

New Application Tracker for Consumers in Retail Market

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

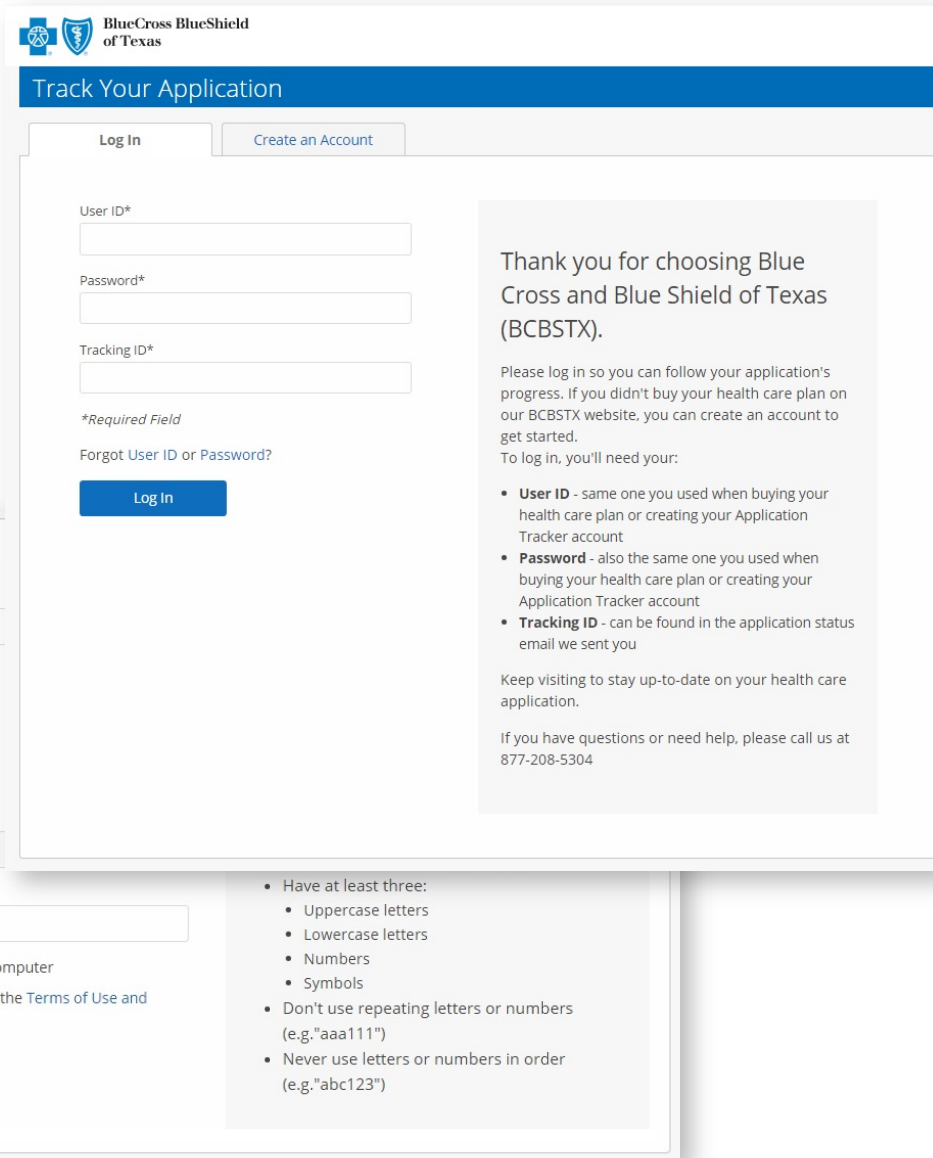
The tracker is available for all applicants, even those with producers.

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 bcbstx.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 screenshot shows the 'Track Your Application' page with two main sections: 'Log In' and 'Create an Account'.

Log In Section:

- Fields: User ID*, Password*, Tracking ID* (marked as *Required Field).
- Link: Forgot User ID or Password?
- Button: Log In

Create an Account Section:

- Fields: User ID*, Password*, Email Address*, Security Question* (with dropdown --Select a question--), Answer*.
- Checkboxes: Remember me on this computer, I understand and accept the Terms of Use and Privacy Statement* (marked as *Required Field).
- Button: Create an Account

Right Side Text:

Thank you for choosing Blue Cross and Blue Shield of Texas (BCBSTX).

Please log in so you can follow your application's progress. If you didn't buy your health care plan on our BCBSTX 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 Tracker account
- **Password** - also the same one you used when buying your health care plan or creating your Application Tracker account
- **Tracking ID** - can be found in the application status email we sent you

Keep visiting to stay up-to-date on your health care application.

If you have questions or need help, please call us at 877-208-5304

Additional Notes (bottom right):

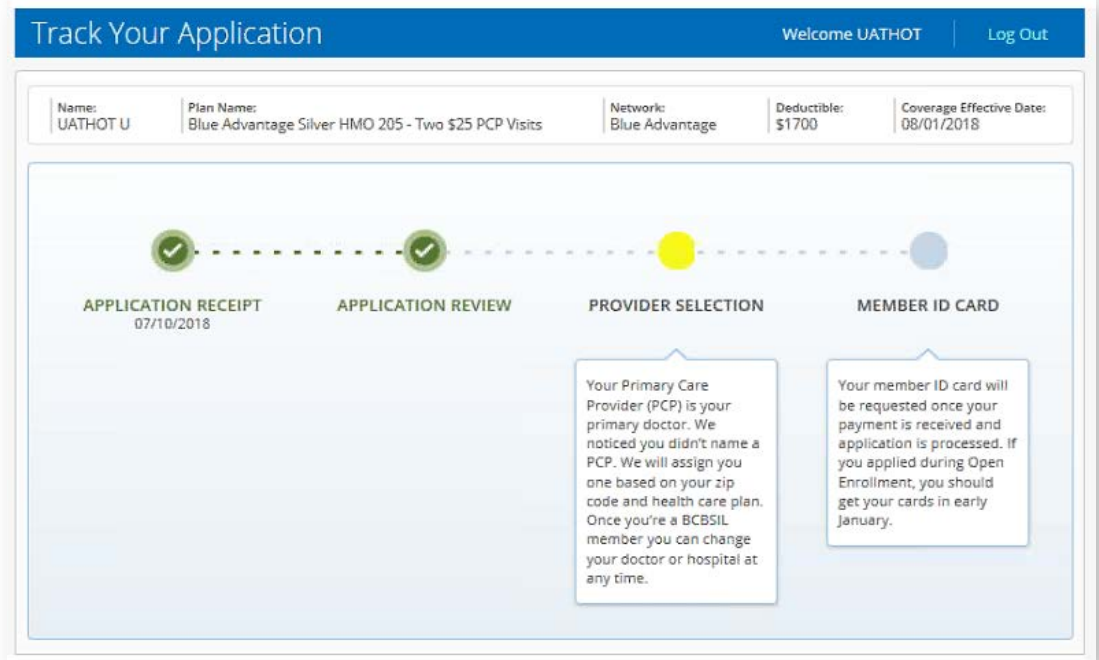
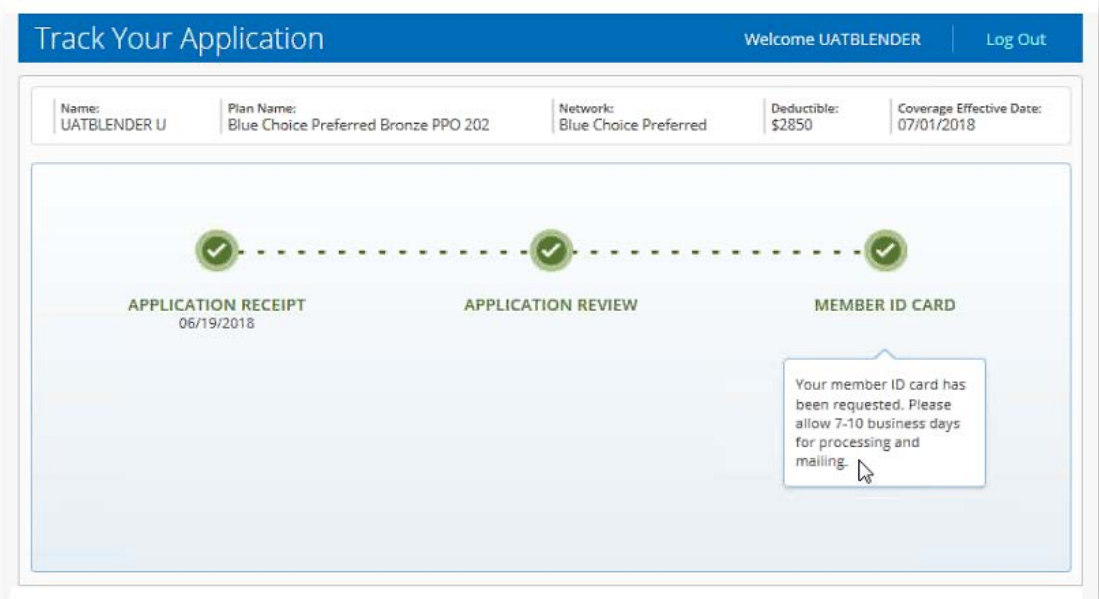
- Have at least three:
 - Uppercase letters
 - Lowercase letters
 - Numbers
 - Symbols
- Don't use repeating letters or numbers (e.g., "aaa111")
- Never use letters or numbers in order (e.g., "abc123")

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.