



**BlueCross BlueShield
of New Mexico**

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Blue Access for EmployersSM (BAESM) Membership Message Center How-To Guide

Blue Cross and Blue Shield of New Mexico, 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 EmployersSM (BAESM) 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.

The screenshot displays the BAE interface for ABC COMPANY INC. On the left is a navigation menu with the following items: Employer Home, Account Summary, Enrollment, Employee Maintenance, Membership Message Center (highlighted with a red box), Billing, and Reports. Below the menu are three main sections: 'View Your Bill' with links for 'View Invoice' and 'View Bill Summary'; 'Form Finder' with a search box and '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' and includes links for 'View Details', 'View Health Plans', 'Update Profile', and 'SBC Monitoring Performance', along with an 'ACTION REQUIRED' notice. It also shows account details for ABC COMPANY INC, including account number 000000, effective date 04/15/2012, and renewal date 01/01/2022. Below this is an 'Employee Maintenance' section with a dropdown menu set to 'I want to: Select an action'. The 'Get Started' section offers options to find an employee or dependent, with fields for SSN or ID Number, Last Name, and First Name, and a 'Find' button. An 'Enroll Employee' button is also present. 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.

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 shows a web interface for an employer's account. On the left is a navigation menu with the following items: Employer Home, Account Summary, Enrollment, Employee Maintenance, Membership Message Center (highlighted with a red box), Billing, and Reports. Below the menu are three main sections: 'View Your Bill' with links for 'View Invoice' and 'View Bill Summary' (with a PDF icon); 'Form Finder' with a search box and 'Find' button, plus links for 'Advanced Search' and 'View All Forms'; and 'Find a Doctor' with links for 'Provider Finder', 'Find a Pharmacy', and 'View Drug Coverage'. The main content area on the right is titled 'Account Summary' for 'ABC COMPANY INC'. It includes links for 'View Details', 'View Health Plans', 'Update Profile', and 'SBC Monitoring Performance', with a red 'ACTION REQUIRED' banner. Below this is an 'Employee Maintenance' section with a dropdown menu set to 'Select an action'. The 'Get Started' section 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. The 'Enroll Employee' button is also present. 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.

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 to show 'Security Manager'. The main content area is divided into several sections:

- Modify User Profile:** Fields for User ID (000000.Demo1), First Name (Demo1), Last Name (Demo), Email (demo1@abccompany.), and Phone (123 123 1234 ext:).
- Modify Permissions:** A list of permissions with checkboxes. The 'Group Secure Messaging' checkbox is checked. A note states: '** The View ASO Bill permission is needed to grant access to ASO Invoices.' Below the permissions are 'Save Changes' instructions and 'Submit', 'Delete User', and 'Cancel' buttons.
- Current Users:** A table listing users with columns for Name, User ID, Email, and Status. The user 'Demo1, Demo' is highlighted with a red '2.' next to it.

Red numbers 1, 2, 3, and 4 are overlaid on the image to indicate the steps: 1. Select 'Security Manager' in the left menu; 2. Select the user 'Demo1, Demo' in the 'Current Users' table; 3. Check the 'Group Secure Messaging' permission box; 4. Click the 'Submit' button.

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.](#)

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

The screenshot displays the ABC COMPANY INC portal. On the left side navigation, the 'Membership Message Center' link is highlighted with a red box and labeled '1.'. In the top right corner, the 'News & Updates' tab is highlighted with a red box and labeled '2.'. The main content area includes sections for 'Account Summary', 'Employee Maintenance', 'View Your Bill', 'Form Finder', and 'Find a Doctor'. The 'Employee Maintenance' section features a search form for employees/dependents and an 'Enroll Employee' button. The 'Recent Activity' section shows a message about no activity in the past 30 days. The right sidebar contains 'Employer Resources' and 'Virtual Visits' information.

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

1. New Message
2. Inbox
3. Sent

HELP
Contact Us
Demo and Guide
Log Off

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
- Reinstate
- 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 'Membership Secure Messaging Center' interface. On the left is a dark blue sidebar with navigation options: 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 a notice: 'Please note that messaging center is designated solely for membership-related inquiries'. Below this is a status bar: 'You can expect a response within 3 business days'. The form contains two dropdown menus: 'I Want To' (selected: Enrollment/Add Member) and 'Number of employees referenced in this request' (selected: 1-5). A text box provides 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 are: 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.). An attachment section shows a warning: '(76/9000) 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.' An 'Add attachment' button is present, with a file named 'Add-New-Employees.xlsx (12.06 KB)' listed below it. 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, xlxs
 - Document and text files: doc, docx, odt, rtf, txt
 - Image files: bmp, gif, jpeg, jpg, png, tif, tiff
 - PDF filesA 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.

The screenshot displays the 'blueaccess for Employers' interface. On the left is a dark blue sidebar with navigation links: Demo1, Account # 000000, New Message, Inbox, Sent, HELP, Contact Us, Demo and Guide, and Log Off. The main content area is titled 'Membership Secure Messaging Center' and includes a notice: 'Please note that messaging center is designated solely for membership-related inquiries'. Below this is a status bar: 'You can expect a response within 3 business days'. The form contains two dropdown menus: 'I Want To' (set to 'Enrollment/Add Member') and 'Number of employees referenced in this request' (set to '1-5'). A text box provides 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 'Sender' field is 'Demo1 Demo' and 'Email' is 'demo1@abccompany.com'. The 'Subject' field contains '4. Add New Employees'. The 'CC' field contains '5. hr@abccompany.com'. The 'Message' field contains '6. Please add new employees. See attached spreadsheet for detailed information.' Below the message field is an 'Attachment' section with a note: '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.' A file '7. Add-New-Employees.xlsx (12.06 KB)' is shown with an '8.' next to it. At the bottom are '9. Send' and 'Cancel' buttons. A blue notification box at the bottom right states: '10. Message Sent Successfully. Your message was assigned case 00000000. Please expect a response within three (3) business days. If your membership need is urgent, please call (XXX) XXX-XXXX, Monday-Friday, 8am-6pm CST and reference the 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 image displays two screenshots of the blueaccess for Employers interface. The top screenshot shows a message titled "Reinstate my Employee" with a "Reply" button. The message details include "Form Customer Service", "Case", and "Request Date 08/28/2023". The message content is a table with one row: "08/28/2023", "Group Membership Team", and "Your request is complete". The bottom screenshot shows the "Inbox" search interface with fields for "Subject", "Case#", "From" (with a date picker), and "To" (with a date picker). A "Search" button and a "Clear Filters" button are present. Below the search fields, 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**.

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

From Membership Customer Service

Date	Case #	Subject
09/15/2023	02690624	Cancel Employees
09/15/2023	02690623	Member Maintenance Request
09/15/2023	02690622	Add New Employees

2. « 1 »