GUIDE TO
SURVIVING THE BUSY SEASON

With the busiest months of the year rapidly approaching, Action Benefits continues to work to ensure smooth, timely and ultimately, trouble-free service for you and your staff. The end of the calendar year can be a challenging time for even the most organized agencies, so we’d like to offer up a few tips to help alleviate stress and keep your Blue business on track.

PAY ATTENTION TO THE DETAILS

KNOW YOUR RATINGS. Be sure to select the correct rating methodology for Reform and Non-Reform Groups and also be sure you’re selecting products available for the number enrolling. If you have questions about a group, contact the Action Benefits Proposal Team at proposals@actionbenefits.com or 248-356-8585.

CHECK THE CALENDAR. Submit paperwork with ample lead time to ensure that your groups are on-system and receive their cards on time. New Business enrollments and Group Wide Changes can take 30-45 days. Helpful deadline reminders are available on the calendar at www.actionbenefits.com.

DOUBLE CHECK YOUR PAPERWORK. Remember that enrollment paperwork must match the Quarterly Wage Detail Report (QWDR), and ALL full-time employees must have an Enrollment Change of Status (ECOS) form or a waiver.

USE THE BEST TOOLS AVAILABLE

ACTION ACTIVITY DASHBOARD

KEEP AN EYE ON YOUR ACTION ACTIVITY DASHBOARD AT WWW.ACTIONBENEFITS.COM. There’s no better way to review all of your Action Benefits business in-process. You can quickly check the status of pending requests, see if there’s action required and review the most recent communications pertinent to an inquiry or case at the click of a mouse. The new Action Activity Dashboard makes it easier, and more convenient than ever before to stay informed about your in-process business. If you don’t have access to Action Web, visit www.actionbenefits.com to register.

EBOOKSHELF

VISIT eBookshelf FOR YOUR BCBSM RENEWALS. Why wait for renewal info to arrive by mail when you can access complete renewal packages days sooner on the Agent Secured Services portal at www.bcbsm.com? Simply log in, select the “Agent Resources” drop-down menu, and then click “eBookshelf Reports.” Select “Title” from the “Search In” drop-down on the right. Type either the group number and suffix (without a hyphen), the CID or the group name into the search field and click “Search.”

If a renewal package is available for the group, eBookshelf will provide you with a pdf, complete with the Components of Rate Change, Benefit and Rate Schedule and information about the rating methodology used. Contact an Action Benefits Representative if your group’s renewal is unavailable.

Action Benefits offers agents innovative solutions, agent advocacy, and excellence in service.


Action Benefits is an Authorized Managing Agent for Blue Cross Blue Shield of Michigan and Blue Care Network (BCBSM and BCN). Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.
ACTION WEB
LEVERAGE THE POWER OF ACTION BENEFITS’ TECHNOLOGY. We’ve made significant investments to make getting the information you need as easy as possible. Action Web (www.actionbenefits.com) can assist you with the most up-to-date information about your Book of Business, commissions, health care reform, and much more. It can also help to ensure that you’re utilizing the most current forms, marketing materials and product information, so you can avoid time-consuming hold-ups and get your business processed as quickly as possible. With so many recent product menu changes, having the right forms and information is critical. To avoid using outdated forms that could result in processing delays, we recommend downloading New Business and Group Wide Change forms from the Document Resources Library as needed, rather than saving them to your own computer.

DIRECT DEPOSIT
EMBRACE THE BENEFITS OF DIRECT DEPOSIT. Electronic funds transfer gives you access to your commissions days sooner, and can benefit us all by limiting paper waste. Visit the Commissions section of Action Web for a Direct Deposit Enrollment Form, or contact our Commissions Team at (248) 356-8585 to enroll. Commission statements are displayed at the agent level at www.actionbenefits.com, however, agency statement views are also available. Contact David Blackburn at (248) 356-8585 or dblackburn@actionbenefits.com for details.

STAY CONNECTED
DEPARTMENTAL EMAIL BOXES
UTILIZE DEPARTMENTAL EMAIL INBOXES. We understand that you like working directly with the representative of your choice, but Action Benefits’ departmental inboxes are actually the best way to ensure that your request ends up in the right hands. When you send a request to these inboxes, we’ll confirm that we’ve received it, assign it to the appropriate representative and log it into our systems for tracking. This process helps Action Benefits manage work flow, and monitor the progress of requests for the timeliest completion possible. You can even request a specific representative when you send to these inboxes, and we’ll assign them as desired whenever possible.

Please use the following addresses when submitting work to Action Benefits:
Processing@actionbenefits.com
Proposals@actionbenefits.com
Service@actionbenefits.com
Renewals@actionbenefits.com
Medicareadvantage@actionbenefits.com
Myblue@actionbenefits.com

CONFIRMATION EMAILS
KEEP AN EYE ON YOUR INBOX. When you request a proposal, submit New Business or a Group Wide Change, or make a service request, we want to keep you informed throughout the process. We know that confirming the receipt of an email helps to put your mind at ease. So do messages informing you who the request or case has been assigned to, when it’s been submitted to the Blues and when it’s been completed. And, of course, you want to know if something’s missing. If you haven’t been receiving emails from Action Benefits, take a moment to give us a call and we’ll be happy to update your email address. Or, log onto Action Web and update your profile information as necessary.

GIVE US A CALL
DON’T HESITATE TO PICK UP THE PHONE. Action Benefits has the expert staff to assist you with any need when it comes to your Blue business, and they’re just a phone call away. 248-356-8585 connects you to Proposals, New Business Processing, Service, Renewals, Supplies and much more. And our staff won’t leave you holding the line. Our most recent report shows that, on average, calls are answered in under 25 seconds.