (2-50) *Submitter Email Address: Notes: TEST Please attach the following documents. For questions, please contact your Sales representative. [Attach Documents] **Documents Needed for Request** 9 Month State Continuation COBRA Continuation Coverage Application Current Census Including COBRA and State Continuation Current Rates Email Other Texas Nine(9) Month State Continuation of Insurance Application Form [Discontinue] * - Required Fields [Save] [Submit] The request is now submitted for review. **Request Submitted** AMATEST_IL COBRA ST Request has been submitted and further review with Request ID 11211.

Review Request	To review your request, search for it on the Request Center Homepage using criteria available and click **Search**. Search Requests ▾ Request Type: All Division: Illinois Account / Group Name: Producer: Request ID: 379583 Market Segment: All Account Number: Funding Type: All Effective Date: mm/dd/yyyy Association Name: All Status: All Search Clear 	Account / Group Name	Account Number	Status	Request ID	Request Type	Division	Effective Date	 View		836956	Std Mkts Request Pending Internal Review	379583	COBRA	Illinois	10/01/2 To view information, you can select the **View** button next to the account.

Request Type COBRA – HCSC Admin	The Submit Request window expands and contains additional required fields when the following request type is selected: **COBRA – HCSC Admin** **Submit Request** Please provide information and documentation enabling your request to be reviewed for processing. The "attach documents" feature enables you to provide a note or message should you wish to do so. If any additional information is needed, a BCBS representative will contact you at the email address you provide in your request. *Request Type: COBRA - HCSC Admin *Account Number: *Producer: Find Account Name: *Division: Illinois *Funding Type: - Select - *Market Segment: *Effective Date: mm/dd/yyyy *Submitter Email Address: Notes: Continue • **Account Number:** Enter the Account Number • **Division:** Defaults to your state • **Account Name:** Populates when account number and division are entered • **Funding Type:** Populates when account number and division are entered • **Market Segment:** Populates when account number and division are entered • **Effective Date:** Enter or click on calendar icon to select effective date (mm/dd/yyyy) • **Submitter Email Address:** Type in the email address of the person submitting the form (Please note: this person will receive all communication on the progress of the submission) • **Notes:** Type in notes if needed (optional) Once all required information is entered, click Continue. **Continue**
Submit Request	A message populates in the Submit Request window stating Your request has been initiated but has not yet been submitted for processing. Please ensure all information is added to the request and submit for further processing. Save this Request ID to easily check the status on the progress of the case. A Request ID number is assigned, and the Documents Needed pane opens for Request type: **COBRA – HCSC Admin.** Follow the attach document step above to attach any documents and click on save and submit the request.

The request is now submitted for review.

Review Request

To review your request, search for it on the Request Center Homepage using criteria available and click **Search**.

To view information, you can select the **View** button next to the account.

Request Type **Regulatory Data Update**	The Submit Request window expands and contains additional required fields when the following request type is selected: **Regulatory Data Update** Select a Submission Type from the drop-down **Note:** HCSC Only Submission Types cannot be selected. You will receive an error message if you try to save. Result: Following selection of Submission Type, the following fields will be displayed: • **Account Number:** Enter the account number • **Division:** Defaults to your state • **Account Name:** Populates when account number and division are entered • **Funding Type:** Populates when account number and division are entered • **Market Segment:** Populates when account number and division are entered • **Effective Date:** Enter or click on calendar icon to select effective date (mm/dd/yyyy) • **Submitter Email Address:** Type in the email address of the person submitting the form (Please note: this person will receive all communication on the progress of the submission) • **Notes:** Type in notes if needed (optional) Once all required information is entered, click Continue.

Submit Request	A message populates in the Submit Request window stating that Your request has been initiated but has not yet been submitted for processing. Please ensure all information is added to the request and submit for further processing. Save this Request ID to easily check the status on the progress of the case. A Request ID number is assigned, and the Documents Needed pane opens for Request type: **Regulatory Data Update.** Follow the attach document step above to attach any documents and click on save and submit the request. Click on the **Submit** button to submit the request for further review.
Review Request	To review your request, search for it on the Request Center Homepage using criteria available and click **Search**. To view information, you can select the **View** button next to the account.

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	The Submit Request window expands and contains additional required fields when the following request type is selected: **Stock Request** Select a Submission Type from the drop-down: Result: Following selection of Submission Type, the following fields will be displayed:
Request Type Stock Request	

- **Account Number:** Enter the account number (if applicable)
- **Division:** Defaults to your state
- **Account Name:** Enter the account name (if applicable)
- **Funding Type:** Use the drop-down and select Fully Insured
- **Market Segment:** Use the drop-down and select one of the values available
- **Effective Date:** Use the drop-down to select appropriate effective date of group
- **Submitter Email Address:** Type in the email address of the person submitting the form
  (Please note: this person will receive all communication on the progress of the submission)
- **Notes:** Type in notes if needed (optional)

Once all required information is entered, click Continue.

Submit Request	A message populates in the Submit Request window stating Your request has been initiated but has not yet been submitted for processing. Please ensure all information is added to the request and submit for further processing. Save this Request ID to easily check the status on the progress of the case. A Request ID number is assigned, and the Documents Needed pane opens for Request type: **Stock Request.** Follow the attach document step above to attach any documents and click on save and submit the request. Click on the **Submit** button to submit the request for further review.
Review Request	To review your request, search for it on the Request Center Homepage using criteria available and click **Search**. To view information, you can select the **View** button next to the account.

Request Needing Attention	If there are any requests that may need users to complete additional steps (for example, due to Missing/Incorrect/Incomplete documents), an email to the person in the Submitter email address field will be sent. Those requests can be found on the bottom section of the Request Center homepage.
Request Needing Attention	Click on the View button next to the request needing update. You will be able to view notes and comments of processors in the Log. When Log button is selected, you can view the reason for the request info needed per the log entry.

Results: Request will open and allow you to attach correct document(s) via the Attachments button and same instructions as above.

When all data is attached, click **Information Received** radio button, enter any Notes and click **Resubmit**.

Result: Request will go back to the processor with proper documentation.

Request Completion	After your Request has been worked, you will receive email confirmation that the Request is now complete. You can also verify on the Request Center homepage that Status is updated to Std Mkts Request Completed for your request.

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