New Application Tracker for Consumers in Retail Market

Consumers applying for Blue Cross and Blue Shield of Illinois (BCBSIL) qualified health plans can now track the progress of their individual enrollment application. BCBSIL launched a web-based app tracker that allows consumers to understand the exact status of their application as it moves through each step in the enrollment process.

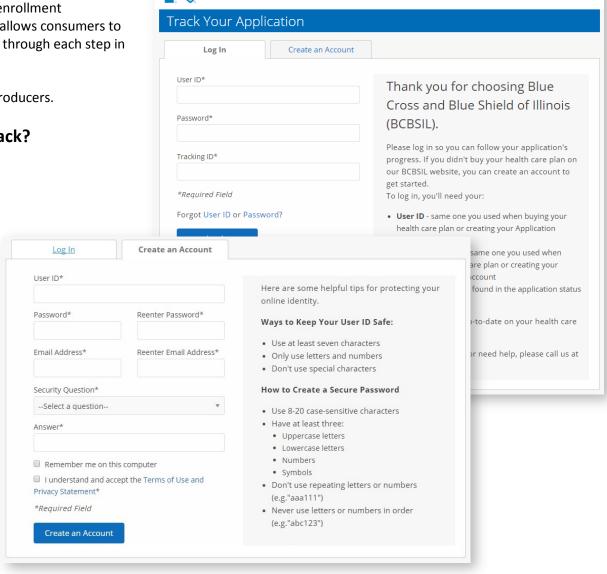
The tracker is available for all applicants, even those with producers.

WHAT kinds of applications can consumers track?

- Sold direct and producer sold
- On- and off-exchange applications
- Open and special enrollment applications
- Medical and dental applications
- Electronic applications submitted via the Retail Producer Portal and the Retail Shopping Cart
- Paper applications submitted via mail, email and the Retail Producer Portal's
 E-communication upload function

HOW do consumers track their apps?

- As soon as an app is received through the various channels available, it's assigned a unique tracking code.
- We send a maximum of one application status email per day.
- They can access the tracker by clicking on the link in an application status email, which will take them to the tracker login screens. Also, applicants can go to bcbsil.com and click on the "I've Applied, Now What?" link on the home page. You can go directly to the tracker log in.



of Illinois

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WHAT kinds of statuses are tracked?

Producers who help clients apply online are likely to see the enrollment process completed in 24 hours, especially if producers use the Retail Producer Portal's new enrollment features. In those cases, we expect your clients will likely receive one tracker email that when logged in will show the application process is complete and ID cards are on the way*. (See the application tracker display example on the right.)

Your clients may see other status updates, such as the one shown at bottom right. We wanted to make sure you're aware of other status types in case you receive questions. They include:

- We received your application
- Your application is under review
- We assigned a PCP for you
- We're waiting for payment

Welcome UATBLENDER

Log Out

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

Track Your Application

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Coverage Effective Date: Deductible Network UATBLENDER U Blue Choice Preferred Bronze PPO 202 \$2850 Blue Choice Preferred 07/01/2018 APPLICATION RECEIPT APPLICATION REVIEW MEMBER ID CARD Your member ID card has been requested. Please allow 7-10 business days for processing and mailing. Track Your Application Welcome UATHOT Log Out Name: Plan Name: Network Deductible Coverage Effective Date: UATHOT U Blue Advantage Silver HMO 205 - Two \$25 PCP Visits Blue Advantage \$1700 08/01/2018 MEMBER ID CARD APPLICATION RECEIPT APPLICATION REVIEW PROVIDER SELECTION 07/10/2018 Your Primary Care Your member ID card will Provider (PCP) is your be requested once your primary doctor. We payment is received and noticed you didn't name a application is processed. If you applied during Open PCP. We will assign you one based on your zip Enrollment, you should code and health care plan. get your cards in early Once you're a BCBSIL January. member you can change your doctor or hospital at any time.

^{*} Note that those applying during open enrollment will receive ID cards in January.