

New Application Tracker for Consumers in Retail Market

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

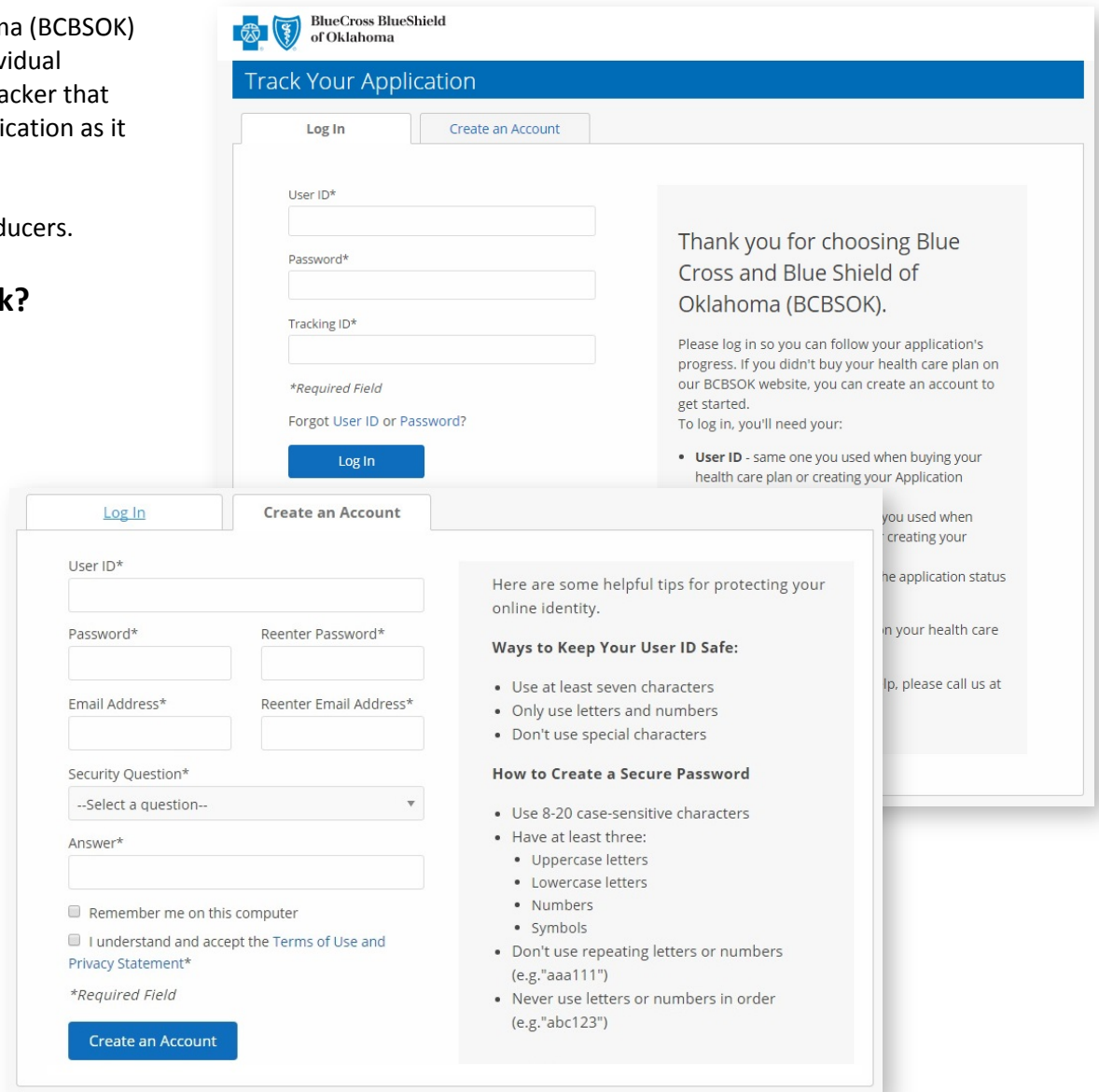
The tracker is available for all applicants, even those with producers.

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 bcbsok.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 Oklahoma (BCBSOK) Application Tracker interface.

The top screenshot shows the "Track Your Application" page. It features a blue header with the BCBSOK logo and the title "Track Your Application". Below the header, there are two tabs: "Log In" (selected) and "Create an Account". The "Log In" section includes input fields for "User ID*", "Password*", and "Tracking ID*", with a note that the User ID and Password fields are required. A "Log In" button is at the bottom. To the right, a message says "Thank you for choosing Blue Cross and Blue Shield of Oklahoma (BCBSOK)." and provides instructions on how to log in or create an account.

The bottom screenshot shows the "Create an Account" page. It has a blue header with the BCBSOK logo and the title "Create an Account". Below the header, there are two tabs: "Log In" and "Create an Account" (selected). The "Create an Account" section includes input fields for "User ID*", "Password*", "Reenter Password*", "Email Address*", and "Reenter Email Address*", with a note that the Password and Reenter Password fields are required. There is also a "Security Question*" dropdown menu and an "Answer*" input field. At the bottom, there are checkboxes for "Remember me on this computer" and "I understand and accept the Terms of Use and Privacy Statement*", and a "Create an Account" button.

On the right side of the "Create an Account" page, there are two sections of helpful tips:

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.*

The image displays two screenshots of the 'Track Your Application' web interface. Both screenshots have a blue header with the title 'Track Your Application' and a 'Log Out' link. The top screenshot is for user 'UATBLENDER U' with plan 'Blue Choice Preferred Bronze PPO 202', network 'Blue Choice Preferred', deductible '\$2850', and coverage effective date '07/01/2018'. It shows a progress bar with three green checkmarks for 'APPLICATION RECEIPT' (06/19/2018), 'APPLICATION REVIEW', and '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.' The bottom screenshot is for user 'UATHOT U' with plan 'Blue Advantage Silver HMO 205 - Two \$25 PCP Visits', network 'Blue Advantage', deductible '\$1700', and coverage effective date '08/01/2018'. It shows a progress bar with four steps: 'APPLICATION RECEIPT' (07/10/2018) and 'APPLICATION REVIEW' are marked with green checkmarks; 'PROVIDER SELECTION' is marked with a yellow circle; and 'MEMBER ID CARD' is marked with a blue circle. Two callout boxes are present: one for 'PROVIDER SELECTION' stating '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.' and another for 'MEMBER ID CARD' stating '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.'