

NACO Helpful Hints

Please use the following information to help complete your renewal paperwork, as well as answer questions you may have about plan information throughout the year.

BCBSNE monthly billings

- Blue Cross and Blue Shield of Nebraska (BCBSNE) generates billings on or about the 20th of each month. So, to help ensure your changes are included in that month's billing, please enter your membership changes in [BluesEnroll](#)SM by the **10th of the month**.
- Please check the billing *each month* to be sure your employees are set up correctly. Please *do not* write changes on the bill and send it in; instead, make the changes in BluesEnroll. If you need assistance, contact the Electronic Enrollment team at eEnrollSupportTeam@NebraskaBlue.com or 800-843-2373.
- Reminder: The July billing will be delayed to ensure all renewals and changes have been completed prior to ordering the bills.

Off-renewal change of group leader, BluesEnroll administrator or contact information

For changes to a group leader or BluesEnroll administrator, please send an email to Linda.Farahani@NebraskaBlue.com the following information:

- Remove or add a group leader and/or BluesEnroll administrator
- Job title
- Email address
- Phone number for the new group leader/BluesEnroll administrator
- Fax number for the new group leader/BluesEnroll administrator
- Effective date of the change
- Indicate if a new contact needs access to BluesEnroll

We will then send you an amendment detailing all the contact changes.

Enrollment changes due to qualifying events

Employees must notify you within 31 days of the date of the qualifying event if they wish to enroll themselves or their dependents in coverage outside of the open enrollment period. Please keep documentation of the qualifying event on file in case our membership team needs to verify the event (e.g., termination letters from other insurance carriers, etc.).

Employees adding newborn or newly adopted children to their coverage

- Maternity coverage is available to subscribers, covered spouses and dependent daughters. Please ensure your employees understand that all newborns are covered for 31 days from the date of birth, including those born to dependent children. For newborns to be added to the policy, the employee must notify you within 31 days of the birth of the child, regardless of the employee's current coverage type.
- All newly adopted children will be covered for the first 31 days of the child's date of adoption. For newly adopted children to be added to the employee's coverage, the employee must notify you within 31 days of the child's placement for adoption or actual adoption date. The employee will also need to provide you with the adoption or placement documents
- *Please ensure this information is shared with employees when they are preparing for maternity leave or family leave of absence.*

Employees adding grandchildren to their coverage

If a newborn is born to a dependent child, the newborn will be covered for 31 days from the date of birth. To continue coverage under the employee's plan, the employee must notify you within 31 days of the grandchild's birth *and* the employee must be named the grandchild's legal guardian. The employee must also provide proof of legal guardianship. For more information, please contact a member of your NACO BCBSNE team.

BluesEnrollSM is provided by Benefitfocus®. Benefitfocus is an independent company that has contracted with Blue Cross and Blue Shield of Nebraska to provide electronic health plan enrollment services. Blue Cross and Blue Shield of Nebraska is an independent licensee of the Blue Cross and Blue Shield Association.

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