



Administrative Manual

Updated December 2020



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Introduction

Blueprint for Employers is a secure, self-service site that gives you the capability to conduct business transactions beyond those available on the public, unsecured sites for BlueAdvantage Administrators of Arkansas.

Some of the advanced capabilities include the ability to:

- View all enrolled employees and their dependents, employees whose coverage has been canceled and employees who have been assigned future effective dates.
- Print temporary ID cards and order replacement ID cards for enrolled employees and their dependents.
- View claims history (an additional signed contract is required).
- View deductible and out-of-pocket amounts (an additional signed contract is required).

Accessing Blueprint for Employers

To log in:

1. Follow the site link to access the login screen (*see Fig. 1*):
<https://secure.blueprintforarkansasemployers.com>
2. Enter your username and password.
3. Click **Sign In**.

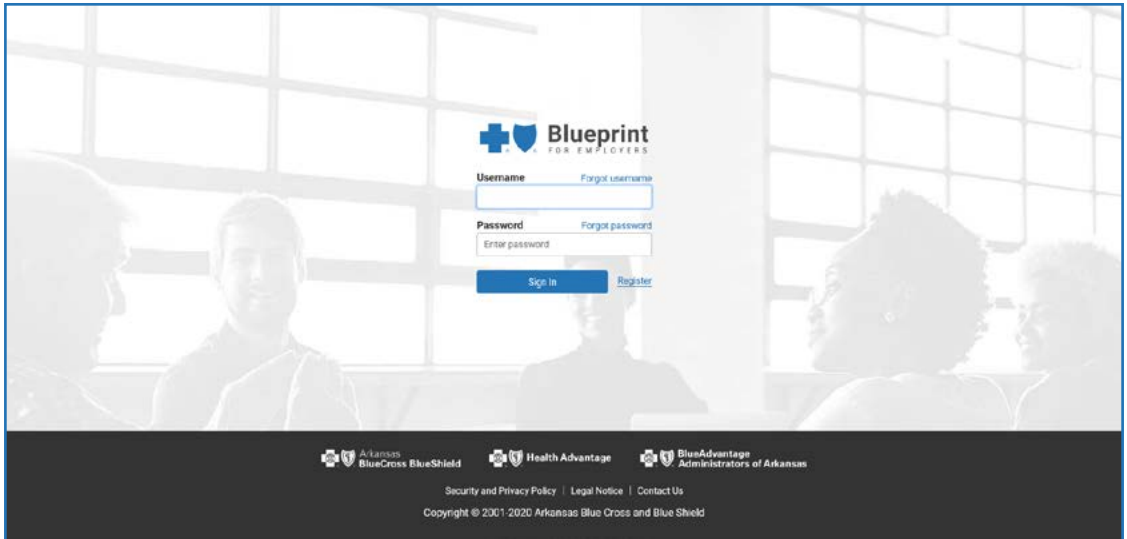


Fig. 1 – Login Screen

Bookmarking the Site

Bookmarking Blueprint for Employers lets you access the website quickly and easily. Below are instructions on how to bookmark the website for different web browsers.

Before completing the following, make sure the address field in your web browser reads <https://secure.blueprintforarkansasemployers.com/>

For Windows

Internet Explorer

Press **Control-D** or select **Add Page to Favorites** from the Favorites menu. This will add the login page to your Favorites bar, located directly below the address field. You can also drag the icon to the left of the web address directly onto the Favorites bar.

Google Chrome

Press **Control-D** or select **Bookmark this Page...** from the Bookmarks menu. This will add the login page to your Bookmarks bar, located directly below the address field. You can also drag the icon to the left of the web address directly onto the Bookmarks bar.

Firefox

Press **Control-D** or select **Bookmark this Page...** from the Bookmarks menu. This will add the login page to your Bookmarks bar, located directly below the address field. You can also drag the icon to the left of the web address directly onto the Bookmarks bar.

For Mac

Safari

Press **Command-D** or select **Add Bookmark...** from the Bookmarks menu. This will add the login page to your Favorites bar, located directly below the address field. You can also drag the icon to the left of the web address directly onto the Favorites bar.

Firefox

Press **Command-D** or select **Bookmark this Page...** from the Bookmarks menu. This will add the login page to your Bookmarks bar, located directly below the address field. You can also drag the icon to the left of the web address directly onto the Bookmarks bar.

Select a Group

Blueprint for Employers is designed to accommodate users with multiple groups.

After logging in to Blueprint for Employers, you will be directed to the Group Selection page (see Fig. 2). If you have multiple groups covered by Arkansas Blue Cross or Health Advantage, you must select which group's information you wish to view. Information on Blueprint for Employers is displayed according to which group you selected.

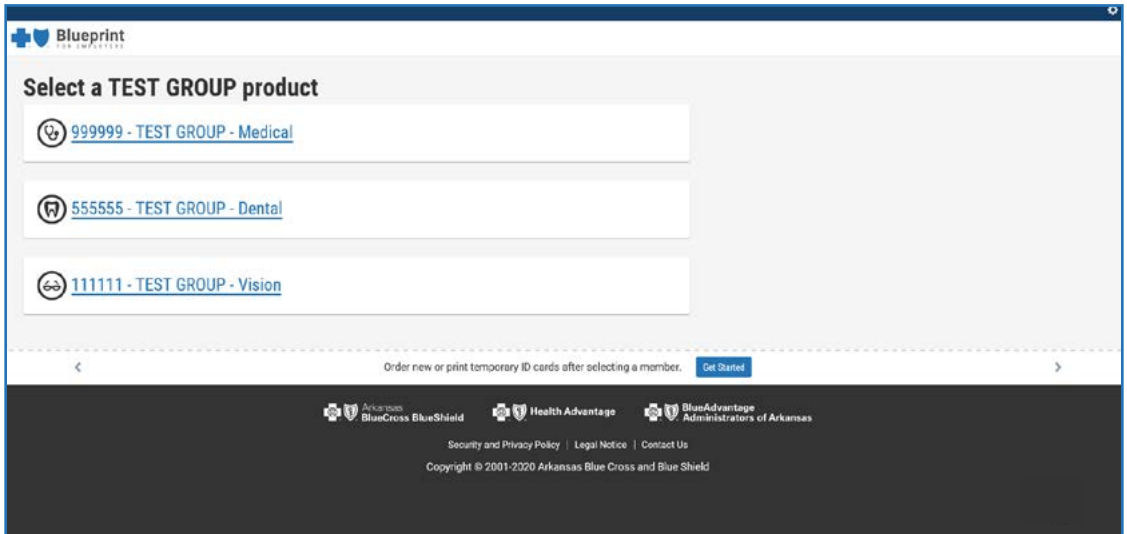


Fig. 2 – Group Selection

Users with multiple groups can switch between groups by selecting the group name link (See Fig. 3) in the top left of the page, which navigates you back to the group selection page.



Fig. 3 – Select a Group

Blueprint for Employers Tools

Blueprint for Employers gives you the tools necessary to regulate your group’s plan. These tools allow you to perform a wide range of administrative functions, including:

- View member listing
- View member details
- View canceled contracts
- View contracts with future effective dates
- Replace an ID card
- View claims history (an additional signed contract is required)
- View deductible and out-of-pocket amounts (an additional signed contract is required)

Navigation Menu

The Blueprint for Employers navigation menu (*see Fig. 4*) displays links to the site’s main features. To close the menu, click **Close** in the top-left corner.

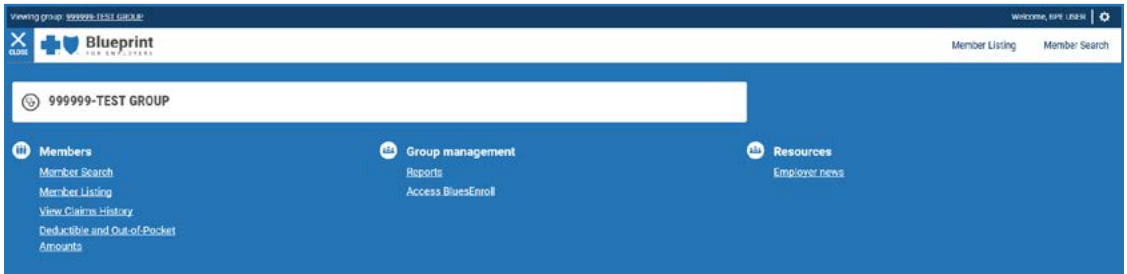


Fig. 4 – Navigation menu

Homepage

The Blueprint for Employers Homepage (*see Fig. 5*) defaults to Member Listing.

To return to the Homepage from any page on the site, click the Blueprint for Employers logo at the top-left corner of the page next to the menu.

To log out of Blueprint for Employers, click the settings gear in the top-right corner of the page, then click **Sign-out**.

You can find links to the **Security and Privacy Policy**, **Legal Notice** and **Contact Us** pages at the bottom of the page, just below the logos.

Viewing group: 999999-TEST_GROUP

MENU Blueprint FOR EMPLOYERS

Member Listing

TEST GROUP - 999999

[Future effective contracts](#) [Canceled contracts](#) [Member search](#)

Select division

TEST GROUP 9999999999

Save to Excel

Contract #	Name	DOB	Gender	Classification	Orig Eff Date	Coverage
M999999999	EMPLOYEE TEST A	06/15/1983	F	EMPLOYEE ONLY	01/01/2018	
M999999999	EMPLOYEE TEST B	11/21/1962	F	EMPLOYEE ONLY	01/01/2018	
M999999999	EMPLOYEE TEST C	12/18/1970	F	FAMILY	01/01/2018	
M61369239	EMPLOYEE TEST D	05/23/1963	F	EMPLOYEE ONLY	01/01/2018	

Fig. 5 – Homepage

View Member Listing

The Member Listing page displays a list of your group’s employees, their contract number, date of birth, gender, marital status, original effective date and coverage.

The Member Listing page displays by default after logging in to Blueprint for Employers. (see Fig. 6)

Other ways to access Member Listing include:

1. Click the **Member Listing** quick link, located at the top-right of the page or in the Navigation menu at the top-left of the page (see Fig. 7).
2. Click the Blueprint for Employers logo at the top-left corner of the page next to the menu to return to the home page/Member Listing page (see Fig. 7).

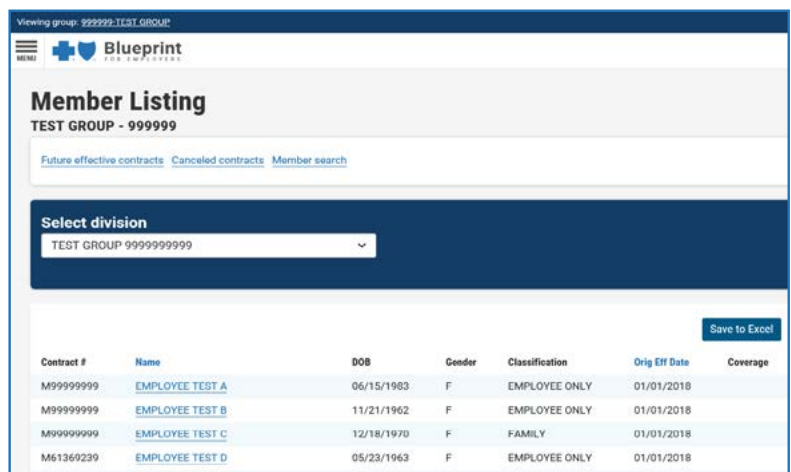


Fig. 6 – Member Listing

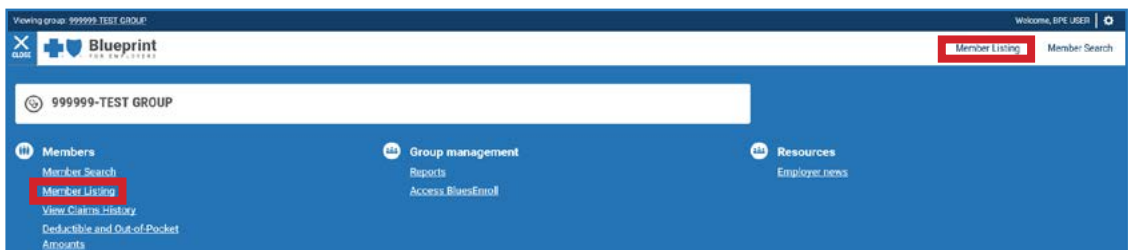


Fig. 7 – Member Listing Links

This page also has links to view Future Effective Contracts and Canceled Contracts, or search for a member. Use the navigation page numbers at the bottom left of the page to navigate through the list of members. Click on any name to view Member Details. Users have the ability to save the Member Listing information to Excel.

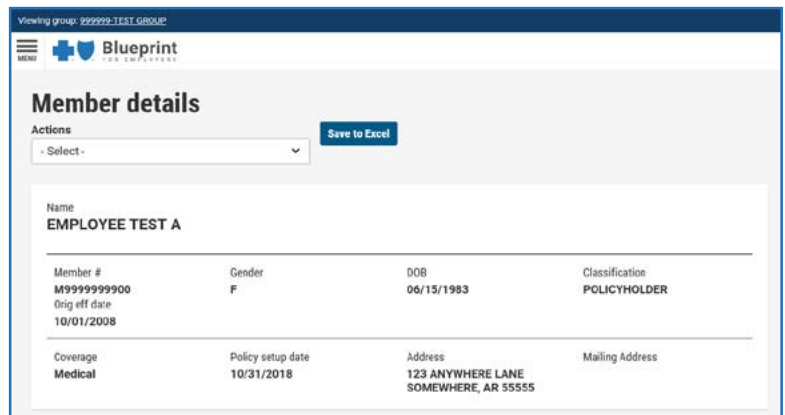
View Member Details

On the Member Details page (see Fig. 8), you can:

- Print temporary ID cards
- Order replacement ID cards
- View claims history
- Check deductible and out-of-pocket information

Users have the ability to save the member details information to Excel.

Note: An employee's dependents are displayed on their Member Details page.



Viewing group: 999999-TEST_GROUP

Blueprint
FOR EMPLOYERS

Member details

Actions:

Name: EMPLOYEE TEST A

Member # M9999999900	Gender F	DOB 06/15/1983	Classification POLICYHOLDER
Orig eff date 10/01/2008			
Coverage Medical	Policy setup date 10/31/2018	Address 123 ANYWHERE LANE SOMEWHERE, AR 55555	Mailing Address

Fig. 8 – Member Details

Member Search

To access member search:

1. Click **Member Search** on the Member Listing Page located at the top of the page (see Fig. 9).
2. Click **Member Search** in the Navigation menu at the top-left of the page or click the **Member Search** quick link, located at the top-right of the page (see Fig. 10).
The Member Search Page will then be displayed (see Fig. 11).

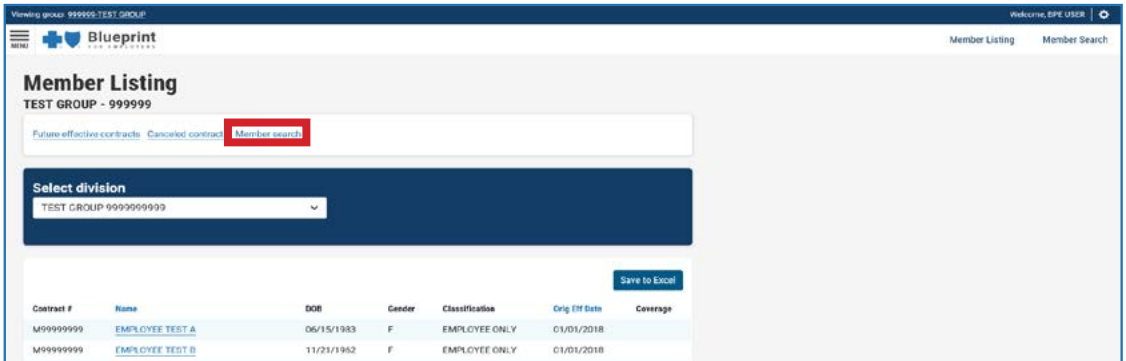


Fig. 9 – Member Search

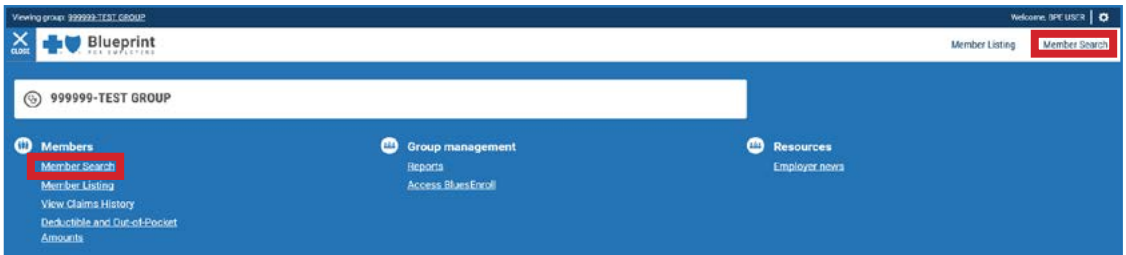


Fig. 10 – Member Search

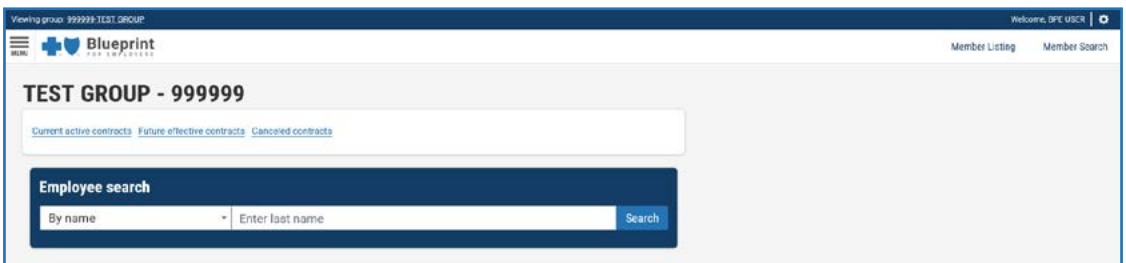


Fig. 11 – Member Search

Search for an employee by:

- Last Name
- Social Security Number
- Contract Number

View Canceled Contracts

1. Click the **Member Listing** quick link, located at the top-right of the page (see Fig. 12).

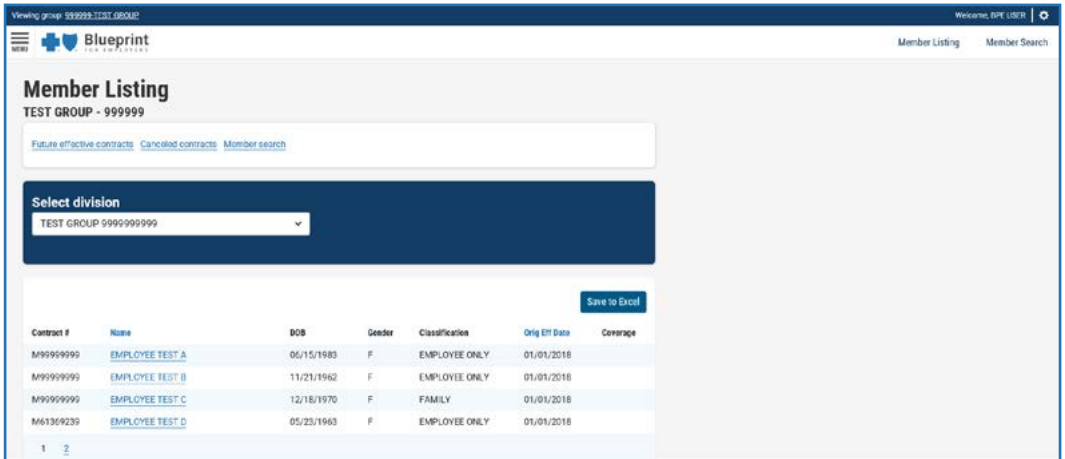


Fig. 12 – Member Listing

2. Click **Canceled Contracts** link on the Member Listing page. The site will display a list of contracts canceled within the past 24 months (see Fig. 13).

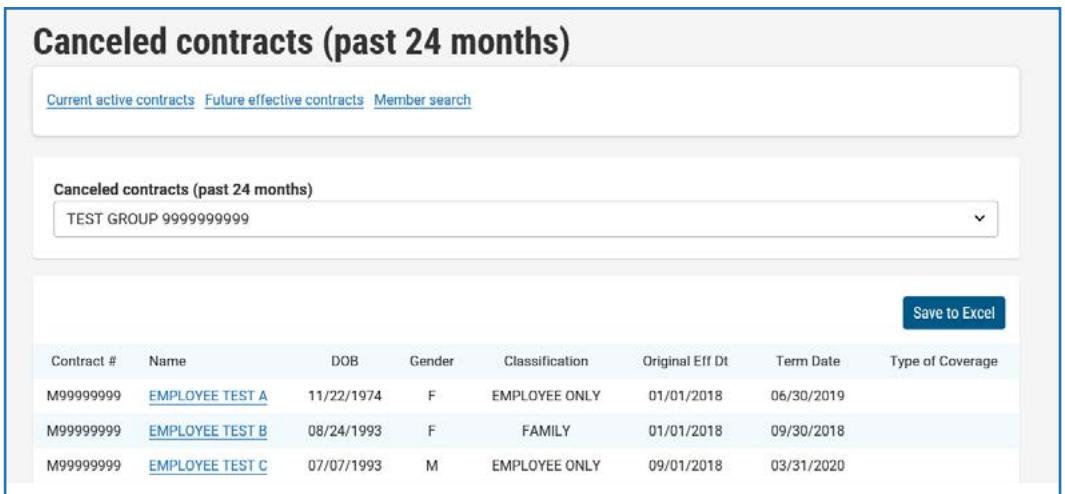


Fig. 13 – Canceled Contracts

View Contracts with Future Effective Dates

1. Click the **Member Listing** quick link, located at the top-right of the page (see Fig. 14).

Contract #	Name	DOB	Gender	Classification	Orig Eff Date	Coverage
M99999999	EMPLOYEE TEST A	06/15/1983	F	EMPLOYEE ONLY	01/01/2018	
M99999999	EMPLOYEE TEST B	11/21/1962	F	EMPLOYEE ONLY	01/01/2018	
M99999999	EMPLOYEE TEST C	12/18/1970	F	FAMILY	01/01/2018	
M61309239	EMPLOYEE TEST D	05/23/1963	F	EMPLOYEE ONLY	01/01/2018	

Fig. 14 – Member Listing

2. Click the **Future Effective Contracts** link on the Member Listing page. The site will display a list of employees with future effective dates (see Fig. 15).

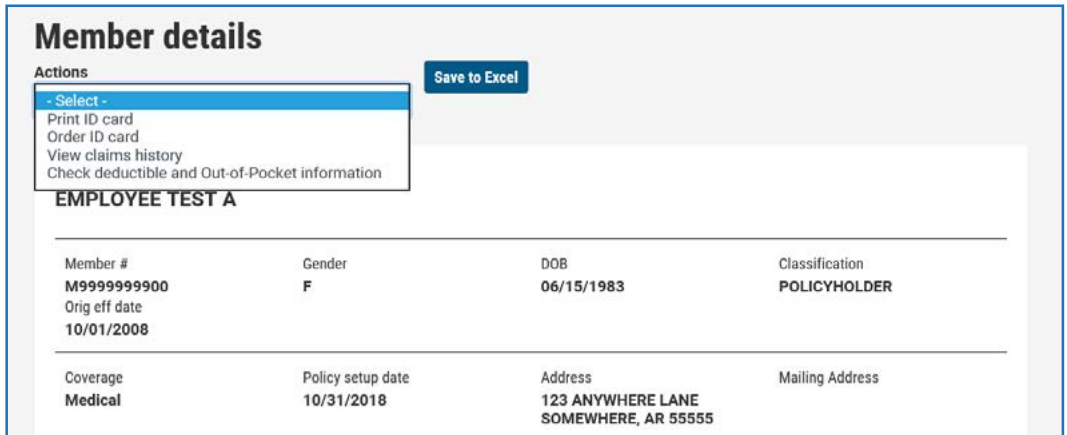
Contract #	Name	DOB	Gender	Classification	Original Eff Dt	Type of Coverage
M99999999	EMPLOYEE TEST A	07/11/1975	F	EMPLOYEE ONLY	11/01/2020	Medical
M99999999	EMPLOYEE TEST B	07/05/1978	F	EMPLOYEE ONLY	11/01/2020	Medical
M99999999	EMPLOYEE TEST C	06/15/1989	F	EMPLOYEE ONLY	11/01/2020	Medical

Fig. 15 – Future Effective Contracts

Replace an ID Card

To order a replacement ID card:

1. Click **Order ID card** from the Actions dropdown on the Member details page (see Fig. 16). You will be directed to the Order Replacement ID card page (see Fig. 17).



Member details

Actions Save to Excel

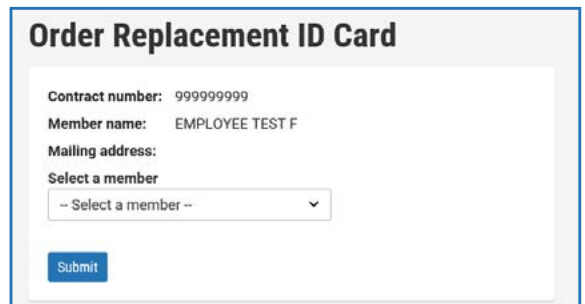
- Select -
- Print ID card
- Order ID card**
- View claims history
- Check deductible and Out-of-Pocket information

EMPLOYEE TEST A

Member #	Gender	DOB	Classification
M999999900	F	06/15/1983	POLICYHOLDER
Orig eff date			
10/01/2008			
Coverage	Policy setup date	Address	Mailing Address
Medical	10/31/2018	123 ANYWHERE LANE SOMEWHERE, AR 55555	

Fig. 16 – Member Details

2. Select the member you wish to order a replacement ID for in the dropdown, then click **Submit**.



Order Replacement ID Card

Contract number: 999999999

Member name: EMPLOYEE TEST F

Mailing address:

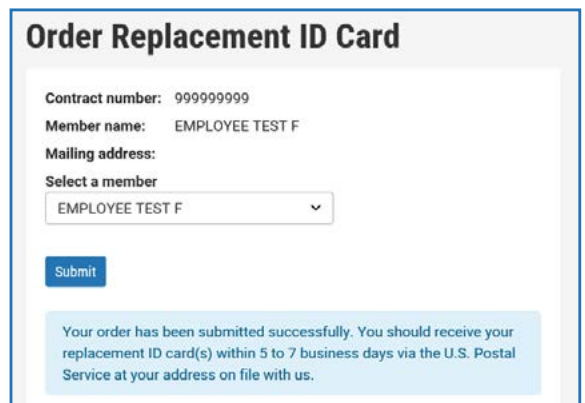
Select a member

-- Select a member --

Submit

Fig. 17 – Replacement ID Card Page

3. A confirmation message displays letting you know that your order has been submitted successfully (see Fig. 18).



Order Replacement ID Card

Contract number: 999999999

Member name: EMPLOYEE TEST F

Mailing address:

Select a member

EMPLOYEE TEST F

Submit

Your order has been submitted successfully. You should receive your replacement ID card(s) within 5 to 7 business days via the U.S. Postal Service at your address on file with us.

Fig. 18– Replacement ID Card Confirmation

Print a Temporary ID Card

You can print a temporary ID card for a member or dependent while waiting for the replacement ID card to be processed and received.

To print a temporary ID card:

1. Click **Print ID card** from the Actions dropdown on the Member details page (see Fig. 19). You will be directed to the Print Temporary ID card page (see Fig. 20).

2. Select the member in the dropdown and select the type of ID card that you wish to print, then click **Submit** (see Fig. 20).

3. The temporary ID card displays in a separate window (see Fig. 21).

4. Click **Print** (see Fig. 21).

Member details

Actions: **Print ID card** (selected), Order ID card, View claims history, Check deductible and Out-of-Pocket information

Save to Excel

EMPLOYEE TEST A

Member # M999999900 Orig eff date 10/01/2008	Gender F	DOB 06/15/1983	Classification POLICYHOLDER
Coverage Medical	Policy setup date 10/31/2018	Address 123 ANYWHERE LANE SOMEWHERE, AR 55555	Mailing Address

Fig. 19 – Member Details

Print Temporary ID Card

Contract number: 999999999

Member name: EMPLOYEE TEST F

Mailing address:

Select a member

Select the id card to print

Submit

Fig. 20 – Print Temporary ID card

Temporary ID Card
Date Generated: 10/06/2020

BlueAdvantage Administrators of Arkansas **THE BLUE PPO**

MEMBER NAME
TEST EMPLOYEE

MEMBER ID
XCFM99999900

DIVISION #: 0107000018
RXBIN: 004336
RXPCN: ADV
RXGRP: RX3652

TEST GROUP
RX COPAY: \$10/\$30/\$50

PPO

www.blueadvantagearkansas.com

BlueAdvantage Administrators of Arkansas
CUSTOMER SERVICE 800-370-5852
PRECERTIFICATION 800-451-7302
PROVIDER LOCATOR 800-810-2583
PHARMACY SERVICE 888-293-3748
PHARMACIST CALL 800-364-6331

Providers: File claims with Local Blue Cross and/or Blue Shield Plan.

Members: Refer to your benefit booklet for covered services. Possession of this card does not guarantee eligibility for benefits.

On-line service: For claims, eligibility or finding a provider, visit the website address on this card.

Finding a Provider: To find a Provider in your service area or when traveling, call the Provider Locator number.

BlueAdvantage Administrators of Arkansas
P.O. Box 1460, Little Rock AR 72203
BlueAdvantage Administrators of Arkansas, an independent licensee of the Blue Cross and Blue Shield Association, provides administrative claims payment services only and does not assume any financial risk or obligation with respect to claims.

Our Company complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, disability, or age.
Nuestro plan no hace distinción, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-662-2274.
Hầu ý: Nhà bảo hiểm Tổng Việt có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-844-942-2274.

Print

Fig. 21 – Print Temporary ID Card

View Claims History

Blueprint for Employers allows you to view employee claims history. This feature requires a special contract signed by the President or CEO of your company.

This contract can be obtained by contacting your Marketing Representative.

View Claims History allows you to view claims data and explanation of benefits for your employees and their covered dependents.

To view claims history:

1. Click **View Claims History** from the Actions dropdown on the Member details page (see Fig. 22). You will be directed to the Claims history page (see Fig. 23).
2. Select a member in the dropdown, enter a date range, then click **Submit**. A list of pending and completed claims will display.

Note: Users can select the link to view claims processed in the last 30 days for all members.

3. The service date, service provider name, claim number, total charge, date received, total charges, status and in process or completed date is shown for each claim. If the claim status is Complete, you can select the green **Complete** link and a PDF document of the explanation of benefits will display in a separate window (see Fig. 24).

Member #	Gender	DOB	Classification
M999999900	F	06/15/1963	POLICYHOLDER
Orig off date			
10/01/2008			
Coverage	Policy setup date	Address	Mailing Address
Medical	10/31/2018	123 ANYWHERE LANE SOMEWHERE, AR 55555	

Fig. 22 – Member Details

Name	Member ID	Service date	Service provider
EMPLOYEE TEST F	M999999900	09/21/2020	PROVIDER, TEST
Claim number:	Total charge	Date received	Status
123456789	\$512.40	10/01/2020	In Process (10/05/2020)

Fig. 23 – Claims History

Name	Member ID	Service date	Service provider
EMPLOYEE TEST A	M999999900	07/14/2020	PROVIDER, TEST
Claim number:	Total charge	Date received	Status
123456789	\$908.90	09/14/2020	Complete (09/21/2020)

Fig. 24 – View Claims History

View Deductible and Out-of-Pocket Amounts

Blueprint for Employers allows you to view employee deductible and out-of-pocket amounts. This feature requires a special contract signed by the President or CEO of your company. This contract can be obtained by contacting your Marketing Representative.

You can view the current or previous year deductible and out-of-pocket amounts by member or for an entire family.

Fig. 25 – Member Details

To view deductible and out-of-pocket amounts:

1. Click **Check Deductible and Out-of-pocket information** from the Actions dropdown on the Member details page (see Fig. 25). You will be directed to the Deductible and out-of-pocket page (see Fig. 26).
2. Select the member and year you wish to view from the dropdowns. The deductible and out-of-pocket amounts display.

Fig. 26 – Deductible and Out-of-Pocket

Financial Documents

Your health plan's financial documents are available in Blueprint for Employers (BPE) which increases transparency, provides better access to information and management tools and enhances security measures.

When an invoice is available, anyone that has permissions to see invoices will receive the email notification that a new invoice has been added. Your chief administrator(s) or benefit manager(s) can grant access to view financial documents on BPE.

Accessing Financial Documents

1. Click the **Financial Documents** quick link, located at the top-right of the page or under Group Management in the main navigation menu at the top left (*see Fig. 27*). The invoices and supporting documents page will then be displayed.
2. Select a category, document type, year and month, then click **Search**. Available documents display on the right (*see Fig. 28*). Click on a document link to download and view available documents.

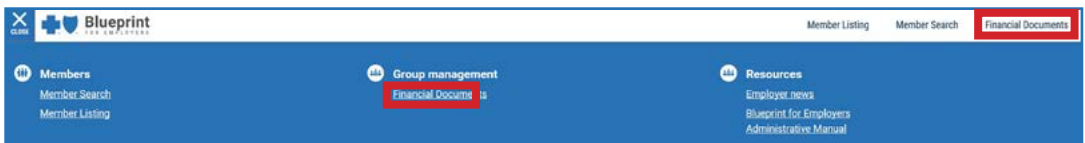


Fig. 27 – Menu

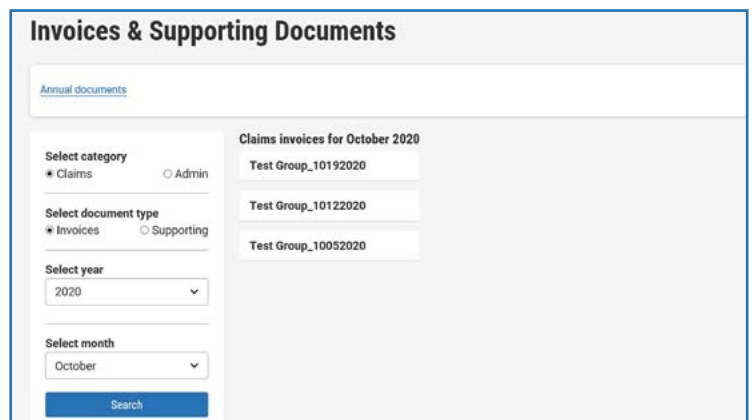


Fig. 28 – Invoices & Supporting Documents

3. Select the Annual documents link *see Fig. 28*) to view available annual documents (*see Fig. 29*).

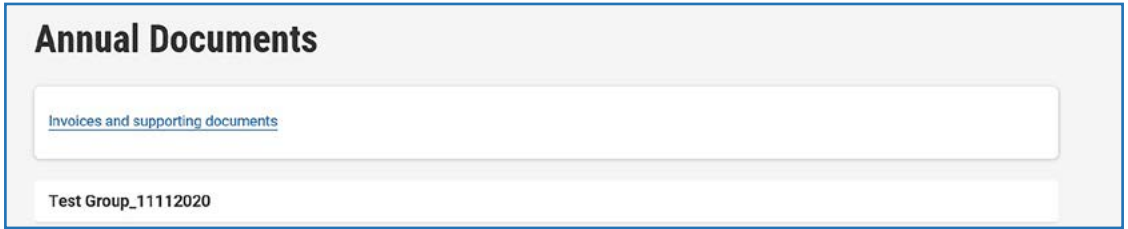


Fig. 29 – Annual Documents

If you have any questions about this change, please email nonriskbillings@arkbluecross.com. If you have questions on how to use BPE, please email bpesupport@arkbluecross.com.

Additional Information

Security

Blueprint for Employers is a secure website. Access to the website requires a valid username and password. To create a username and password, a group's Chief Administrator must appoint an Assistant or Benefits Manager, then send them an activation code.

- A Chief Administrator or Benefits Manager can appoint an Assistant.
- The company owner establishes the Chief Administrator.
- The company owner must sign a registration form designating the company's Chief Administrator.

Registering a New Account

After the group's Chief Administrator or Benefits Manager designates an Assistant, the Blueprint for Employers support team sends them an activation email containing a link to activate the account.

During activation, the the Chief Administrator, Assistant or Benefits Manager is asked to set up a username, password and secret question, as well as accept the terms and conditions for website use (see Fig. 30).

The screenshot shows a registration form titled "Register". It contains the following fields and instructions:

- Username:** A text input field. Below it, the text reads: "The username can be a combination of five to ten letters or numbers."
- New password:** A text input field.
- Retype new password:** A text input field.
- Password requirements:** A grey box containing the text: "Your password must be between 8 and 20 characters in length and contain all four of the following:" followed by a bulleted list:
 - At least 1 uppercase letter
 - At least 1 lowercase letter
 - At least 1 number
 - At least 1 special character
- Secret question:** A dropdown menu with the text "-- Select a secret question --". Below it, the text reads: "Your secret question will be used if you forget your password".
- Answer to the secret question:** A text input field.
- Retype answer to the secret question:** A text input field.
- Terms and Conditions:** A checkbox labeled "I agree to these [Terms and Conditions.](#)"
- Submit:** A blue button labeled "Submit".

Fig. 30 – Registering a New Account

Forgot Login ID or Password

Blueprint for Employers is designed for self-service. You can recover your username and password by following the link from the Blueprint for Employers login page.

Forgot Username

1. Click the **Forgot username** link on the login page (see Fig. 31).
You will be directed to the Forgot Your Username page (see Fig. 32).

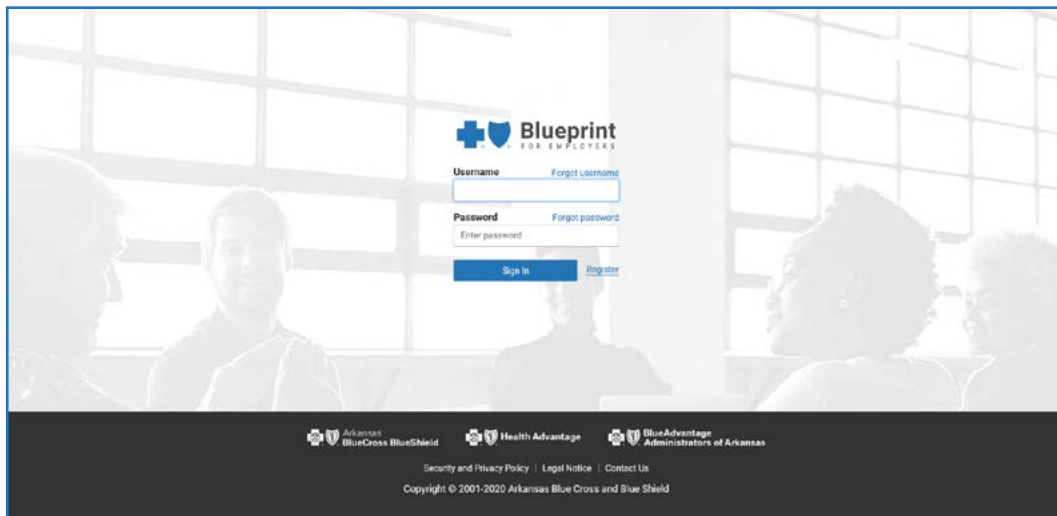


Fig. 31 – Login Page

2. Enter your group tax ID, your first and last name, then click **Submit**.
You will receive an email with your username.

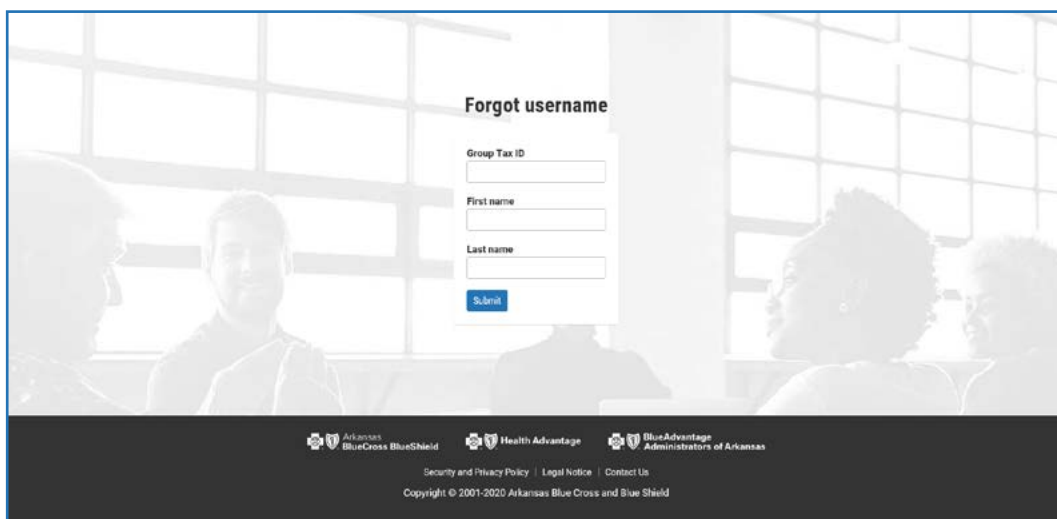


Fig. 32 – Forgot Username Page

Forgot Password

1. Click the **Forgot password** link on the login page (see Fig. 31). You will be directed to the forgot password page (see Fig. 33).
2. Enter your username and Group Tax ID, then click **Submit**.

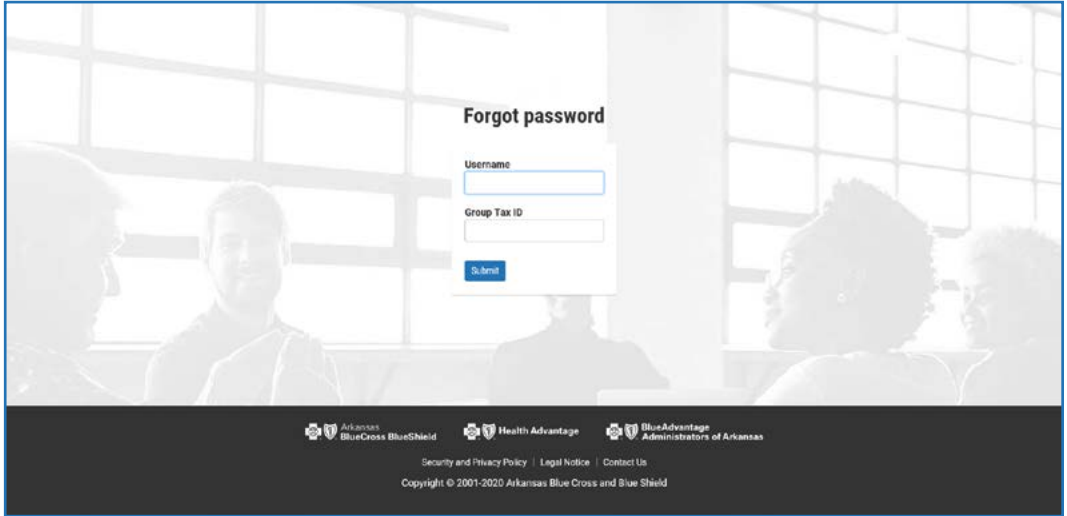


Fig. 33 – Forgot Password Page

3. Answer your secret question and click **Submit**. If answered correctly, you will be prompted to reset your password (see Fig. 34).

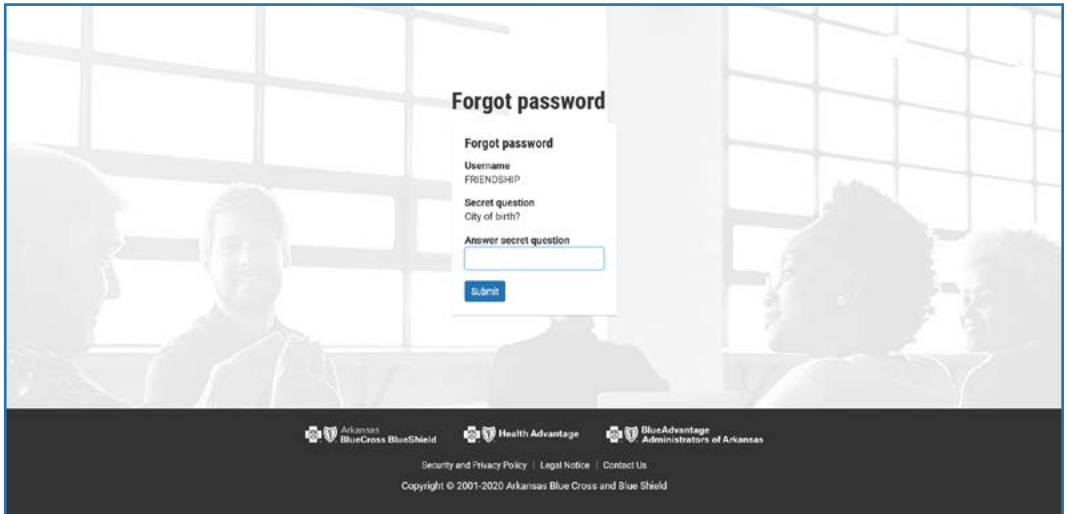


Fig. 34 – Forgot Password-Secret Question

Manage Assistant

Assistants

A group’s Chief Administrator can add additional Assistants or delete them as needed. Chief Administrators can also limit an assistant’s access or give them full access to all BPE security features. The Assistant’s security is established during the setup process.

Benefits Manager

A new Benefit Manager role is available in BPE. The benefit manager has access to all groups and divisions within a company, like a chief administrator. The Benefit Manager can also set up assistants and grant access to security features to new assistants as well as update existing assistants security.

To Manage Assistants:

1. **Manage Assistants under Group Management** in the Navigation menu at the top-left of the page (see Fig. 35). The site will direct you to the Manage Assistant page (see Fig. 36).



Fig. 35 – Menu

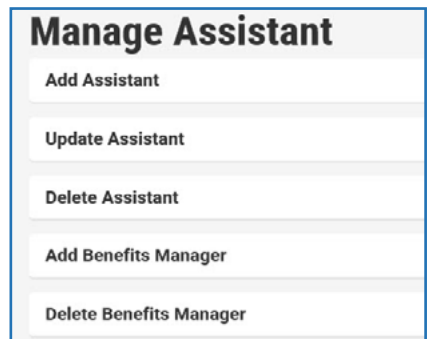


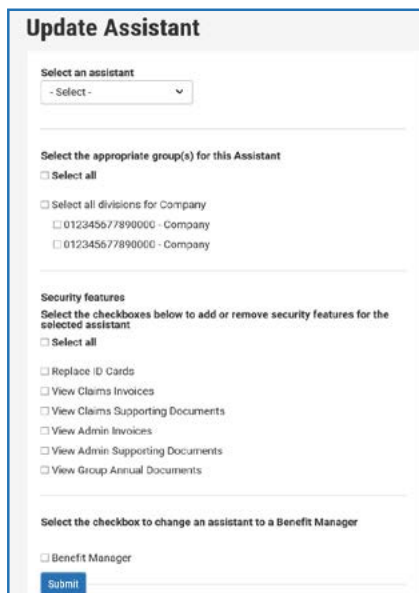
Fig. 36 – Manage Assistant

Add Assistant

1. Click **Add Assistant** on the Manage Assistant Page (see Fig. 36). The Add Assistant page displays (see Fig. 37).
2. Enter the Assistant's first name, last name and email address.
3. Select the appropriate groups and security features for the assistant.
4. Click **Submit**. The Assistant will receive an email containing an activation link within 24 hours.

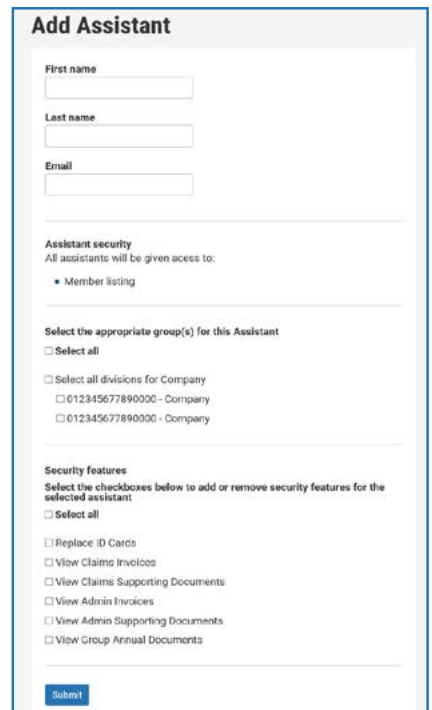
Update Assistant

1. Click **Update Assistant** on the Manage Assistant Page (see Fig. 36). The Update Assistant page displays (see Fig. 38).
2. Select an assistant to update from the dropdown.
3. Select or deselect the appropriate groups and security features for the assistant.
4. Click **Submit**. The Assistant will be notified of the changes by email.



The screenshot shows the 'Update Assistant' form. At the top, there is a dropdown menu labeled 'Select an assistant' with '- Select -' as the current selection. Below this is a section for 'Select the appropriate group(s) for this Assistant' with a 'Select all' checkbox and two radio button options for '012345677890000 - Company'. The 'Security features' section includes a 'Select all' checkbox and several checkboxes for features like 'Replace ID Cards', 'View Claims Invoices', 'View Claims Supporting Documents', 'View Admin Invoices', 'View Admin Supporting Documents', and 'View Group Annual Documents'. At the bottom, there is a checkbox for 'Benefit Manager' and a 'Submit' button.

Fig. 38 – Update Assistant

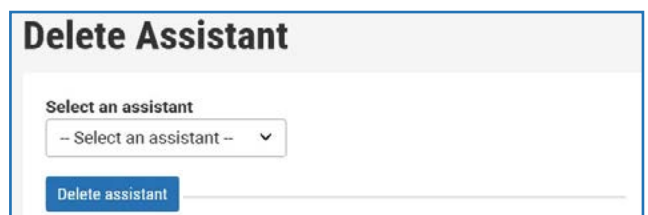


The screenshot shows the 'Add Assistant' form. It has three input fields for 'First name', 'Last name', and 'Email'. Below these is a section for 'Assistant security' with a radio button for 'Member listing'. The 'Select the appropriate group(s) for this Assistant' section has a 'Select all' checkbox and two radio button options for '012345677890000 - Company'. The 'Security features' section has a 'Select all' checkbox and several checkboxes for features like 'Replace ID Cards', 'View Claims Invoices', 'View Claims Supporting Documents', 'View Admin Invoices', 'View Admin Supporting Documents', and 'View Group Annual Documents'. A 'Submit' button is at the bottom.

Fig. 37 – Add Assistant

Delete Assistant

1. Click **Delete Assistant** on the Manage Assistant Page (see Fig. 36). The Delete Assistant page displays (see Fig. 39).
2. Select an assistant to delete from the dropdown.
3. Click **Delete Assistant**, and the Assistant will no longer have access to Blueprint for Employers.



The screenshot shows the 'Delete Assistant' form. It features a dropdown menu labeled 'Select an assistant' with '-- Select an assistant --' as the current selection. Below the dropdown is a 'Delete assistant' button.

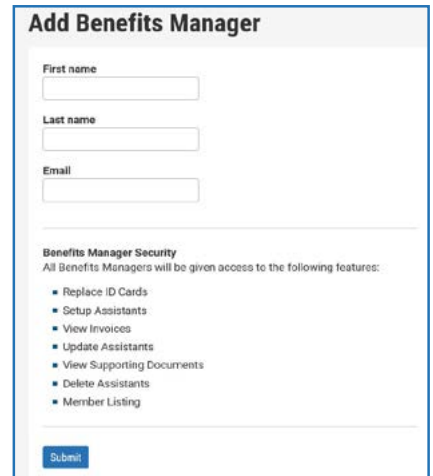
Fig. 39 – Delete Assistant

Add Benefits Manager

1. Click **Add Benefits Manager** on the Manage Assistant Page (see Fig. 36). The Add Benefits Manager page displays (see Fig. 40).
2. Enter the Benefits Manager's first name, last name and email address.
3. Click **Submit**. The benefits manager will receive an email containing an activation link within 24 hours.

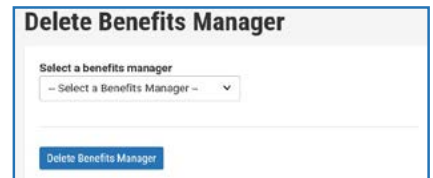
Delete Benefits Manager

1. Click **Delete Benefits Manager** on the Manage Assistant Page (see Fig. 36). The Delete Benefits Manager page display (see Fig. 41).
2. Select a benefits manager to delete from the dropdown.
3. Click **Delete Benefits Manager** to delete the selected benefits manager.



The screenshot shows a form titled "Add Benefits Manager". It contains three input fields: "First name", "Last name", and "Email". Below these fields is a section titled "Benefits Manager Security" with the text "All Benefits Managers will be given access to the following features:". This section lists several permissions with checkboxes: "Replace ID Cards", "Setup Assistants", "View Invoices", "Update Assistants", "View Supporting Documents", "Delete Assistants", and "Member Listing". At the bottom of the form is a blue "Submit" button.

Fig. 40 – Add Benefits Manager



The screenshot shows a form titled "Delete Benefits Manager". It features a dropdown menu labeled "Select a benefits manager" with the text "-- Select a Benefits Manager --" and a downward arrow. Below the dropdown is a blue "Delete Benefits Manager" button.

Fig. 41 – Delete Benefits Manager

Change the Chief Administrator

Situations may occur when you need to change the Blueprint for Employers Chief Administrator for your group. Changing the Chief Administrator requires owner's approval.

To change the Chief Administrator, a change form must be completed by the owner. Contact your Sales Representative or your local regional office for one of these forms. If your Chief Administrator leaves your employment, complete the change form and:

1. E-mail, fax or mail this form to your Regional BlueAdvantage Administrators Marketing Representative