

New Application Tracker for Consumers in Retail Market

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

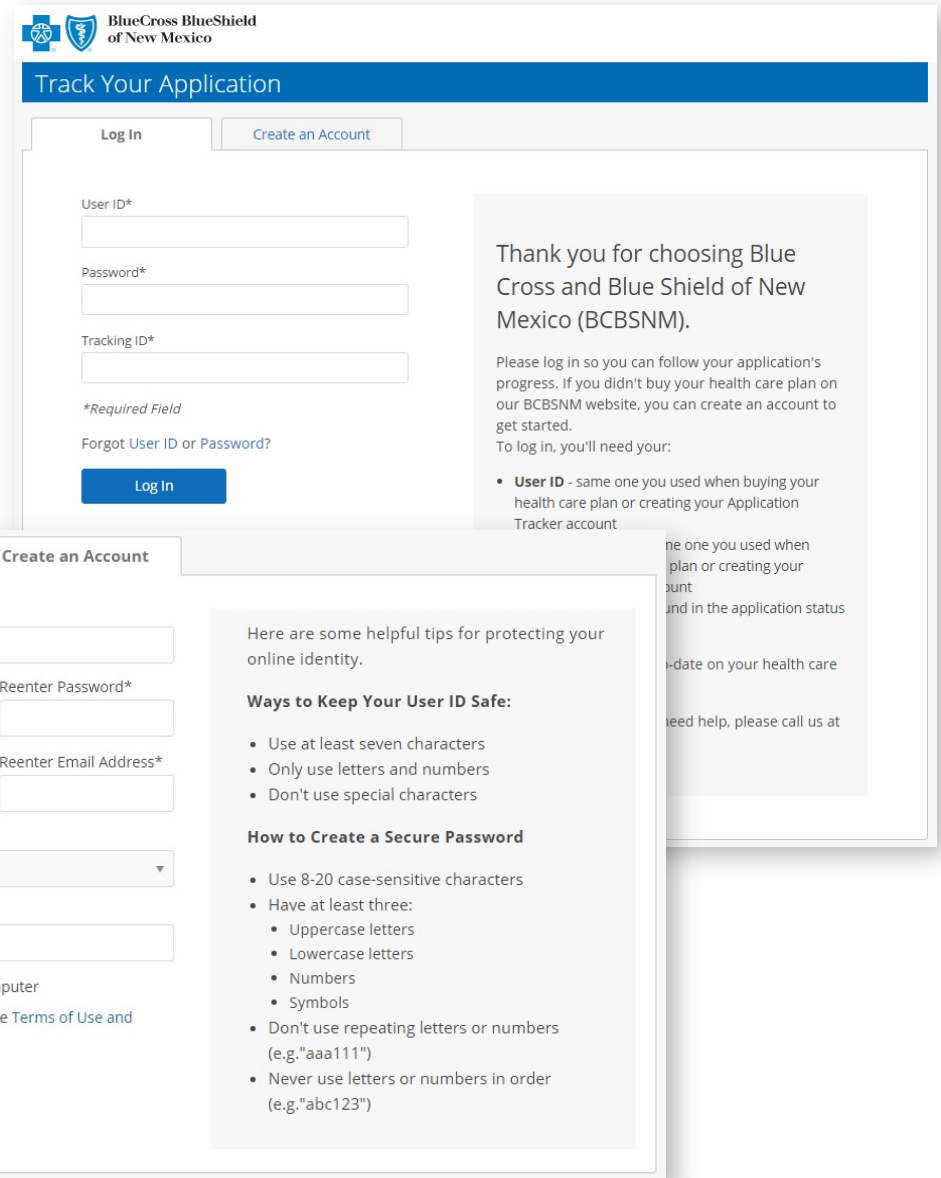
The tracker is available for all applicants, even those with producers.

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



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.*

The image displays two screenshots of the 'Track Your Application' portal. Both screenshots have a blue header with the title 'Track Your Application' on the left, 'Welcome UATBLENDER' or 'Welcome UATHOT' in the center, and a 'Log Out' link on the right.

Top Screenshot (UATBLENDER U):

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

The progress bar shows three steps, all completed with green checkmarks:

- APPLICATION RECEIPT** (06/19/2018)
- APPLICATION REVIEW**
- MEMBER ID CARD**

A callout box for the 'MEMBER ID CARD' step states: 'Your member ID card has been requested. Please allow 7-10 business days for processing and mailing.'

Bottom Screenshot (UATHOT U):

- 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

The progress bar shows four steps:

- APPLICATION RECEIPT** (07/10/2018) - Completed with a green checkmark.
- APPLICATION REVIEW** - Completed with a green checkmark.
- PROVIDER SELECTION** - In progress, indicated by a yellow circle.
- MEMBER ID CARD** - Pending, indicated by a blue circle.

Callout boxes provide details for the pending steps:

- PROVIDER SELECTION:** '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.'
- MEMBER ID CARD:** '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.'