



**BlueCross BlueShield  
of Oklahoma**

September 2023

# Blue Access for Employers<sup>SM</sup> (BAE<sup>SM</sup>) Membership Message Center How-To Guide

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

# Introducing the Membership Message Center in BAE

## Improving and Data Security and Communications

The Membership Message Center in Blue Access for Employers<sup>SM</sup> (BAE<sup>SM</sup>) improves and streamlines membership-related communications and protects those communications with added security.

The Membership Message Center is a secure platform for sending inquiries and preventing unauthorized access. This feature allows us to better protect data and provide efficient communications regarding members.

The next few pages describe how the feature works and how to grant or remove access.

This enhancement underscores our commitment to protecting our data and ensuring the highest level of security for our valued customers.

**Employer Home**

- Account Summary
- Enrollment
- Employee Maintenance
- Membership Message Center**
- Billing
- Reports

**View Your Bill**

View and print your bill

- View Invoice
- View Bill Summary

**Form Finder**

Find

[Advanced Search](#)

[View All Forms](#)

**Find a Doctor**

- Provider Finder®
- Find a Pharmacy
- View Drug Coverage

**Account Summary** **ABC COMPANY INC**

- View Details
- View Health Plans
- Update Profile
- SBC Monitoring Performance

**ACTION REQUIRED**

Account #: 000000  
Effective Date: 04/15/2012  
Renewal Date: 01/01/2022

**Employee Maintenance** I want to:

**Get Started:**

Find an Employee/Dependent

☒ Employee ☐ Dependent

SSN or ID Number  OR

Last Name  First Name

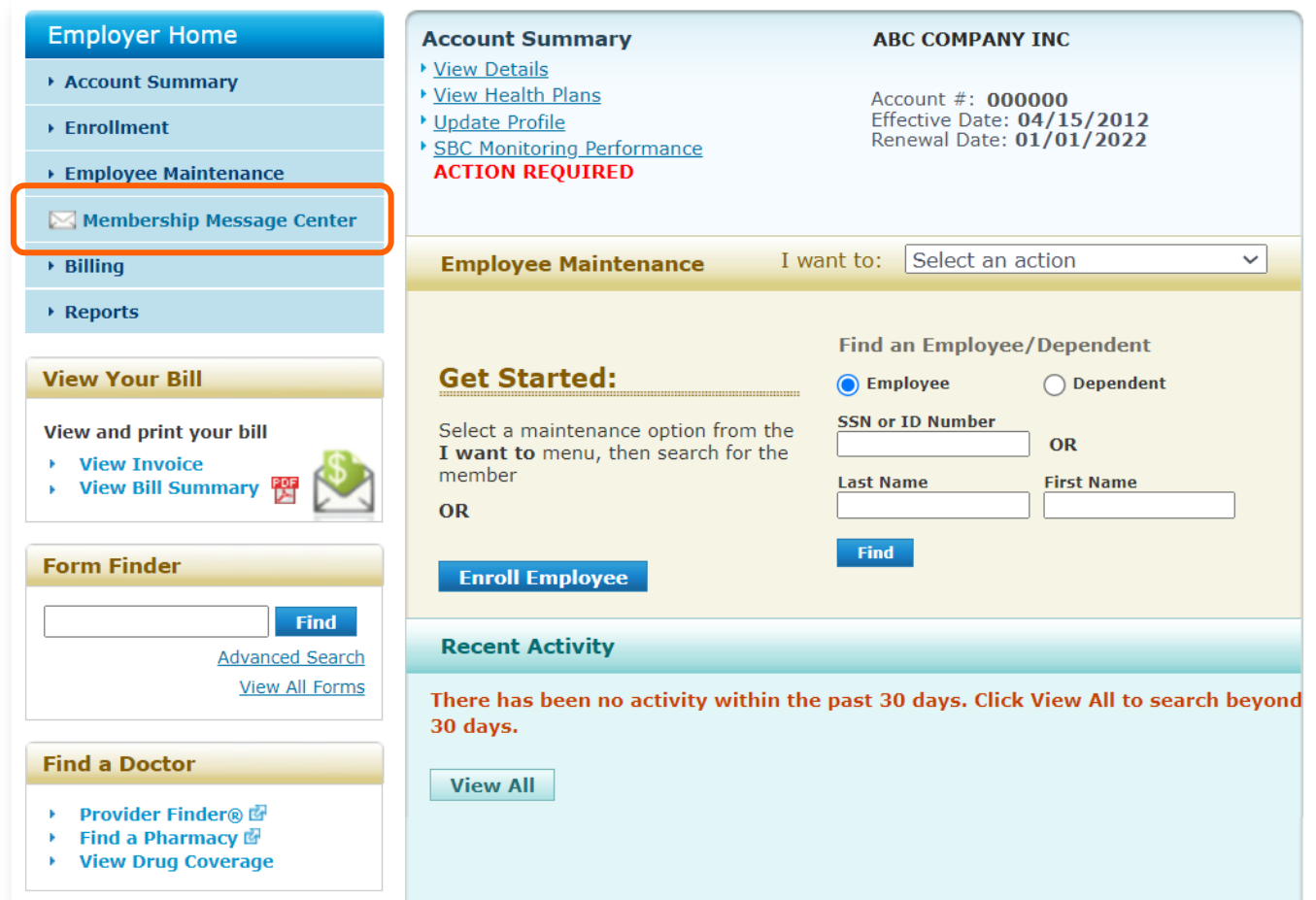
**Recent Activity**

There has been no activity within the past 30 days. Click View All to search beyond 30 days.

## Automatic Access to Secure Messaging

By default, BAE Delegated Administrators have access to the Membership Message Center and all its functions.

Only those who can access the Member Messaging Center will see the **Member Messaging Center** menu in the left navigation. For other Users, it won't be visible.



The screenshot displays the 'Employer Home' interface. On the left, a navigation menu lists several options: 'Account Summary', 'Enrollment', 'Employee Maintenance', 'Membership Message Center' (highlighted with an orange border), 'Billing', and 'Reports'. Below this menu are three main sections: 'View Your Bill' with links for 'View Invoice' and 'View Bill Summary'; 'Form Finder' with a search box and a 'Find' button; and 'Find a Doctor' with links for 'Provider Finder', 'Find a Pharmacy', and 'View Drug Coverage'. The main content area is titled 'Account Summary' for 'ABC COMPANY INC'. It includes links for 'View Details', 'View Health Plans', 'Update Profile', and 'SBC Monitoring Performance', followed by an 'ACTION REQUIRED' alert. Below this is the 'Employee Maintenance' section, which features a dropdown menu for 'I want to:' and a 'Find an Employee/Dependent' search form. The search form has radio buttons for 'Employee' (selected) and 'Dependent', and input fields for 'SSN or ID Number', 'Last Name', and 'First Name', with a 'Find' button. An 'Enroll Employee' button is also present. At the bottom, the 'Recent Activity' section shows a message: 'There has been no activity within the past 30 days. Click View All to search beyond 30 days.', with a 'View All' button.

**Employer Home**

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**View Your Bill**

View and print your bill

- View Invoice
- View Bill Summary

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Find

[Advanced Search](#)

[View All Forms](#)

**Find a Doctor**

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**Account Summary** ABC COMPANY INC

- View Details
- View Health Plans
- Update Profile
- SBC Monitoring Performance

**ACTION REQUIRED**

**Employee Maintenance** I want to: Select an action

**Get Started:**

Select a maintenance option from the **I want to** menu, then search for the member

OR

**Find an Employee/Dependent**

☒ Employee ☐ Dependent

SSN or ID Number OR

Last Name First Name

Find

**Enroll Employee**

**Recent Activity**

There has been no activity within the past 30 days. Click View All to search beyond 30 days.

View All

# Granting Group Secure Messaging Access

Delegated Administrators must manually grant **Group Secure Messaging** permission through the Security Manager.

To grant access to the Membership Messaging Center:

1. Choose **Security Manager** from the left-hand menu.
2. Select a User from your **Current Users** list.
3. On the Maintain User tab, select **Group Secure Messaging**.
4. Click **Submit**.

Disabling access works similarly. The Delegated Administrator can remove access for a User at any time by deselecting the **Group Secure Messaging** box.

The screenshot displays the 'Account Summary - Security Manager' interface for 'ABC COMPANY INC'. The left-hand menu is expanded, showing the 'Security Manager' option. The main content area is divided into two tabs: 'Current Users' and 'Maintain User'. The 'Current Users' tab is active, showing a list of users. The 'Maintain User' tab is also visible, showing the 'Modify User Profile' and 'Modify Permissions' sections. The 'Modify Permissions' section is expanded, showing the 'Group Secure Messaging' checkbox under the 'Membership Messaging Center' section. The 'Group Secure Messaging' checkbox is checked, indicating that access is granted. The 'Save Changes' button is visible at the bottom of the 'Modify Permissions' section.

**Employer Home**

- Account Summary
  - Account Details
  - Account Profile And Settings
  - Health Plans
  - Life and Disability
  - Security Manager**
    - User Profile
    - ondemand Wellness Portal
- Enrollment
- Employee Maintenance
- Membership Message Center
- Billing
- Reports

**View Your Bill**

View and print your bill

- View Invoice

**Regulatory Data Collection**

- View Regulatory Data

**Form Finder**

Find

Advanced Search

View All Forms

**Find a Doctor**

- Provider Finder
- Find a Pharmacy
- View Drug Coverage

**Account Summary - Security Manager**

ABC COMPANY INC

**Current Users** Add Users

Search Maintain User

**User Profile Information**

User ID: 000000. Last Name: First Name: Status: Active

**Permissions**

**Find**

**Search Results**

It is the responsibility of the Employer/Group to ensure that authorized users receive appropriate HIPAA privacy and security training.

- To update an existing user, click on the user name below.
- To Delete one or more users, check the box next to the user(s) and click **Delete** button.
- For your security protection, we periodically delete active/inactive User IDs that have not been used in over 13 months.

Download All Users

Name	User ID	Email	Status
<input type="checkbox"/> Demo1, Demo	000000.Demo1	demo1@abccompany.com	Active
<input type="checkbox"/> Demo2, Demo	000000.Demo2	demo2@abccompany.com	Active
<input type="checkbox"/> Demo3, Demo	000000.Demo3	demo3@abccompany.com	Active
<input type="checkbox"/> Demo4, Demo	000000.Demo4	demo4@abccompany.com	Active

**Delete User**

**Modify User Profile**

User ID: 000000.Demo1

\* First Name: Demo1

\* Last Name: Demo

\* Email: demo1@abccompany.com

Verify Email:

\* Phone: 123 123 1234 ext: Mobile:

\* Required fields

**Modify Permissions**

[Learn more about the roles in modify permissions.](#)

**Content**

☐ View Account Information and Content ONLY

**Membership**

☒ View Membership Information

☒ Update Membership

**Billing**

☐ View ASO Bill

☐ View ASO Claims Detail

☐ View ASO Subscriber List

**Reports**

☐ View Reports

**Note: Access to Reports containing Membership information is granted by having both 'View Reports' and 'View Membership Information' permissions.**

**Online Bill Payment**

☐ Maintain Payment Profile

☐ ASO Pay Bill

**Membership Messaging Center**

☒ Group Secure Messaging

**\*\* The View ASO Bill permission is needed to grant access to ASO Invoices.**

**Save Changes**

To save your changes, click on the **Submit** button. To undo all changes made and return to the list, click on the **Cancel** button.

**Submit Delete User Cancel**

## User Access for Initial Launch Only

At launch, the Delegated Administrator and some BAE Users will automatically have access to the Membership Messaging Center.

If a User currently has permission to **View or Update Membership Information**, the User will have the **Group Secure Messaging** function enabled by default.

Delegated Administrators may want to review Users with the **Membership** role and decide if they should have access to the Membership Message Center.

After the initial launch, **Group Secure Messaging** will not be automatically enabled for any Users, except for the Delegated Administrator

**Employer Home**

- Account Summary
  - Account Details
  - Account Profile And Settings
  - Health Plans
  - Life and Disability
- Security Manager
  - User Profile
  - ondemand Wellness Portal
- Enrollment
- Employee Maintenance
- Membership Message Center
- Billing
- Reports

**View Your Bill**

View and print your bill

[View Invoice](#)

**Regulatory Data Collection**

[View Regulatory Data](#)

**Form Finder**

[Find](#)

[Advanced Search](#)

[View All Forms](#)

**Find a Doctor**

- [Provider Finder®](#)
- [Find a Pharmacy](#)
- [View Drug Coverage](#)

**Account Summary - Security Manager**

ABC COMPANY INC

**Current Users** [Add Users](#)

[Search](#) [Maintain User](#)

**Modify User Profile**

- Make desired changes to user information and then click on **Submit** button.
- For your Security Protection, the Email Address must be unique to each user, and NOT used by different Person(s). The System Security will be upgraded in the future. If an Email Address is used by multiple persons, system access will not be allowed.

User ID: 000000.Demo1 Last Access: 2023-09-13 09:29 AM

\* First Name:

\* Last Name:

\* Email:

Verify Email:

\* Phone:    ext:

Mobile:

\* Required fields

**Modify Permissions**

[Learn more about the roles in modify permissions.](#)

<b>Content</b>	<b>Reports</b>
<input type="checkbox"/> View Account Information and Content ONLY	<input type="checkbox"/> View Reports
<b>Membership</b>	<b>Note: Access to Reports containing Membership information is granted by having both 'View Reports' and 'View Membership Information' permissions.</b>
<input checked="" type="checkbox"/> View Membership Information	<b>Online Bill Payment</b>
<input checked="" type="checkbox"/> Update Membership	<input type="checkbox"/> Maintain Payment Profile
<b>Billing</b>	<input type="checkbox"/> ASO Pay Bill
<input type="checkbox"/> View ASO Bill	<b>Membership Messaging Center</b>
<input type="checkbox"/> View ASO Claims Detail	<input checked="" type="checkbox"/> Group Secure Messaging
<input type="checkbox"/> View ASO Subscriber List	

**\*\* The View ASO Bill permission is needed to grant access to ASO Invoices.**

**Save Changes**

To save your changes, click on the **Submit** button. To undo all changes made and return to the list, click on the **Cancel** button.

[Submit](#) [Delete User](#) [Cancel](#)

# Accessing the Membership Message Center

You can open the Membership Message Center from two places:

1. Left side navigation
2. Notifications tab

1. **Membership Message Center**

2. **Notifications**

The screenshot displays the ABC COMPANY INC. portal. On the left, the 'Employer Home' sidebar lists navigation options: Account Summary, Enrollment, Employee Maintenance, and Membership Message Center (highlighted with an orange box and labeled '1.'). Below this are sections for 'View Your Bill', 'Form Finder', and 'Find a Doctor'. The main content area features an 'Account Summary' for ABC COMPANY INC. with details like Account #: 000000, Effective Date: 04/15/2012, and Renewal Date: 01/01/2022. A red 'ACTION REQUIRED' banner is present. Below this is the 'Employee Maintenance' section with a search form for employees/dependents. The 'Recent Activity' section shows no activity in the past 30 days. On the right, the 'News & Updates' tab (highlighted with an orange box and labeled '2.') contains notifications about bills and a link to the Membership Message Center. Below this is the 'Employer Resources' section with a 'Learn More' link and a 'Virtual Visits' banner.

## Quick Summary of Functions

The Membership Message Center is designed to send secure messages and data to our membership teams for processing. It does not work like traditional email. Users with Group Secure Messaging enabled have three main Membership Messaging Center functions:

1. **New Message.** A request is created from the **New Message** screen and assigned a Case number.
2. **Inbox.** Once we complete the request, we respond back to the User that the Case is completed, which is displayed in the **Inbox**. In addition, an email is sent to the requestor advising that it's time to return to the Membership Message Center to view a response from Membership Customer Service. The **Inbox** can be used to catalog completed requests.
3. **Sent.** Once the Case is submitted, it moves to **Sent** and can be searched. Our teams process the request. **Sent** messages can be used to track pending requests.

Demo User  
Account # 000000

Membership Secure Messaging Center  
*Please note that messaging center is designated solely for membership-related inquiries*

**Inbox**  
Search with any one option

Subject  Case#

From  To

From Membership Customer Service

No Records Found

# Creating a New Message

To create a new message:

1. Click on **New Message**

2. When a User selects a topic, the system will populate the required information (or 'helpful hints') for that topic automatically. This will minimize the number of inquiries that are rejected due to missing information. Options include:

- Enrollment/Add Member
- Maintenance
- Reinstatement
- Cancellation
- Spreadsheets/Report
- General Inquiry – AEP
- COBRA and State Continuation
- Disabled Dependent
- Billing
- Other

3. Select the number of employees referenced in the request. This helps the membership team determine how large the request is. Options include:

- 1-6
- 6-20
- 21-50
- 51-75
- 76-100
- 101-199
- 200+

The screenshot shows the Blueaccess for Employers web portal. On the left is a dark blue sidebar with navigation links: Demo1, Account # 000000, New Message 1., Inbox, Sent, HELP, Contact Us, Demo and Guide, and Log Off. The main content area has a header with the Blueaccess logo and the text 'Membership Secure Messaging Center'. Below the header is a light blue banner stating 'Please note that messaging center is designated solely for membership-related inquiries' and 'You can expect a response within 3 business days'. The main form area has two dropdown menus: 'I Want To' with 'Enrollment/Add Member' selected, and 'Number of employees referenced in this request' with '1-5' selected. Below these is a text box with instructions: 'To minimize delays and the need for follow-up questions, please provide all relevant information, including but not limited to: SSN/ID # Group/Section Effective Date Event Reason Primary Care Physician (PCP) If selecting HMO plan (Illinois) Medical Group if selecting HMO plan If your requested effective date is beyond our standard retroactive allowed days, please include a detailed explanation for the late submission.' The form fields include: Sender (Demo1 Demo), Email (demo1@abccompany.com), Subject\* (Add New Employees), CC (hr@abccompany.com), and Message\* (Please add new employees. See attached spreadsheet for detailed information.). There is a character count '(76/9000)' for the message. The Attachment section shows a warning: 'The total size of all attachments must not exceed 5 MB. Accepted file formats include: bmp, csv, doc, docx, gif, jpeg, jpg, odt, pdf, png, rtf, tif, tiff, txt, xls, xlsx. Maximum of five (5) attachments.' Below this is an 'Add attachment' button and a file named 'Add-New-Employees.xlsx (12.06 KB)' with a red 'x' icon. At the bottom are 'Send' and 'Cancel' buttons.



## Creating a New Message (continued)

4. Enter a **Subject**.
5. Email addresses included in the **CC** field will receive an email notification when there's a message delivered to the **Inbox**.
6. Enter a **Message**. You have 9000 characters.
7. Add an **Attachment**. File type options include:
  - Database files: csv, xls, xlsx
  - Document and text files: doc, docx, odt, rtf, txt
  - Image files: bmp, gif, jpeg, jpg, png, tif, tiff
  - PDF files

A User can attach a maximum of 5 files per message.

The size limit per attached file is 5 MB or 5000 KB.

8. Once a User selects a file, the name of the file will appear. The User can remove a file by clicking the "x" next to the file name.
9. Click **Send**.
10. If the message was sent successfully, the User will see a message with a Case number.

# Using Inbox Functions

## Inbox Messages

Messages are listed by date with the most recent message first. Up to 10 messages are displayed per page.

## Complete Requests

When we complete a request or Case, we'll respond to the original message letting the User know the request is completed and the Case is closed. Messages will remain in your Inbox.

## Searching Inbox Messages

You can use the Inbox to search for and review completed requests. Search functions include.

1. Search by **Subject**. At this time, searching by subject must be exact to display the record.
2. Search by **Case#**.
3. Search by **date periods**.

The interface consists of a left sidebar and a main content area. The sidebar has a dark blue header with the 'blueaccess for Employers' logo and a list of navigation links: Demo1, Account # 000000, New Message, Inbox, Sent, HELP, Contact Us, Demo and Guide, and Log Off. The main content area has a white background with a dark blue header containing the same logo and a notice: 'Membership Secure Messaging Center. Please note that messaging center is designated solely for membership-related inquiries'.

**Top Screenshot:** The main content area displays a message titled 'Reinstate my Employee' with a 'Reply' button. Below the title, it shows 'Form Customer Service', 'Case', and 'Request Date 08/28/2023'. A 'Message:' section contains a table with one row: '08/28/2023', 'Group Membership Team', and 'Your request is complete'.

**Bottom Screenshot:** The main content area displays the 'Inbox' search interface. It has a search bar with the text 'Search with any one option'. Below the search bar, there are three search filters: '1. Subject' (with a text input field), '2. Case#' (with a text input field), and '3. From' (with a date input field 'MM/DD/YYYY' and a calendar icon). There are also 'Search' and 'Clear Filters' buttons. Below the search filters, it says 'From Membership Customer Service' and 'No Records Found'.

## Using Inbox Functions (continued)

### Replying to Inbox Messages

You can also reply to Inbox messages. The same character limits and attachment rules apply when you respond to an Inbox message as when you create a New Message.

### Email Notifications

When a Case is completed, we reply to the request and a new message appears in the **Inbox**. In addition, we send a notification email to the email address on file for the associated BAE account. This email message contains no employer or employee information or data. It is simply a notification that a new message is in your **Inbox**. If a User entered an email address in the CC field of a New Message, they too will receive an email notification.

# Using Sent Functions

## Sent Messages

Display functions include:

1. Messages listed by date with the most recent message first.
2. Up to 10 messages per page.

## Searching Sent Messages

You can search for and review requests or Cases that are still pending.

3. Search by **Subject**. At this time, searching by subject must be exact to display the record.
4. Search by **Case#**.
5. Search by **date periods**.

The screenshot shows the 'Membership Secure Messaging Center' interface. On the left is a dark blue sidebar with navigation links: 'Demo 1', 'Account # 000000', 'New Message', 'Inbox', 'Sent', 'HELP', 'Contact Us', 'Demo and Guide', and 'Log Off'. The main content area has a header with the 'blueaccess for Employers' logo and a note: 'Please note that messaging center is designated solely for membership-related inquiries'. Below this is a 'Send' section with a search prompt 'Search with any one option'. It includes two search criteria: '3. Subject' and '4. Case#', each with a text input field. Below these are '5. From' and 'To' date pickers set to 'MM/DD/YYYY'. There are 'Search' and 'Clear Filters' buttons. A table titled 'From Membership Customer Service' displays three rows of messages, each with a date, case number, and subject. The first row is highlighted. At the bottom, there is a pagination control showing '2.' and a page number '1' in a blue box, with navigation arrows.

Demo 1  
Account # 000000

Membership Secure Messaging Center  
*Please note that messaging center is designated solely for membership-related inquiries*

**Send**  
Search with any one option

3. Subject

4. Case#

5. From

To

Search Clear Filters

From Membership Customer Service

Date	Case #	Subject
09/15/2023	02690624	<a href="#">Cancel Employees</a>
09/15/2023	02690623	<a href="#">Member Maintenance Request</a>
09/15/2023	02690622	<a href="#">Add New Employees</a>

2. « 1 »