December 2023 DX Initiatives

Launch: December 15, 2023

The Digital Experience (DX) team is working with I/S to release three updates and projects on Dec. 15:

- Claims submission within My Health Toolkit®
- Support Access link update
- Key updates to our mobile app

Claims submission through My Health Toolkit

We have created a digital process for our members to file claims directly within My Health Toolkit. Previously, members could only submit their claim forms through the mail. With this new digital process, members will be able to decrease submission time and receive an instant confirmation number.

To ensure the process is smooth, members will have a checklist in the beginning of the experience. This will alert members early in the process that they'll need to provide a bill of receipt and, if they have a Medicare plan, an Explanation of Medicare Benefits (EOMB).

This release only applies to health claims on the desktop version of My Health Toolkit. The ability to file dental claims, file claims through the mobile app, and view a list of claims members submit themselves will be added in 2024.

Continue to Appendix A to view the full flow.

Support access link

When we relaunched the secure site in mid-November, we provided a work-around link for CSA Support Access since the CSR Desktop would not be updated until mid-December. On Dec. 15, I/S will update the link on the CSR Desktop and CSAs will be able to get to Support Access that way once again.

Key mobile app updates

Summaries of Benefits and Coverage (SBCs) now available

We have added the ability to view SBCs in the mobile app. This will allow members who have access to their SBCs through My Health Toolkit to download them as PDFs and view them on their mobile devices. Previously, a member could only view their SBCs on the desktop version of My Health Toolkit.

Addition of mental and behavioral health programs

Members who have access to certain mental and behavioral health programs will be able to access those programs within the mobile app. The programs include:

- Meru Health (depression and anxiety)
- NOCD (OCD)
- Youturn (substance use treatment)

Members can access these programs by selecting the Benefits menu, and then Mental & Behavioral Health.

Impacted LOBs include National Alliance, Major Group, and Group & Individual. Continue to Appendix B see screenshots of these updates.

Actions you may need to take

Marketing: Make sure you are familiar with the new process for filing a claim and the mobile app updates.

Customer Service: Make sure you are familiar with the new process members can use to file claim and the mobile app updates. Additionally, you can resume using the link to Support Access on the CSR Desktop. Review the member experience document to determine if there are any screenshots, talking points, or job aids that need to be updated for your business area.

Questions

If you have any questions about these or other digital efforts, please contact <u>Digital.Experience@bcbssc.com</u>.

Please continue to the experience portion of this document.

Member Experience

Appendix A: File a Claim

Note: Branding for all experiences will reflect each member's health plan in production.

Fig. 1: The File a Claim landing page.

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	If you have ve	rified and are confident that you	r provider has not submitted a	a claim on your behalf, please pro	oceed with filing.	
	To ensure a sr Bill of rece	mooth process, have these <u>necess</u> eipt	sary documents ready:			
	 Explanation 	on of Benefits (EOB) from your he	ealth plan			
			File a Claim			
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Fig. 2: Screen view of the selected member filing the claim.

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Fig. 3: Uploading a billing statement.

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Fig. 4: Support documents have been uploaded.

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Fig. 5: Screen view of provider information and claim details. (Note the ability to delete support documents in this step.)

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Fig. 6: Medicare coverage information page. If a member is covered by Medicare, there will be additional screens in Step 4 for them to complete. If a member is not covered by Medicare, they will move forward to Step 5.



Fig. 7: The page to upload an Explanation of Medicare Benefits (EOMB). A member will only be prompted to submit this document if they indicated in the previous step that they are covered by Medicare.



Fig. 8: The successful upload of a Medicare member's EOMB.

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Fig. 9: Employment and health questions for Medicare members.

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Fig. 10: Questions about additional health plans. Members who are not covered by Medicare will jump from Step 4 to this step in the process.



Fig. 11: The successful upload of an EOB.

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Fig. 12: Question about accidental injuries.

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Fig. 13: Additional questions about the accidental injury.

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Fig. 14: The review screen before a member submits their claim.

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	Provide	r and Claim I	Details ൽ							
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Fig. 15: The claim submission screen. Members will see their confirmation number and a link to the claims list. Note that members <u>will not</u> see the claims they submit through these steps in their claims list until they have been processed.

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Appendix B: Key Mobile App Updates

Fig. 1: Link to Summary of Benefits & Coverage (SBC) on the Benefits page.



Fig. 2: New Mental & Behavioral Health option on the Benefits menu.



Fig. 3: Mental & Behavioral Health page, with program details collapsed.

O My Profile		8		Menu
← Back	Mental	& Behavior	al Health	<u> </u>
It can be difficult to tackle mental and behavioral health issues. We offer effective programs that make it easier, with the convenience and privacy of online access.				
Anxiety and Depression				
Manage anxiety and depression with Meru Health 🛛 📀				
Obsessive Compulsive Disorder (OCD)				
Tackle OCD with NOCD				
Addiction Recovery				
Stay in recovery with Youturn				
Abome Home	ID Card	Claims	Benefits	C Find Care

Fig. 4: Mental & Behavioral Health page, with program details expanded.

