

New Application Tracker for Consumers in Retail Market

Consumers applying for Blue Cross and Blue Shield of Montana (BCBSMT) qualified health plans can now track the progress of their individual enrollment application. BCBSMT 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.

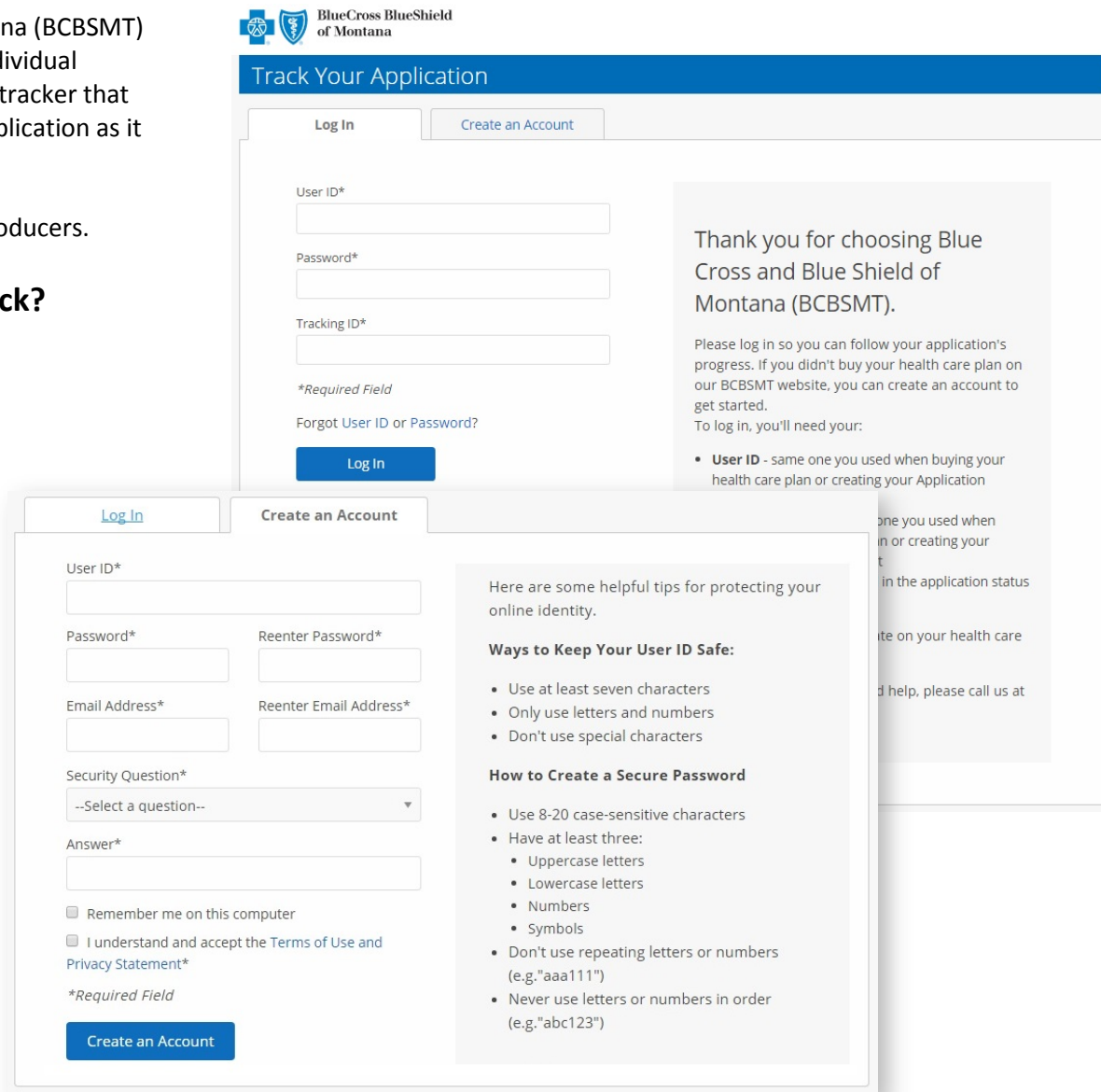
The tracker is available for all applicants, even those with producers.

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 bcbsmt.com and click on the "I've Applied, Now What?" link on the home page. You can go [directly to the tracker log in](#).



The image displays two overlapping screenshots of the BlueCross BlueShield of Montana (BCBSMT) Application Tracker interface. The top screenshot shows the 'Log In' screen with fields for User ID*, Password*, and Tracking ID*. A 'Log In' button is at the bottom. To the right, a message thanks the user for choosing BCBSMT and provides instructions on how to log in or create an account. The bottom screenshot shows the 'Create an Account' screen with fields for User ID*, Password*, Reenter Password*, Email Address*, Reenter Email Address*, and a Security Question*. A 'Create an Account' button is at the bottom. To the right, there are helpful tips for protecting online identity and creating a secure password.

Log In | **Create an Account**

User ID*

Password*

Tracking ID*

*Required Field

Forgot User ID or Password?

Log In

Thank you for choosing Blue Cross and Blue Shield of Montana (BCBSMT).

Please log in so you can follow your application's progress. If you didn't buy your health care plan on our BCBSMT website, you can create an account to get started.

To log in, you'll need your:

- **User ID** - same one you used when buying your health care plan or creating your Application

Log In | **Create an Account**

User ID*

Password*

Reenter Password*

Email Address*

Reenter Email Address*

Security Question*

--Select a question--

Answer*

☐ Remember me on this computer

☐ I understand and accept the [Terms of Use](#) and [Privacy Statement](#)*

*Required Field

Create an Account

Here are some helpful tips for protecting your online identity.

Ways to Keep Your User ID Safe:

- Use at least seven characters
- Only use letters and numbers
- Don't use special characters

How to Create a Secure Password

- Use 8-20 case-sensitive characters
- Have at least three:
 - Uppercase letters
 - Lowercase letters
 - Numbers
 - Symbols
- Don't use repeating letters or numbers (e.g. "aaa111")
- Never use letters or numbers in order (e.g. "abc123")

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

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

Track Your Application Welcome UATBLENDER Log Out

Name: UATBLENDER U Plan Name: Blue Choice Preferred Bronze PPO 202 Network: Blue Choice Preferred Deductible: \$2850 Coverage Effective Date: 07/01/2018

APPLICATION RECEIPT 06/19/2018 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: UATHOT U Plan Name: Blue Advantage Silver HMO 205 - Two \$25 PCP Visits Network: Blue Advantage Deductible: \$1700 Coverage Effective Date: 08/01/2018

APPLICATION RECEIPT 07/10/2018 APPLICATION REVIEW PROVIDER SELECTION MEMBER ID CARD

Your Primary Care Provider (PCP) is your primary doctor. We noticed you didn't name a PCP. We will assign you one based on your zip code and health care plan. Once you're a BCBSIL member you can change your doctor or hospital at any time.

Your member ID card will be requested once your payment is received and application is processed. If you applied during Open Enrollment, you should get your cards in early January.