



BlueCross BlueShield
of Illinois

March 2024

Blue Access for EmployersSM (BAESM) Membership Message Center How-To Guide

Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation,
a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

The Membership Message Center in BAE

Improving and Data Security and Communications

The Membership Message Center in Blue Access for EmployersSM (BAESM) improves and streamlines membership-related communications and protects those communications with added security.

The Membership Message Center is a secure platform for sending inquiries and preventing unauthorized access. This feature allows us to better protect data and provide efficient communications regarding members.

The next few pages describe how the feature works and how to grant or remove access.

This enhancement underscores our commitment to protecting our data and ensuring the highest level of security for our valued customers.

Employer Home

- Account Summary
- Enrollment
- Employee Maintenance
- Membership Message Center**
- Billing
- Reports

View Your Bill

View and print your bill

- View Invoice
- View Bill Summary

Form Finder

Find

[Advanced Search](#)

[View All Forms](#)

Find a Doctor

- Provider Finder®
- Find a Pharmacy
- View Drug Coverage

Account Summary **ABC COMPANY INC**

- View Details
- View Health Plans
- Update Profile
- SBC Monitoring Performance

ACTION REQUIRED

Account #: 000000
Effective Date: 04/15/2012
Renewal Date: 01/01/2022

Employee Maintenance I want to:

Get Started:

Select a maintenance option from the **I want to** menu, then search for the member

OR

Enroll Employee

Find an Employee/Dependent

☒ Employee ☐ Dependent

SSN or ID Number OR

Last Name First Name

Find

Recent Activity

There has been no activity within the past 30 days. Click **View All** to search beyond 30 days.

View All

Automatic Access to Secure Messaging

By default, BAE Delegated Administrators have access to the Membership Message Center and all its functions.

Only those who can access the Membership Message Center will see the **Membership Message Center** menu in the left navigation. For other Users, it won't be visible.

The screenshot displays the 'Employer Home' dashboard. On the left, a navigation menu lists several options: 'Account Summary', 'Enrollment', 'Employee Maintenance', 'Membership Message Center' (highlighted with a red box), 'Billing', and 'Reports'. Below this menu are three main sections: 'View Your Bill' with links to 'View Invoice' and 'View Bill Summary' (with a PDF icon); 'Form Finder' with a search box, a 'Find' button, and links to 'Advanced Search' and 'View All Forms'; and 'Find a Doctor' with links to 'Provider Finder®', 'Find a Pharmacy', and 'View Drug Coverage'. The main content area is titled 'Account Summary' for 'ABC COMPANY INC'. It includes links for 'View Details', 'View Health Plans', 'Update Profile', and 'SBC Monitoring Performance', followed by an 'ACTION REQUIRED' banner. Below this is the 'Employee Maintenance' section with a dropdown menu set to 'Select an action'. The 'Get Started:' section prompts the user to select a maintenance option from the 'I want to' menu and then search for the member. It provides fields for 'SSN or ID Number', 'Last Name', and 'First Name', with a 'Find' button. An 'Enroll Employee' button is also present. The 'Recent Activity' section at the bottom states: 'There has been no activity within the past 30 days. Click View All to search beyond 30 days.' with a 'View All' button.

Employer Home

- Account Summary
- Enrollment
- Employee Maintenance
- Membership Message Center**
- Billing
- Reports

View Your Bill

View and print your bill

- View Invoice
- View Bill Summary

Form Finder

Find

[Advanced Search](#)

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Find a Doctor

- Provider Finder®
- Find a Pharmacy
- View Drug Coverage

Account Summary **ABC COMPANY INC**

- [View Details](#)
- [View Health Plans](#)
- [Update Profile](#)
- [SBC Monitoring Performance](#)

ACTION REQUIRED

Account #: **000000**
Effective Date: **04/15/2012**
Renewal Date: **01/01/2022**

Employee Maintenance I want to:

Get Started:

Select a maintenance option from the **I want to** menu, then search for the member

OR

Find an Employee/Dependent

☒ Employee ☐ Dependent

SSN or ID Number **OR**

Last Name First Name

Find

Enroll Employee

Recent Activity

There has been no activity within the past 30 days. Click **View All** to search beyond 30 days.

View All

Granting Group Secure Messaging Access

Delegated Administrators must manually grant **Group Secure Messaging** permission through the Security Manager.

To grant access to the Membership Messaging Center:

1. Choose **Security Manager** from the left-hand menu.
2. Select a User from your **Current Users** list.
3. On the Maintain User tab, select **Group Secure Messaging**.
4. Click **Submit**.

Disabling access works similarly. The Delegated Administrator can remove access for a User at any time by deselecting the **Group Secure Messaging** box.

The screenshot displays the 'Account Summary - Security Manager' interface for 'ABC COMPANY INC'. The left-hand menu is expanded, showing the 'Security Manager' option. The main content area is divided into two tabs: 'Current Users' and 'Maintain User'. The 'Current Users' tab is active, showing a list of users. The 'Maintain User' tab is also visible, showing the 'Modify User Profile' and 'Modify Permissions' sections. The 'Modify Permissions' section is expanded, showing the 'Group Secure Messaging' checkbox selected under the 'Membership Messaging Center' category. The 'Save Changes' button is highlighted.

Employer Home

- Account Summary
 - Account Details
 - Account Profile And Settings
 - Health Plans
 - Life and Disability
 - Security Manager**
 - User Profile
 - ondemand Wellness Portal
- Enrollment
- Employee Maintenance
- Membership Message Center
- Billing
- Reports

View Your Bill

View and print your bill

[View Invoice](#)

Regulatory Data Collection

[View Regulatory Data](#)

Form Finder

[Find](#) [Advanced Search](#) [View All Forms](#)

Account Summary - Security Manager

ABC COMPANY INC

Current Users [Add Users](#)

[Search](#) [Maintain User](#)

User Profile Information

User ID: 000000.

Last Name: First Name:

Status: Active

Permissions

[Find](#)

Search Results

It is the responsibility of the Employer/Group to ensure that authorized users receive appropriate HIPAA privacy and security training.

- To update an existing user, click on the user name below.
- To Delete one or more users, check the box next to the user(s) and click **Delete** button.
- For your security protection, we periodically delete active/inactive User IDs that have not been used in over 13 months.

[Download All Users](#)

☐	Name	User ID	Email	Status
☐	Demo1, Demo	000000.Demo1	demo1@abccompany.com	Active
☐	Demo2, Demo	000000.Demo2	demo2@abccompany.com	Active
☐	Demo3, Demo	000000.Demo3	demo3@abccompany.com	Active
☐	Demo4, Demo	000000.Demo4	demo4@abccompany.com	Active

[Delete User](#)

Modify User Profile

• Make desired changes to user information

• For your Security Protection, the Email Address System Security will be upgraded in the allowed.

User ID: 000000.Demo1

* First Name: Demo1

* Last Name: Demo

* Email: demo1@abccompany.com

Verify Email:

* Phone: 123 123 1234 ext:

Mobile:

* Required fields

Modify Permissions

[Learn more about the roles in modify permissions.](#)

Content

☐ View Account Information and Content ONLY

Membership

☒ View Membership Information

☒ Update Membership

Billing

☐ View ASO Bill

☐ View ASO Claims Detail

☐ View ASO Subscriber List

Reports

☐ View Reports

Note: Access to Reports containing Membership information is granted by having both 'View Reports' and 'View Membership Information' permissions.

Online Bill Payment

☐ Maintain Payment Profile

☐ ASO Pay Bill

Membership Messaging Center

☒ Group Secure Messaging

**** The View ASO Bill permission is needed to grant access to ASO Invoices.**

Save Changes

To save your changes, click on the **Submit** button. To undo all changes made and return to the list, click on the **Cancel** button.

[Submit](#) [Delete User](#) [Cancel](#)

User Access for Initial Launch Only

At launch, the Delegated Administrator and some BAE Users will automatically have access to the Membership Messaging Center.

If a User currently has permission to **View or Update Membership Information**, the User will have the **Group Secure Messaging** function enabled by default.

Delegated Administrators may want to review Users with the **Membership** role and decide if they should have access to the Membership Message Center.

After the initial launch, **Group Secure Messaging** will not be automatically enabled for any Users, except for the Delegated Administrator

Employer Home

- Account Summary
 - Account Details
 - Account Profile And Settings
 - Health Plans
 - Life and Disability
- Security Manager
 - User Profile
 - ondemand Wellness Portal
- Enrollment
- Employee Maintenance
- Membership Message Center
- Billing
- Reports

View Your Bill

View and print your bill 
[View Invoice](#)

Regulatory Data Collection

[View Regulatory Data](#)

Form Finder

[Find](#)
[Advanced Search](#)
[View All Forms](#)

Find a Doctor

- [Provider Finder®](#)
- [Find a Pharmacy](#)
- [View Drug Coverage](#)

Account Summary - Security Manager

ABC COMPANY INC

Current Users [Add Users](#)

[Search](#) [Maintain User](#)

Modify User Profile

- Make desired changes to user information and then click on **Submit** button.
- For your Security Protection, the Email Address must be unique to each user, and NOT used by different Person(s). The System Security will be upgraded in the future. If an Email Address is used by multiple persons, system access will not be allowed.

User ID: 000000.Demo1 Last Access: 2023-09-13 09:29 AM

* First Name:

* Last Name:

* Email:

Verify Email:

* Phone: ext:

Mobile:

* Required fields

Modify Permissions

[Learn more about the roles in modify permissions.](#)

Content ☐ View Account Information and Content ONLY	Reports ☐ View Reports
Membership ☒ View Membership Information ☒ Update Membership	Online Bill Payment ☐ Maintain Payment Profile ☐ ASO Pay Bill
Billing ☐ View ASO Bill ☐ View ASO Claims Detail ☐ View ASO Subscriber List	Membership Messaging Center ☒ Group Secure Messaging

** The View ASO Bill permission is needed to grant access to ASO Invoices.

Save Changes

To save your changes, click on the **Submit** button. To undo all changes made and return to the list, click on the **Cancel** button.

[Submit](#) [Delete User](#) [Cancel](#)

Accessing the Membership Message Center

You can open the Membership Message Center from two places:

1. Left side navigation
2. Notifications tab

The screenshot displays the ABC COMPANY INC. portal interface. On the left, the 'Employer Home' sidebar lists navigation options: Account Summary, Enrollment, Employee Maintenance, and Membership Message Center (highlighted with a red box and labeled '1.'). Below this are sections for 'View Your Bill', 'Form Finder', and 'Find a Doctor'. The main content area features an 'Account Summary' for ABC COMPANY INC. with details like Account #: 000000, Effective Date: 04/15/2012, and Renewal Date: 01/01/2022. A red box labeled '2.' highlights the 'SBC Monitoring Performance' link and the 'ACTION REQUIRED' status. Below this is the 'Employee Maintenance' section with a search form for employees/dependents. The right sidebar contains a 'News & Updates' tab (highlighted with a red box) showing notifications about bills and a link to the Membership Message Center, and an 'Employer Resources' section with a 'Learn More' link and a 'Virtual Visits' banner.

Quick Summary of Functions

The Membership Message Center is designed to send secure messages and data to our membership teams for processing. It does not work like traditional email. Users with Group Secure Messaging enabled have three main Membership Messaging Center functions:

1. **New Message.** A request is created from the **New Message** screen and assigned a Case number.
2. **Inbox.** Once we complete the request, we respond back to the User that the Case is completed, which is displayed in the **Inbox**. In addition, an email is sent to the requestor advising that it's time to return to the Membership Message Center to view a response from Membership Customer Service. The **Inbox** can be used to catalog completed requests.
3. **Sent.** Once the Case is submitted, it moves to **Sent** and can be searched. Our teams process the request. **Sent** messages can be used to track pending requests.

Demo User
Account # 000000

Membership Secure Messaging Center
Please note that messaging center is designated solely for membership-related inquiries

Inbox
Search with any one option

Subject Case#

From To

From Membership Customer Service

No Records Found

Creating a New Message

To create a new message:

1. Click on **New Message**
2. Select a topic. Options include:
 - Enrollment/Add Member
 - Maintenance
 - Reinstate
 - Cancellation
 - Spreadsheets/Report
 - General Inquiry – AEP
 - COBRA and State Continuation
 - Disabled Dependent
 - Billing
 - Other
3. Select the number of employees referenced in the request. This helps the membership team determine how large the request is. Options include:
 - 1-5
 - 6-20
 - 21-50
 - 51-75
 - 76-100
 - 101-199
 - 200+
4. When a user selects a topic in #2, the system will populate required information and fields as well as helpful hints. Be sure to read this information; it was designed to minimize the number of inquiries that are rejected due to missing information.

The screenshot shows the 'blueaccess for Employers' interface. On the left is a dark blue sidebar with links: DEMO Account, Account # DEMO, New Message (highlighted with a red '1'), Inbox, Sent, HELP, Contact Us, Demo and Guide, and Log Off. The main content area has a header with the blueaccess logo and 'Membership Secure Messaging Center'. Below the header, a note states: 'Please note that messaging center is designated solely for membership-related inquiries'. A light blue banner says: 'You can expect a response within 3 business days'. The form contains four numbered steps: 1. 'New Message' (from the sidebar), 2. 'I Want To *' with a dropdown menu showing 'Enrollment/Add Member', 3. 'Number of employees referenced in this request *' with a dropdown menu showing '1-5', and 4. A text area for the message. Below the dropdowns, a note says: 'To minimize delays and the need for follow-up questions, please provide all relevant information, including but not limited to: SSN/ID # Group/Section Effective Date Event Reason Primary Care Physician (PCP) if selecting HMO plan (Illinois) Medical Group if selecting HMO plan If your requested effective date is beyond our standard retroactive allowed days, please include a detailed explanation for the late submission.' The form fields include: Sender (Jane Smith), Email (jane-smith@abc-contractors.com), Subject* (Add new employees), Account CC User (tom-jefferson@abc-contractors.com), BCBS CC User (accountmanager@bcbsxx.com), and Broker CC User (george.washington@abc-agency.com, ann.jones@abc-agency.com). A note below these fields says: 'Note: Separate email addresses with a comma. A notification email will be sent to CC'd contacts once the Group Membership Team sends a response.' The Message* field contains the text: 'Please add new employees. See attached spreadsheet for detailed information'. Below the message field is a counter '(0/32000)'. The Attachment section shows a file 'Add-New-Employees.xlsx (13 KB)' and a button 'Add attachment'. At the bottom are 'Send' and 'Cancel' buttons.

DEMO Account
Account # DEMO

New Message 1.

Inbox
Sent

HELP
Contact Us
Demo and Guide

Log Off

blueaccess
for Employers

Membership Secure Messaging Center

Please note that messaging center is designated solely for membership-related inquiries

You can expect a response within 3 business days

2. I Want To * Enrollment/Add Member

3. Number of employees referenced in this request * 1-5

4. To minimize delays and the need for follow-up questions, please provide all relevant information, including but not limited to: SSN/ID # Group/Section Effective Date Event Reason Primary Care Physician (PCP) if selecting HMO plan (Illinois) Medical Group if selecting HMO plan If your requested effective date is beyond our standard retroactive allowed days, please include a detailed explanation for the late submission.

Sender Jane Smith

Email jane-smith@abc-contractors.com

Subject* Add new employees

Account CC User tom-jefferson@abc-contractors.com

BCBS CC User accountmanager@bcbsxx.com

Broker CC User george.washington@abc-agency.com, ann.jones@abc-agency.com

Note: Separate email addresses with a comma
A notification email will be sent to CC'd contacts once the Group Membership Team sends a response.

Message* Please add new employees. See attached spreadsheet for detailed information

(0/32000)

Attachment The total size of all attachments must not exceed 5 MB.
Accepted file formats include: bmp, csv, doc, docx, gif, jpeg, jpg, odt, pdf, png, rtf, tif, tiff, txt, xls, xlsx
Maximum of five (5) attachments

Add attachment Add-New-Employees.xlsx (13 KB)

Send Cancel

Creating a New Message (continued)

5. Enter a **Subject**.
6. Email addresses included in the **CC** fields will receive an email notification **not when the New Message is sent, but when we respond**. No one, not even the Sender, receives a notification email when a New Message is created and sent.

There are 3 groups of people who can receive a notification email *when we respond* to your New Message:

1. Fellow coworkers from your group account. If a user does not display in the dropdown list, then they don't have access to the Membership Message Center. If someone needs to be added to the list, contact your BAE Delegated or Alternate Delegated Admin.
2. Employees of Blue Cross and Blue Shield of Illinois, Montana, New Mexico, Oklahoma and Texas, such as your Account Executive.
3. Your agent or broker.

Simply select or enter their email addresses for each CC field.

For more on what those in the CC fields can expect when they receive an email notification, see the Using Inbox Functions section of this guide.

DEMO Account

Account # DEMO

New Message

Inbox

Sent

HELP

Contact Us

Demo and Guide

Log Off

Membership Secure Messaging Center

Please note that messaging center is designated solely for membership-related inquiries

You can expect a response within 3 business days

I Want To *

Enrollment/Add Member

Number of employees referenced in this request *

1-5

To minimize delays and the need for follow-up questions, please provide all relevant information, including but not limited to: SSN/ID # Group/Section Effective Date Event Reason Primary Care Physician (PCP) if selecting HMO plan (Illinois) Medical Group if selecting HMO plan If your requested effective date is beyond our standard retroactive allowed days, please include a detailed explanation for the late submission.

Sender

Jane Smith

Email

jane-smith@abc-contractors.com

5. Subject *

Add new employees

6. Account CC User

tom-jefferson@abc-contractors.com

BCBS CC User

accountmanager@bcbsxx.com

Broker CC User

george.washington@abc-agency.com, ann.jones@abc-agency.com

Note: Separate email addresses with a comma

A notification email will be sent to CC'd contacts once the Group Membership Team sends a response.

Message *

Please add new employees. See attached spreadsheet for detailed information

(0/32000)

Attachment

The total size of all attachments must not exceed 5 MB.
Accepted file formats include: .bmp, .csv, .doc, .docx, .gif, .jpeg, .jpg, .odt, .pdf, .png, .rtf, .tif, .tiff, .txt, .xls, .xlsx
Maximum of five (5) attachments

Add attachment

Add-New-Employees.xlsx (13 KB)

Send

Cancel

7. Enter a **Message**. You have 32,000 characters. Do not attempt to link to a web page or add URLs into the body of the email. This will cause an error.

8. Add an **Attachment**. File type options include:

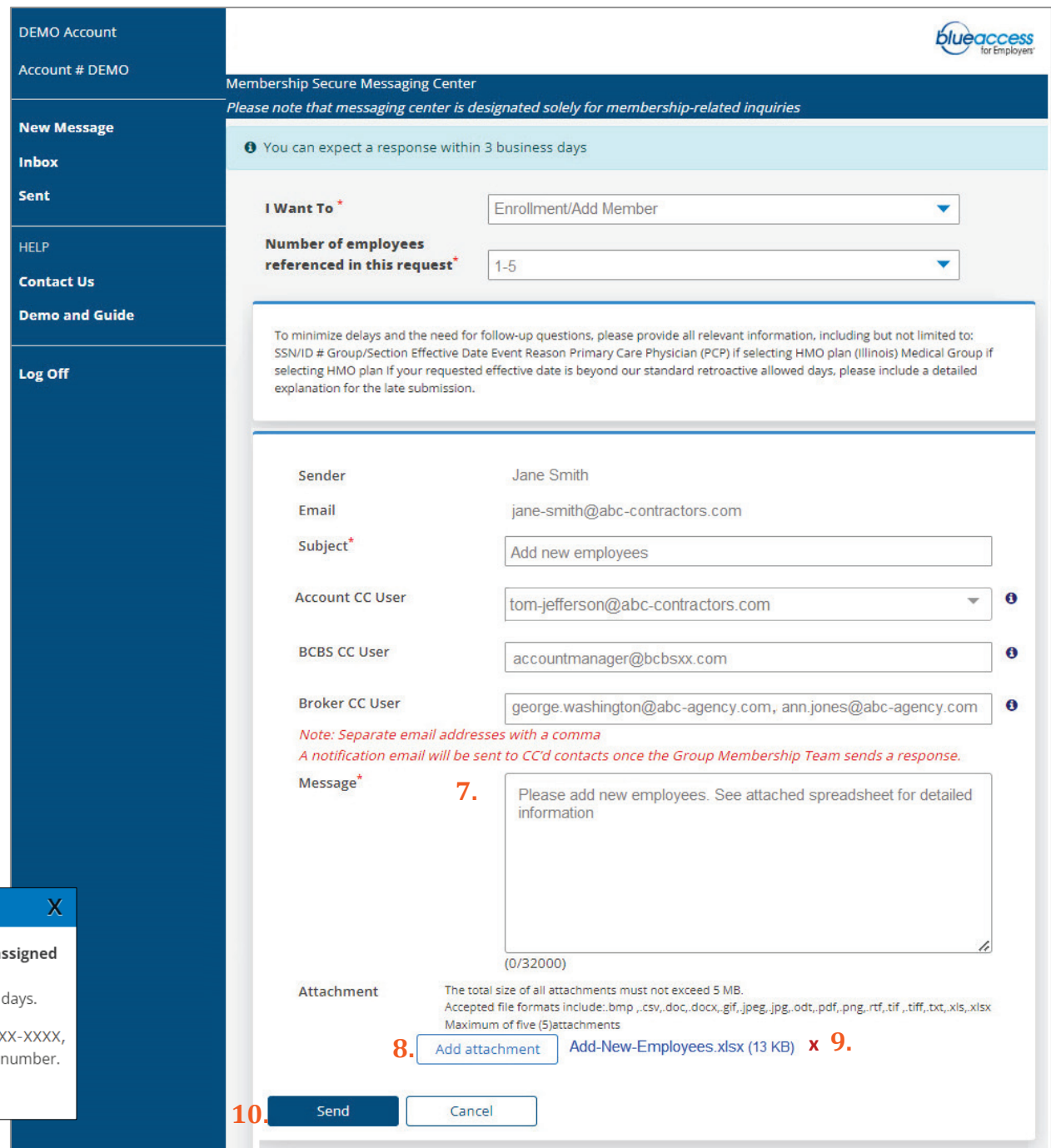
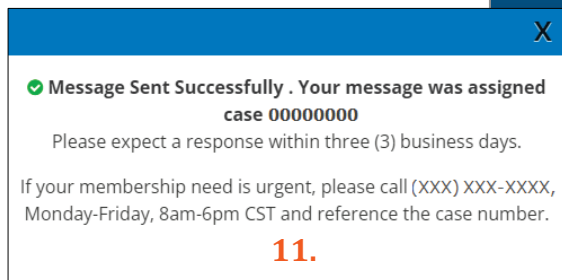
- Database files: csv, xls, xlxs
- Document and text files: doc, docx, odt, rtf, txt
- Image files: bmp, gif, jpeg, jpg, png, tif, tiff
- PDF files

A User can attach a maximum of 5 files per message. The size limit for all attached files is 5 MB or 5000 KB. Do not send attachments that are password-protected.

9. Once a User selects a file, the name of the file will appear. The User can remove a file by clicking the "x" next to the file name.

10. Click **Send**.

11. If the message was sent successfully, the User will see a message with a Case Number.

The image shows the BlueAccess for Employers Membership Secure Messaging Center interface. On the left is a dark blue sidebar with links: DEMO Account, Account # DEMO, New Message, Inbox, Sent, HELP, Contact Us, Demo and Guide, and Log Off. The main content area has a header with the BlueAccess logo and a note: "Please note that messaging center is designated solely for membership-related inquiries". Below this is a light blue banner stating "You can expect a response within 3 business days". The form includes two dropdown menus: "I Want To" (set to "Enrollment/Add Member") and "Number of employees referenced in this request" (set to "1-5"). A text box contains instructions to provide relevant information like SSN/ID, Group/Section, Effective Date, Event Reason, and Primary Care Physician (PCP). The form fields include: Sender (Jane Smith), Email (jane-smith@abc-contractors.com), Subject* (Add new employees), Account CC User (tom-jefferson@abc-contractors.com), BCBS CC User (accountmanager@bcbsxx.com), and Broker CC User (george.washington@abc-agency.com, ann.jones@abc-agency.com). A note states: "Note: Separate email addresses with a comma. A notification email will be sent to CC'd contacts once the Group Membership Team sends a response." The Message* field (7.) contains the text "Please add new employees. See attached spreadsheet for detailed information" with a character count of (0/32000). The Attachment section (8.) shows a file "Add-New-Employees.xlsx (13 KB)" (9.) with a red 'x' next to it. At the bottom are "Send" and "Cancel" buttons (10.).

Using Inbox Functions

Inbox Messages

Messages are listed by date with the most recent message first. Up to 10 messages are displayed per page.

Complete Requests

When we complete a request or Case, we'll respond to the original message (or New Message) letting the User know the request is completed and the Case is closed. These will remain in your Inbox.

Searching Inbox Messages

You can use the Inbox to search for and review completed requests. Search functions include.

1. Search by **Subject**. At this time, searching by subject must be exact to display the record.
2. Search by **Case#**.
3. Search by **date periods**.

The image displays two screenshots of the blueaccess for Employers' Membership Secure Messaging Center interface.

Top Screenshot: Shows a message titled "Reinstate my Employee" from Customer Service, dated 08/28/2023. The message content states "Your request is complete". A "Reply" button is visible.

Bottom Screenshot: Shows the search interface. The search criteria are: 1. Subject (empty), 2. Case# (empty), 3. Search with any one option. The search results show "No Records Found".

The interface includes a sidebar with navigation links: Demo1, Account # 000000, New Message, Inbox, Sent, HELP, Contact Us, Demo and Guide, and Log Off.

Using Inbox Functions (continued)

Replying to Inbox Messages

You can reply to Inbox messages. There is a 4,000 character limit on replies. The same file attachment rules apply when you respond to an Inbox message as when you create a New Message.

Email Notifications

When we respond to a New Message, or any message, our response appears in the **Inbox**. The Sender and those added to the CC fields when a message was created (see page 9) will receive a notification email.

It's important to understand what is and is not included in email notifications:

- It is *not* a copy of the message.
- It's a simple alert that a message is in the Inbox.
- It includes the name of the group/employer.
- No other employer or employee information or data is included.

Employer Messaging Access

The Sender and those added to the CC fields must have access to the Membership Message Center in BAE to view the actual message. The BAE Account's Delegated or Alternate Delegated Admin grants permission (see image above) to other users.

The screenshot displays the 'Account Summary - Security Manager' interface for ABC COMPANY INC. The left sidebar contains navigation links: Employer Home, Account Summary (with sub-links for Account Details, Account Profile And Settings, Health Plans, Life and Disability, Security Manager, User Profile, and ondemand Wellness Portal), Enrollment, Employee Maintenance, Membership Message Center, Billing, and Reports. Below these are sections for 'View Your Bill' (View and print your bill, View Invoice), 'Regulatory Data Collection' (View Regulatory Data), 'Form Finder' (Find, Advanced Search, View All Forms), and 'Find a Doctor' (Provider Finder, Find a Pharmacy, View Drug Coverage).

The main content area is titled 'Account Summary - Security Manager' and includes a header for 'ABC COMPANY INC'. It features tabs for 'Current Users' and 'Add Users', with a 'Search' and 'Maintain User' link. The 'Modify User Profile' section contains instructions and a list of fields: User ID (000000.Demo1), Last Access (2023-09-13 09:29 AM), First Name (Demo1), Last Name (Demo), Email (demo1@abccompany.com), Verify Email, Phone (123 123 1234), and Mobile. A note states: 'For your Security Protection, the Email Address must be unique to each user, and NOT used by different Person(s). The System Security will be upgraded in the future. If an Email Address is used by multiple persons, system access will not be allowed.' Below the fields are 'Required fields' and a 'Modify Permissions' section with a link to 'Learn more about the roles in modify permissions'.

The 'Modify Permissions' section is divided into three columns: 'Content', 'Membership', and 'Billing'. The 'Content' column has a checkbox for 'View Account Information and Content ONLY'. The 'Membership' column has checkboxes for 'View Membership Information' (checked), 'Update Membership' (checked), and 'View ASO Claims Detail'. The 'Billing' column has checkboxes for 'View ASO Bill', 'View ASO Subscriber List', and 'View ASO Claims Detail'. The 'Reports' column has a checkbox for 'View Reports' and a note: 'Note: Access to Reports containing Membership information is granted by having both 'View Reports' and 'View Membership Information' permissions.' Below the 'Reports' column is the 'Online Bill Payment' section with checkboxes for 'Maintain Payment Profile' and 'ASO Pay Bill'. The 'Membership Messaging Center' section is highlighted with a red box and contains a checkbox for 'Group Secure Messaging' (checked). A red note at the bottom states: '** The View ASO Bill permission is needed to grant access to ASO Invoices.' At the bottom of the form are 'Save Changes', 'Submit', 'Delete User', and 'Cancel' buttons.

Using Inbox Functions (continued)

Agent/Broker Messaging Access

Agents and brokers will have to log in to their [Blue Access for ProducersSM](#) account first, find the group account and then go to BAE to view Inbox messages. Agents and brokers with a Primary BAP account have access to the Membership Message Center for their group clients. A Primary BAP user may grant Membership Message Center access to their Delegates via the Delegate role setting function in BAP.

- **Inquiry and Group Secured Messaging:** Grants inquiry or “view only” access to verify eligibility. Also grants access to view and send Membership Message Center messages.
- **Maintenance and Group Secured Messaging:** Grants access to view and update enrollment. Also grants access to view and send Membership Message Center messages.
- **Group Secured Messaging:** Grants access view and send Membership Message Center messages.

If you are an agent or a broker and need more details on assigning roles to your Delegates, check out [Managing Delegates in Blue Access for Producers](#) guide.

 **CREATE DELEGATE**

Delegate Profile

User Name *
123456789.mary-jones

First Name *
Mary

Last Name *
Jones

Phone Number *
(123) 123-1234

Mobile Number
(987) 654-3210

☐ By saving a phone number for text messages, you are agreeing to receive recurring messages. Message and data rates may apply. For more information, you can view our Terms of Use and Privacy Statement.

Email Address *
email@domain.com

Verify Email Address *
email@domain.com

New Password *
New Password

Confirm New Password *
Confirm New Password

Roles

Online Group Quoting
☐ Quote, Enrollment
☐ BlueTrack

Reports
☐ Reports

Medicare
☐ O65 Inquiry

Blue Access for EmployersSM (BAE)
☐ Inquiry and Group Secured Messaging
☐ Maintenance and Group Secured Messaging
☐ Group Secured Messaging

Commission Statements
☐ Callidus Reports & PDFs

SAVE **CANCEL**

Using Sent Functions

Sent Messages

Display functions include:

1. Messages listed by date with the most recent message first.
2. Up to 10 messages per page.

Searching Sent Messages

You can search for and review requests or Cases that are still pending.

3. Search by **Subject**. At this time, searching by subject must be exact to display the record.
4. Search by **Case#**.
5. Search by **date periods**.

The screenshot shows the 'Sent' messages section of the blueaccess for Employers portal. On the left is a dark blue sidebar with navigation links: Demo1, Account # 000000, New Message, Inbox, Sent, HELP, Contact Us, Demo and Guide, and Log Off. The main content area has a header with the blueaccess logo and a note: 'Membership Secure Messaging Center. Please note that messaging center is designated solely for membership-related inquiries.' Below this is a search section titled 'Sent' with the prompt 'Search with any one option'. It includes search filters for Subject (labeled 3.), Case# (labeled 4.), From (labeled 5., with a date picker set to MM/DD/YYYY), and To (with a date picker set to MM/DD/YYYY). There are 'Search' and 'Clear Filters' buttons. Below the search section is a table titled 'From Membership Customer Service' with columns for Date, Case #, and Subject. The table contains three rows of data, with the first row (labeled 1.) highlighted. At the bottom of the table is a pagination control (labeled 2.) showing '« 1 »'.

Date	Case #	Subject
09/15/2023	02690624	Cancel Employees
09/15/2023	02690623	Member Maintenance Request
09/15/2023	02690622	Add New Employees