

# **Small Group Quoting Tool User Guide**

February 2023



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

# **Table of Contents**

Small Group Quoting Tool Process Overview	<u>3</u>
Accessing the Tool	<u>5</u>
Finding an Existing Prospect	<u>7</u>
Adding a Prospect	<u>8</u>
Creating a New Quote	<u>9</u>
<ul> <li>Life &amp; Disability</li> </ul>	<u>13</u>
Other Ancillary	<u>24</u>
• Census	<u>27</u>
Proposal Documents	<u>33</u>
Helpful Resources	<u>34</u>

SMALL GROUP QUOTING GUIDE

## **Quoting Tool User Guide**

#### **Purpose**

The purpose of this user guide is to provide **step-by-step instructions** and guidance to Producers as they complete their tasks, using the Quoting Tool.

#### **Quoting Tool Process Overview**

The Quoting Tool allows the user to quickly create quotes for **Fully Insured** and **Blue Balance Funded<sup>SM</sup>** ASO quotes for small groups with an average of 50 or fewer employees in the preceding calendar year (including full-time, part-time, and seasonal).

If your group employed more than 50 employees in the preceding calendar year, talk with your sales executive or general agent to learn more about your group's options.

Life, Disability, Critical Illness, Accident, and Vision products are issued by Dearborn Life Insurance Company, 701 E. 22nd St. Suite 300, Lombard, IL 60148. Blue Cross and Blue Shield of Montana is the trade name of Dearborn Life Insurance Company, an independent licensee of the Blue Cross and Blue Shield Association. BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

Medical, Pharmacy, and Dental products are offered by Blue Cross and Blue Shield of Montana, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association.

## **Quoting Availability**

**Fully Insured** quotes are available for small businesses with 1–50 employees. This option includes:

- Medical, Dental and Ancillary
- Dental and Ancillary Only

**Blue Balance Funded** quotes are available for small businesses with 10–50 employees. This is a Medical-only option.

#### What you can do with this tool:

- Add and Quote a New Prospect
- Search for Existing Prospects
- View Recently Run Quotes
- Duplicate Existing Quotes
- Create New Quotes
- Modify Life Insurance Default Settings
- Download Quote Documents
- View and Print Member Information Displaying Monthly Amounts the Employer Would Incur

#### **Getting Started**

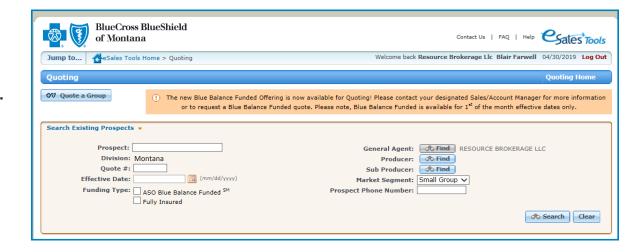
To begin submitting/creating a quote, log into Blue Access for Producers<sup>SM</sup> (BAP<sup>SM</sup>).

Navigate to the eSales Tools Home Page by clicking **Group**, then **Quote a Group**.

Click Small Group and Middle Market Quoting.



You will be directed to the **Quoting Tool homepage**.

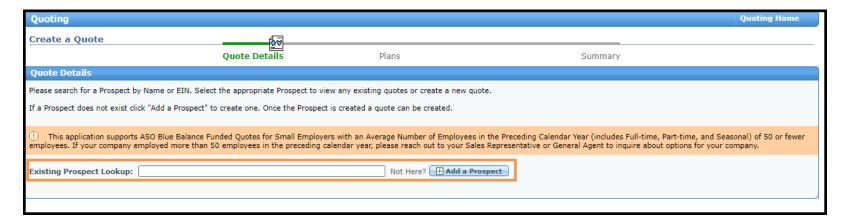


#### **Quoting a Group**

1. Select Quote a Group.

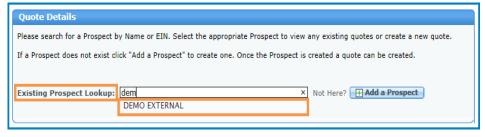


2. Find an existing Prospect or create a new prospect.



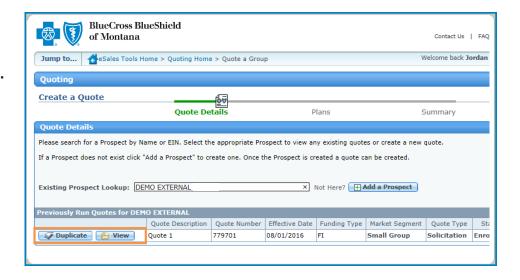
## **Finding an Existing Prospect**

 Enter a Prospect's name in the Existing Prospect Lookup field. Click on the Prospect when it appears, below the field where you entered the name.



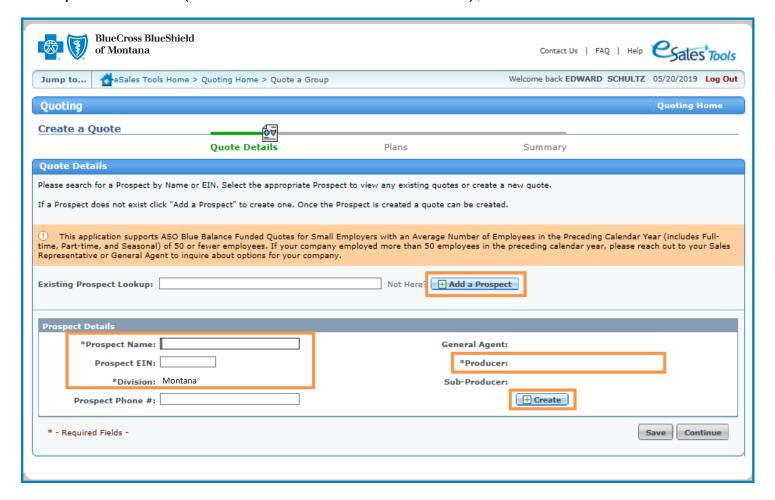
Enter at least 3 characters to look up an existing prospect.

- You are able to Duplicate or View an existing Blue Cross and Blue Shield of Montana (BCBSMT) quote.
  - When Duplicate is selected all the quote details are duplicated, allowing you to make changes to the details for new quotes, as needed.
  - When View is selected you are able to view a delivered quote or continue quoting on a prospect.



## **Adding a Prospect**

Select Add a Prospect in Quote Details. Enter mandatory data in Prospect Details (fields marked with an asterisk), then click Create.



## **Creating a New Quote**

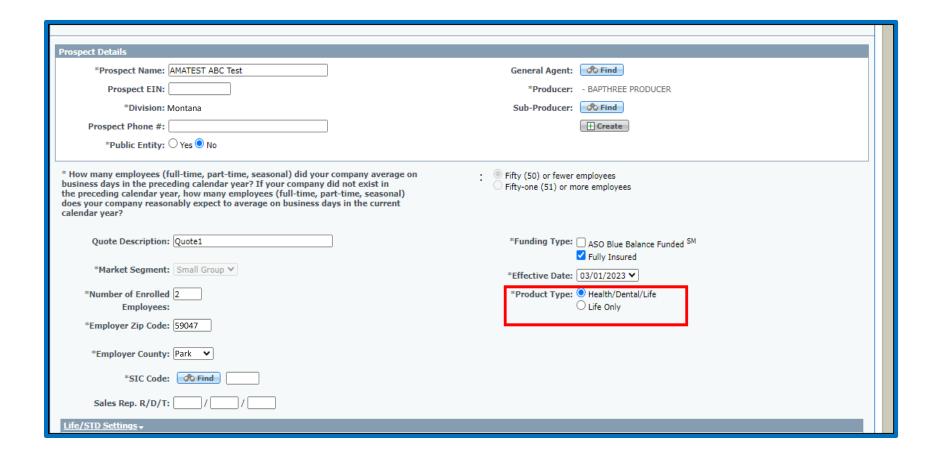
Once a new prospect or quote is duplicated, **complete all the required information fields** (identified with asterisks) to create a new quote. Although the tool currently shows that all prospects must be regulated by ERISA, BCBSMT will provide a Fully Insured quote for non-ERISA prospects. At this time, BCBSMT will provide Blue Balance Funded quotes only for ERISA-regulated prospects.

**Note:** Blue Balance Funded is available for groups with 10–50 employees. The group's current coverage must have been effective for a minimum of one year, for at least 75% of all eligible employees.

* How many employees (full-time, part-time, seasonal) did your company average on business days in the preceding calendar year? If your company did not exist in the preceding calendar year, how many employees (full-time, part-time, seasonal) does your company reasonably expect to average on business days in the current calendar year?	: Fifty (50) or fewer employees Fifty-one (51) or more employees
Quote Description: Quote1	*Funding Type: ASO Blue Balance Funded SM  Fully Insured
*Market Segment: Small Group 🗸	*Effective Date: 🔻
*Number of Enrolled	*Product Type:
Employees:	
*Employer Zip Code:	
*Employer County: ☐Select ▼	
*SIC Code:	
Sales Rep. R/D/T: / / / / / / / / / / / / / / / / / /	

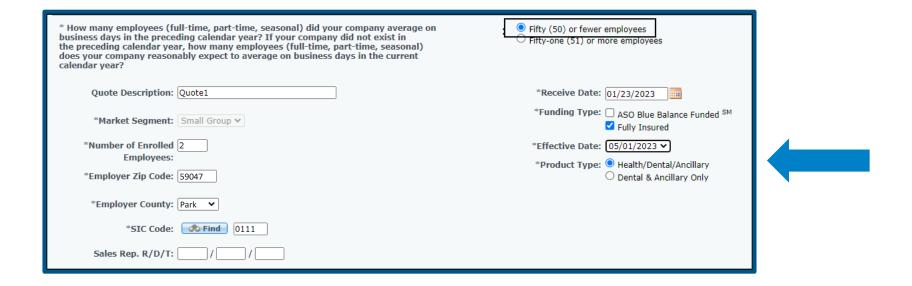
#### **Product Types Prior to 5/1/2023**

Quotes with effective dates prior to 5/1/2023 display current product types



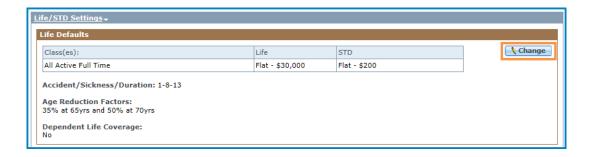
## **Product Types Starting on 5/1/2023**

Quotes with effective dates on 5/1/2023 and beyond display updated product types

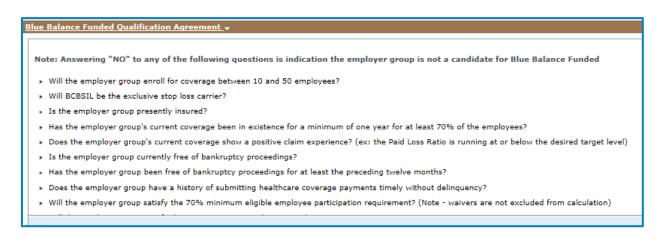


### **Quote Settings**

If the Fully Insured funding type has been selected, **Life** and **Short-Term Disability** will be available. Click **Change** to modify the default settings.



If Blue Balance Funded is selected, the **Blue Balance Funded Qualification Agreement** will display. Please read through the questionnaire. If the answer to any question is **No**, the employer group may not be eligible for Blue Balance Funded.

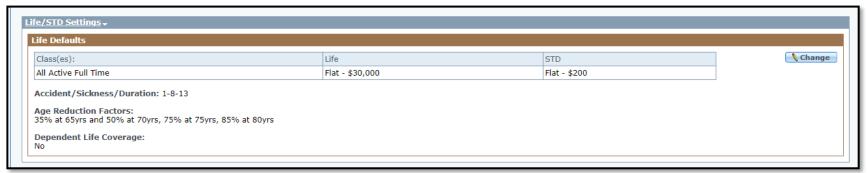


The Blue Balance Funded Qualification Agreement section only applies to Blue Balance Funded and is not required for Fully Insured quotes.

## Life, STD and LTD Settings

#### **Life/STD Settings**

NOTE: Effective date of BELOW 05/01 will display this Life setting



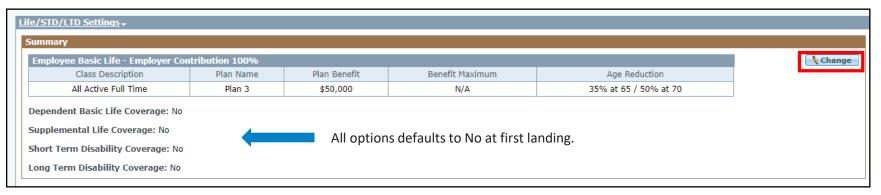
#### Life/STD/LTD Settings

#### NOTE: Effective date of 05/01 and ABOVE will display this setting

**If Fully Insured** is selected, numbers of enrolled employees can go up to 50.

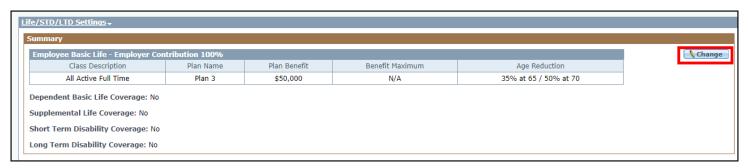
If ASO Blue Balance Funded is selected, numbers of enrolled employees cannot be less than 10 or greater than 50.

Life Defaults to the amount and the information below but can be changed by selecting the **Change** button on the right-hand side.

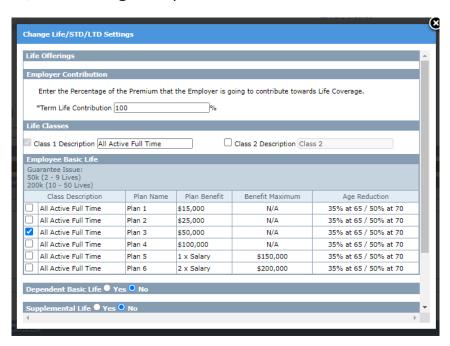


## Life, STD and LTD Settings

Clicked on **Change** button to make changes to any of the plans listed above.



When the **Change** button is click, Life offering box opens.



## **Life Offerings**

Term Life Contribution: Any number 1–100.

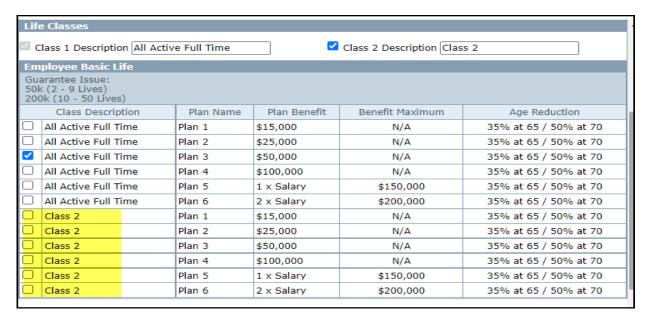
Employer Contribution for Life cannot be above 100%.

**NOTE:** If you enter a contribution amount under 100 **before** selecting a Life plan, the contribution will **auto-default** back to 100% upon plan selection. To adjust, go back and **manually re-enter** the desired contribution amount **after** selecting a Life plan.

#### Life Classes

Class 1 Default: All Active Full Time.

Class 2 Description: (Optional): User can type in the description for Class 2, with up to 20 characters; Class 2 plans will display for plan selection.



## Dependent and Supplemental Life

**Dependent Basic Life:** Default to No. Click on **Yes** to add Dependent Basic Life to the account.

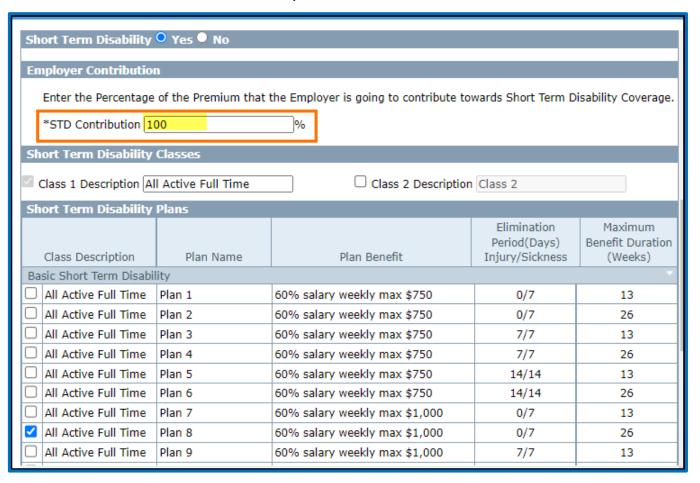
Dependent Basic Life ○ Yes ○ No					
Guar	antee Issue:	\$10,000 spouse / \$5,000 Children			
Plan Name		Plan Benefit	Benefit Maximum		
<b>~</b>	Plan 1	\$10,000 Spouse / \$5,000 Child	\$10,000 Spouse / \$5,000 Child		

**Supplemental Life:** Defaults to No. Click on **Yes** to add Supplement Life to the account.



#### **Short Term Disability – Class 1 Plans**

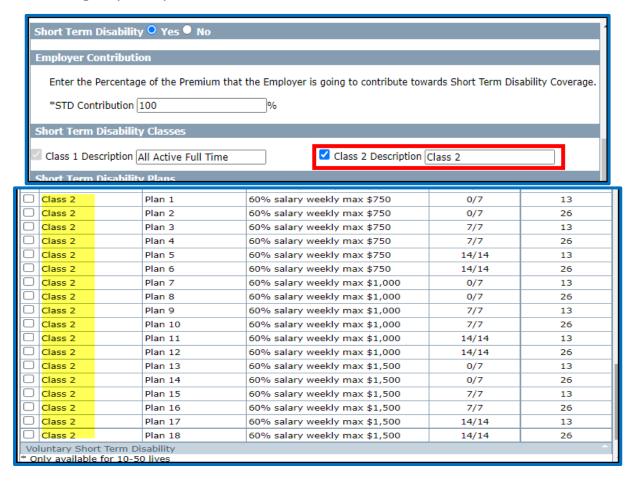
**Short Term Disability Classes:** Defaults to **NO** on landing, when **Yes** is selected, Defaults to **Plan 8** but can be changed to any of the other plans per the group's request. Employer Contribution for Basic Short Term Disability should be 25% or above.



## **Short Term Disability – Class 2 Plans**

#### **Short Term Disability Class 2 plans:**

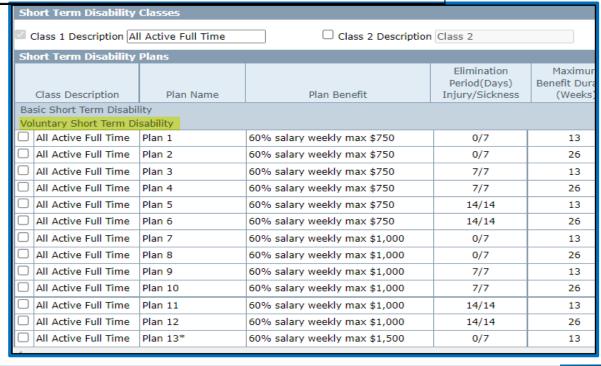
For the Class 2 plans to display, click on the box next to Class 2 Description. There will be no plans selected by default, select a plan based on the group's request.



# **Voluntary Short Term Disability – Class 1 Plans**

Click on the arrow to display the Voluntary Short Term Disability plans.

Cla	ass 2	Plan 13		60% salary weekly max \$1,500	0/7	13	
Cla	ass 2	Plan 14		60% salary weekly max \$1,500	0/7	26	
Cla	ass 2	Plan 15		60% salary weekly max \$1,500	7/7	13	
Cla	ass 2	Plan 16		60% salary weekly max \$1,500	7/7	26	
Cla	ass 2	Plan 17		60% salary weekly max \$1,500	14/14	13	
Cla	ass 2	Plan 18		60% salary weekly max \$1,500	14/14	26	
Voluntary Short Term Disability							_
* Only	available for 10-50	) lives				_	

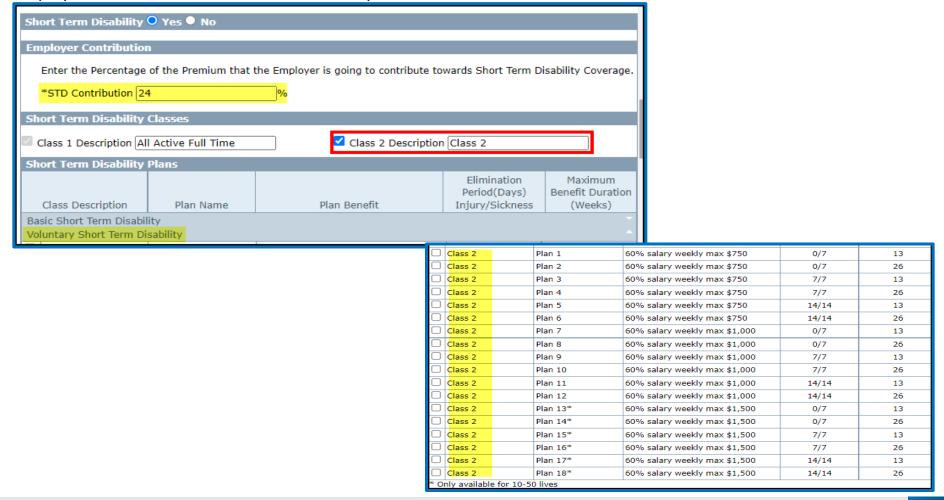


SMALL GROUP QUOTING GUIDE Return to Table of Contents

# **Voluntary Short Term Disability – Class 2 Plans**

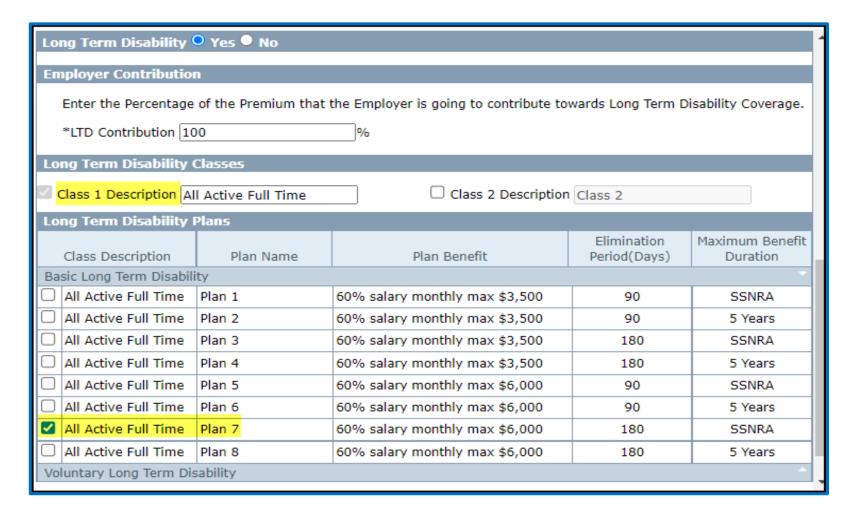
For the **Class 2** plans to display for Short Term Disability, click on the box next to Class 2 Description. There will be no plans selected by default, select a plan based on the group's request.

Employer Contribution for Short Term Disability cannot be above 24%



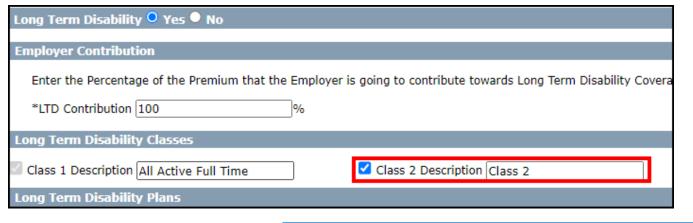
#### **Long Term Disability – Class 1 Plans**

**Long Term Disability:** Defaults to **NO** on landing, when Yes is selected, Defaults to Plan 7 but can be changed to any of the other plans per the group's request.



## **Long Term Disability – Class 2 Plans**

For Class 2 plans to display, click on the box next to Class 2 Description. There will be no plans selected by default, select a plan based on the group's request.



	Class 2	Plan 1	60% salary monthly max \$3,500	90	SSNRA
	Class 2	Plan 2	60% salary monthly max \$3,500	90	5 Years
	Class 2	Plan 3	60% salary monthly max \$3,500	180	SSNRA
	Class 2	Plan 4	60% salary monthly max \$3,500	180	5 Years
	Class 2	Plan 5	60% salary monthly max \$6,000	90	SSNRA
	Class 2	Plan 6	60% salary monthly max \$6,000	90	5 Years
	Class 2	Plan 7	60% salary monthly max \$6,000	180	SSNRA
	Class 2	Plan 8	60% salary monthly max \$6,000	180	5 Years
Vo	luntary Long Term (	Disability			_

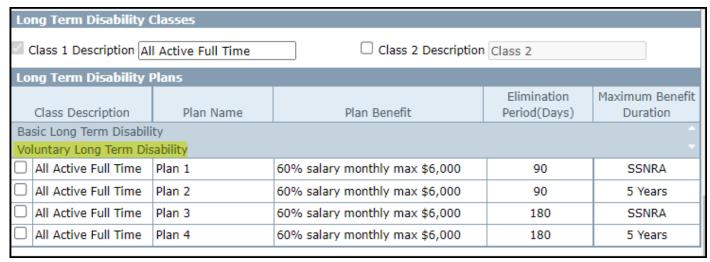
SMALL GROUP QUOTING GUIDE Return to Table of Contents

# Voluntary Long Term Disability – Class 1 Plans

Click on the arrow to display the Voluntary Long Term Disability

	Class 2	Plan 4	60% salary monthly max \$3,500	180	5 Years	
	Class 2	Plan 5	60% salary monthly max \$6,000	90	SSNRA	
	Class 2	Plan 6	60% salary monthly max \$6,000	90	5 Years	
	Class 2	Plan 7	60% salary monthly max \$6,000	180	SSNRA	
	Class 2	Plan 8	60% salary monthly max \$6,000	180	5 Year	
Voluntary Long Term Disability						

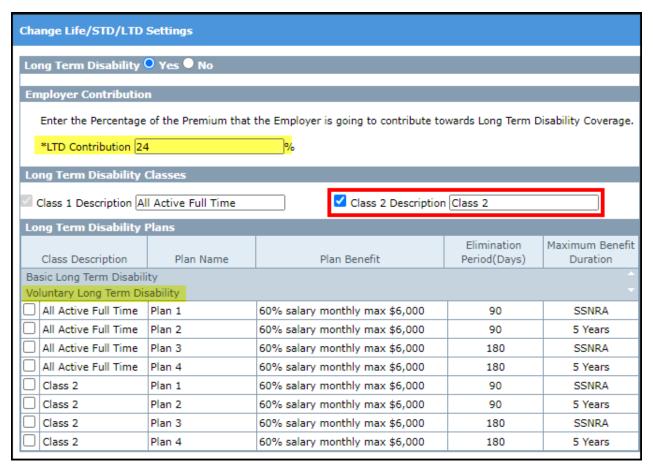
**Voluntary Long Term Disability** plans display, no plan is selected by default, select a voluntary plan based on the group's plan selection.



# Voluntary Long Term Disability – Class 2 Plans

For the **Class 2** plans to display for Voluntary Long Term Disability, click on the box next to Class 2 Description. There will be no plans selected by default, select a plan based on the group's request.

Employer Contribution for Long Term Disability cannot be above 24%



#### **Importing Census**

You have two options to enter member census information:

- 1. Enter the member information manually on the census page, or
- 2. Use a **census template** to import membership information to the census page.

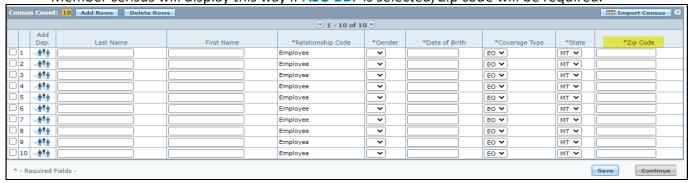
#### 1. Manual Entry

Select the "blue family" icon \_\_\_\_\_ (just left of the last name field) to create additional rows for each dependent enrolling in coverage. This button can be selected multiple times to add multiple dependents.

Complete all required fields and select Create Rate to proceed to the Rate Summary window.

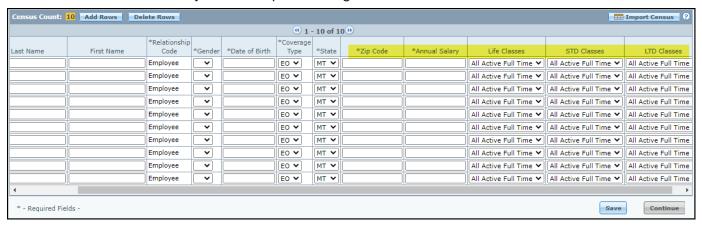
Member census will display this way if only Fully Insured is selected. Census Count: 9 Add Rows Delete Rows Import Census (1 - 9 of 9 !) Dep. \*Coverage Type \*State 1 1 EO 🗸 MT 🕶 Employee □ 2 ★★★ EO 🕶 MT V □ 3 ★★★ Employee ~ EO 🕶 MT V 4 Employee ~ EO 🕶 MT ~ □ 5 ★★★ Employee ~ EO 🕶 MT Y □ 6 **\*\*** EO 🕶 MT ~ Employee **\*\*\*** ~ MT ~ EO 🕶 □ 8 **\*\*\*** ~ MT ~ Employee EO 🗸 **\*\*\*** EO 🕶 MT 🕶 \* - Required Fields Continue

Member census will display this way if ASO BBF is selected, Zip code will be required.



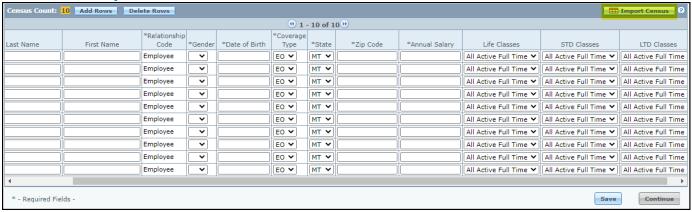
Member census will display this way if Life, STD and LTD Classes are selected;

ZIP code and Annual Salary will be required along with the member information.



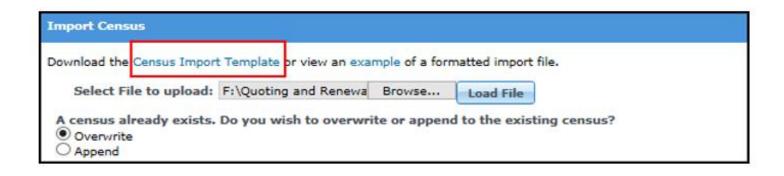
#### 2. Importing Census

Click on the **Import Census** button.



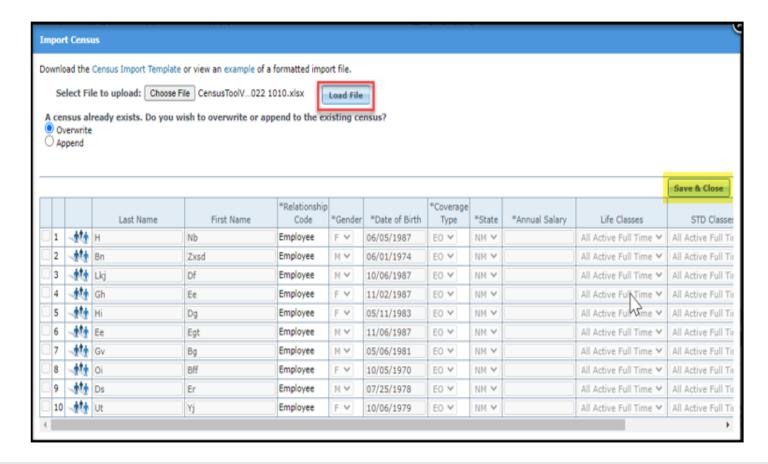
#### **Census Import Template**

- The Smart Census Import Tool Version 16 can be downloaded via Blue Access for Producers along with the Version 15 Reference Guide; visit www.bcbsmt.com/producer
- Users will also be able to download Version 16 via the small group and middle market enrollment application



To upload census, click on **Browse**, select a file to be uploaded and click on **Load File**. Then, click on **Save & Close**.

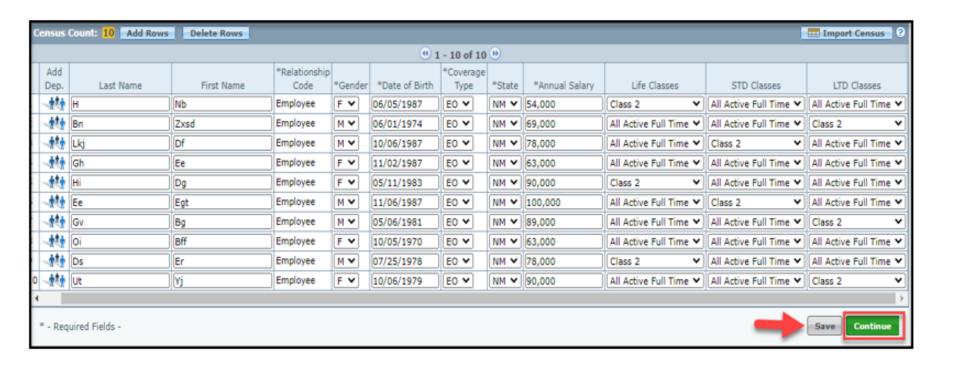




Census should be loaded on the next section. Click Save.

If errors are found, a message will populate with a list of the errors.

If no errors are found, click **Continue** to proceed to the plans page.

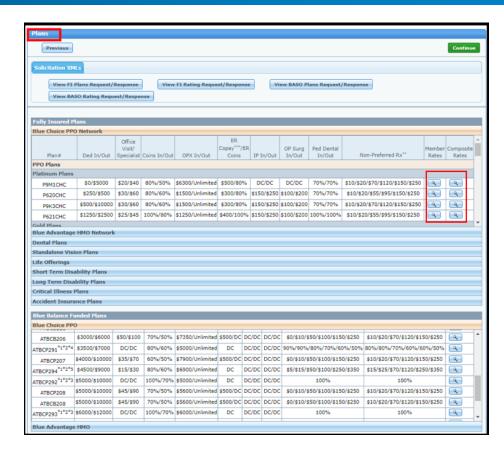


#### **Benefit Design Options**

Plans page displays with all available plans for the group

You can view benefit design options by clicking on the **plan type**.

Then, scroll within the plan type to view each benefit design. Get rate details by clicking the **magnifying glass icons** under the Member and Composite Rate columns.



**Note:** "Rate" refers to monthly premiums for fully insured ACA/Small Group Plans. Final composite rates are dependent on enrollment demographics. If you ran an initial Blue Balance Funded quote, "Rate" refers to the administrative fees, stop loss premiums and projected claims, which can vary with enrollment. Please talk with your sales executive for an underwritten quote.

## **Ancillary Products**

On the plans page, user can now see all the ancillary products, their benefits and rates.

#### **Standalone Vision Plans**

- -Basic Standalone Vision
- Voluntary Standalone Vision

#### **Critical Illness Plans**

- -Basic Critical Illness
- -Voluntary Critical Illness

#### **Accident Insurance Plans**

- -Basic Accident Insurance
- -Voluntary Accident Insurance

# **Ancillary – Standalone Vision Plans**

Standalon	e Vision Plans							
Plan Name	Frequency Eye/Lens/Frame	Lens Copay	Allowance (Frame & Contacts)	Funded Fit and Follow up	Funded Standard Progressive	Funded Scratch Coating	Funded Kids Polycarb	Rates
Basic Stan	idalone Vision			I	I	ı	ı	
Plan 1	12/12/24	\$25	\$100	No	No	No	No	Q
Plan 2	12/12/24	\$10	\$130	No	No	Yes	Yes	Q
Plan 3	12/12/24	\$10	\$130	Yes	No	Yes	Yes	Q
Plan 4	12/12/12	\$10	\$130	No	No	Yes	Yes	Q
Plan 5	12/12/24	\$10	\$150	No	No	Yes	Yes	Q
Plan 6	12/12/12	\$10	\$150	No	No	Yes	Yes	Q
Plan 7	12/12/12	\$10	\$150	No	Yes	Yes	Yes	Q
Plan 8	12/12/24	\$25	\$130	No	No	Yes	Yes	Q
Plan 9	12/12/24	\$25	\$150	No	No	Yes	Yes	Q
Plan 10	12/12/12	\$25	\$150	No	No	Yes	Yes	Q
Voluntary	Standalone Vision					<u>'</u>	'	
Plan 1	12/12/24	\$25	\$100	No	No	No	No	Q
Plan 2	12/12/24	\$10	\$130	No	No	Yes	Yes	Q
Plan 3	12/12/24	\$10	\$130	Yes	No	Yes	Yes	Q
Plan 4	12/12/12	\$10	\$130	No	No	Yes	Yes	Q
Plan 5	12/12/24	\$10	\$150	No	No	Yes	Yes	Q
Plan 6	12/12/12	\$10	\$150	No	No	Yes	Yes	Q
Plan 7	12/12/12	\$10	\$150	No	Yes	Yes	Yes	Q
Plan 8	12/12/24	\$25	\$130	No	No	Yes	Yes	Q
Plan 9	12/12/24	\$25	\$150	No	No	Yes	Yes	٩

# Ancillary – Critical Illness Plans

Critical Illness Pla	n <mark>ns</mark>		
Plan Name	Benefit	Benefit Maximum	Rates
Basic Critical Illn	ess		
Plan 1	\$5,000 Employee / \$2,500 Spouse / \$2,500 Child	Up to 3 times benefit amount	٩
Plan 2	\$10,000 Employee / \$5,000 Spouse / \$2,500 Child	Up to 3 times benefit amount	Q
Plan 3	\$10,000 Employee / \$2,500 Spouse / \$2,500 Child	Up to 3 times benefit amount	Q
Voluntary Critical	Illness		
Plan 1	\$5,000 Employee / \$2,500 Spouse / \$2,500 Child	Up to 3 times benefit amount	<b>-</b> Q
Plan 2	\$10,000 Employee / \$5,000 Spouse / \$2,500 Child	Up to 3 times benefit amount	Q
Plan 3	\$10,000 Employee / \$2,500 Spouse / \$2,500 Child	Up to 3 times benefit amount	٩

# **Ancillary – Accident Insurance Plans**

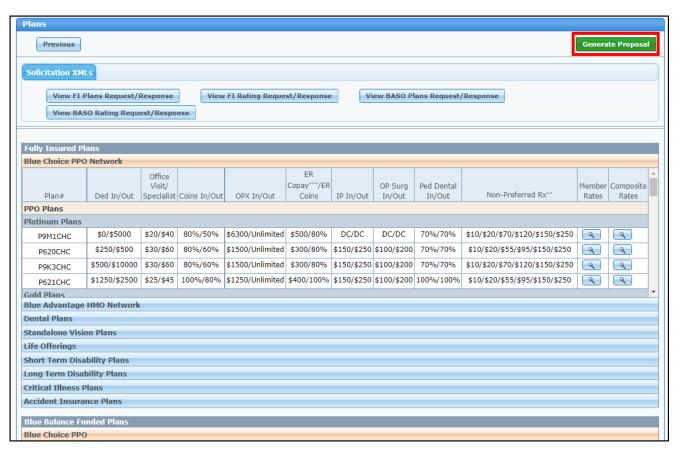
Accident Insurance	Plans					
Plan Name		Benefit Description	24 hour Coverage	Benefit Coverage	Wellness	Rate
Basic Accident Insu	ırance					
Plan 1	Benefit	s for treatment and injuries due to an accident	No	Emergency room - \$75 / Hospital confinement - \$150 / Ground Ambulance - \$120	\$40	<u> </u>
Plan 2	Benefit	s for treatment and injuries due to an accident	No	Emergency room - \$150 / Hospital confinement - \$250 / Ground Ambulance - \$200	\$50	=9
Plan 1 - 24 Hr	Benefit	s for treatment and injuries due to an accident	Yes	Emergency room - \$75 / Hospital confinement - \$150 / Ground Ambulance - \$120	\$40	= 9
Plan 2 - 24 Hr	Benefit	s for treatment and injuries due to an accident	Yes	Emergency room - \$150 / Hospital confinement - \$250 / Ground Ambulance - \$200	\$50	િવ
Smart Plan 1	Benef	fits for treatment due to an accident	No	Emergency room - \$175 / Hospital confinement - \$200 / Ground Ambulance - \$400	\$0	Q
Smart Plan 2	Bene	fits for treatment due to an accident	No	Emergency room - \$200 / Hospital confinement - \$300 / Ground Ambulance - \$400	\$0	િવ
Smart Plan 1 - 24 Hr	Bene	fits for treatment due to an accident	Yes	Emergency room - \$175 / Hospital confinement - \$200 / Ground Ambulance - \$400	\$0	િવ
Smart Plan 2 - 24 Hr	Benet	fits for treatment due to an accident	Yes	Emergency room - \$200 / Hospital confinement - \$300 / Ground Ambulance - \$400	\$0	Q
Voluntary Accident	Insura	nce				
Plan 1	Benefit	s for treatment and injuries due to an accident	No	Emergency room - \$75 / Hospital confinement - \$150 / Ground Ambulance - \$120	\$40	<u> </u>
Plan 2	Benefit	s for treatment and injuries due to an accident	No	Emergency room - \$150 / Hospital confinement - \$250 / Ground Ambulance - \$200	\$50	્વ
Plan 1 - 24 Hr	Benefit	s for treatment and injuries due to an accident	Yes	Emergency room - \$75 / Hospital confinement - \$150 / Ground Ambulance - \$120	\$40	િવ
Plan 2 - 24 Hr	Benefit	s for treatment and injuries due to an accident	Yes	Emergency room - \$150 / Hospital confinement - \$250 / Ground Ambulance - \$200	\$50	િવ
Smart Plan 1	Benef	fits for treatment due to an accident	No	Emergency room - \$175 / Hospital confinement - \$200 / Ground Ambulance - \$400	\$0	= 9
Smart Plan 2	Benef	fits for treatment due to an accident	No	Emergency room - \$200 / Hospital confinement - \$300 / Ground Ambulance - \$400	\$0	= 9
Smart Plan 1 - 24 Hr	Benet	fits for treatment due to an accident	Yes	Emergency room - \$175 / Hospital confinement - \$200 / Ground Ambulance - \$400	\$0	= 9
Smart Plan 2 - 24 Hr	Benef	fits for treatment due to an accident	Yes	Emergency room - \$200 / Hospital confinement - \$300 / Ground Ambulance - \$400	\$0	િવ

## **Generating the Proposal**

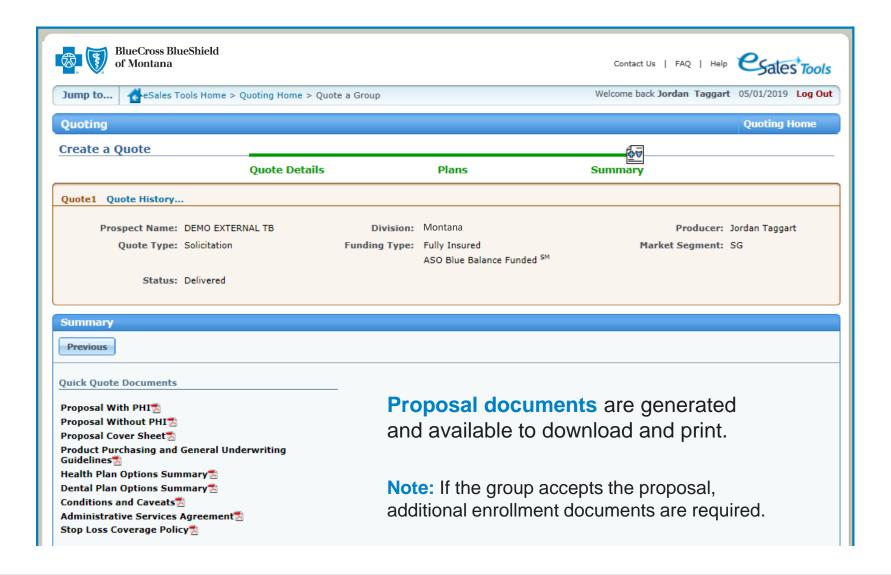
Next section will be the Plan section displaying all Health, Dental and Life offerings.

To generate the quote, click on the **Generate Proposal** on the right-hand side of

the page.



# **Proposal Documents**



## **Helpful Resources**



For questions about quoting, enrollment and benefits, please talk with **your sales executive** or **general agent**.



For technical issues with the eSales Quoting tool, please contact our ITG Service Center at 1-888-706-0583.



For questions regarding any of the information within this user manual or the enrollment process, please email us at: **SGMM\_TechSupport@hcsc.com**.