

Easy (FSA/HRA/HSA) System via BBP Admin Update

BBP Admin's Easy System assists you in either filing claims or, if you use a debit card, substantiating claims. While we always strive to make your experience as simple as possible, updates happen with insurance carriers, and at that time, we must do updates. Please keep the mobile app in mind and how simple it is to snap a picture of your computer screen to submit to our website.

The system works by setting up a user id and password with your insurance carrier (Medical | Dental | Vision) and then putting that information into your BBP Admin portal.

Enhanced Security

Insurance carriers are increasingly adding different levels of security to their login process. As the insurance carriers change their process, our IT partners need to change how to get the claims.

Options

- If your insurance carrier allows you to turn off additional security, that is the best option.
- If your insurance carrier allows you to add security questions, that is the second-best option.
- If your insurance carrier is going to send a code via e-mail and text, this falls into two categories:
 - After completing set-up in our system, if you do ever log in to the insurance carrier site yourself, you would have to reset your login in our system.
 - If the carrier always asks for a code, it will be a multi-layer process you must follow for our computers to grab your claims.

Mobile Reminder

If you do not want to sign up for the Easy system or the process due to additional codes is too cumbersome, you can download our mobile app and log in to that and your insurance carrier site and snap pictures of the claims to submit or submit substantiate your debit card charge. In some cases, this would be faster than pushing codes back because if your carrier always requires a code, you will have to log in to our portal anyway to start the process every week.

Debit Card – If you have a debit card and sign up for the Easy system, the Easy system is used to substantiate debit card charges when needed. All claims will come into the system, but you will have to click the claim to payout manually if you do not use the debit card. It is not automatic.

Non-Debit Card – If you do not have a debit card and sign up for the Easy System, your claims will come in automatically for payment.

Helpful Hints

If your carrier is not linking in the Easy System, please e-mail support@bbpadmin.com or complete this form and send it to support - http://www.bbpadmin.com/docs/Participant/INS_CAR_ONLINE.pdf BBP Admin will then assist in getting you set up. Please also just remember the fast and easy way of using the mobile or online portal. In under 5 minutes, you would be able to submit any documents to BBP Admin for processing.

Please click this link to see how to link your insurance carrier to our site

- http://www.bbpadmin.com/docs/Participant/Linking_How_To_Link_Accounts.pdf

Guide for Multi-Factor Authentication / Two-Factor Authentication for BCBS Illinois

Some carriers have implemented two-factor authentication or multi-factor authentication to their participant login pages to enhance security. As a result, the participant just simply needs to provide their Username, Password, and Two-Factor Authentication code during the EasyEnrollment process.

Who's affected?

Participants who do not show as "valid" in TPA Stream will have to validate their credentials through the "Fix Credentials" email to restore connection.

In some cases, the participant will get two codes from their carrier:

- A code to create the account or change their password
- A code for ongoing participant log in

The code that is needed is the code used for ongoing participant log in.

What participant will see on EasyEnrollment during enrollment if Two-Factor Authentication is enabled:

- 1 The participant enters their carrier credentials.

The screenshot shows a web browser window with the following elements:

- Top left: SUNNY BENEFITS logo.
- Top right: LOGOUT button.
- Header: Bob's Burgers Signup and BlueCross BlueShield of Illinois logo.
- Section: Enter Credentials for www.bcbsil.com
- Yellow warning box: Before you proceed, make sure you have registered on www.bcbsil.com and have your Blue Cross Blue Shield of Illinois username and password at your fingertips.
- Form fields: Blue Cross Blue Shield Username (johnsmith412) and Blue Cross Blue Shield Password (masked with dots).
- Checkbox: Show password.
- Agreements: I have read and I agree to the Terms Of Use and I acknowledge that my claims will be automatically sent to Sunny Benefits Inc. (Demo).
- Submit button: Submit Credentials.
- Footer: Terms of Use, Privacy Policy, Notice of Privacy Practices, Contact Us.

2 Credentials are validated.

Bob's Burgers Signup

Blue Cross BlueShield of Illinois

Enter Credentials for www.bcbsil.com

Before you proceed, make sure you have registered on www.bcbsil.com and have your Blue Cross Blue Shield of Illinois username and password at your fingertips.

Blue Cross Blue Shield Username: johnsmith412

Blue Cross Blue Shield Password: *****

Show password

I have read and I agree to the Terms Of Use

I acknowledge that my claims will be automatically sent to Sunny Benefits Inc. (Demo)

Validating Credentials. This may take a couple minutes...

Submit Credentials

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3 Participant selects the authentication method.

Bob's Burgers Signup

Blue Cross BlueShield of Illinois

Choose Two Factor Authentication Method

jo****th@gmail.com

(216) ***-9532

Next

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4 The carrier emails or texts their authentication code to the participant. The participant enters their authentication code.

Bob's Burgers Signup

Blue Cross BlueShield of Illinois

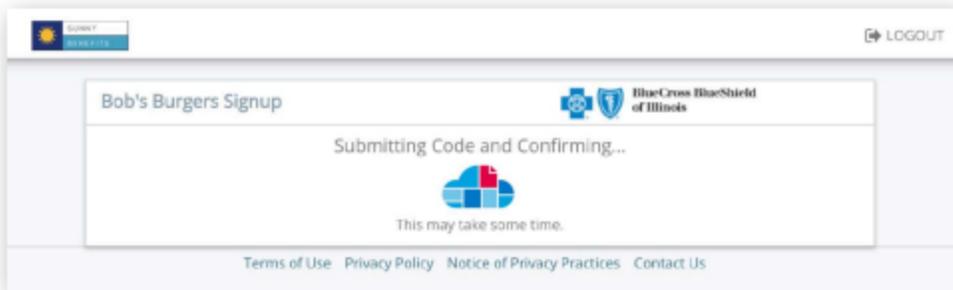
Enter Authentication Code

123456

Next

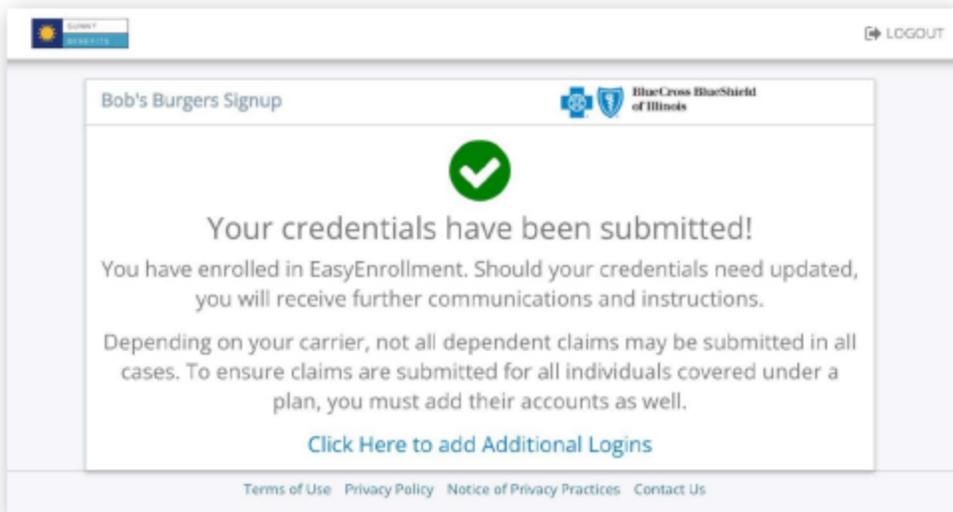
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5 The code is confirmed.



The screenshot shows a web browser window with a header containing a logo on the left and a "LOGOUT" link on the right. The main content area is titled "Bob's Burgers Signup" and features the BlueCross BlueShield of Illinois logo. The central message reads "Submitting Code and Confirming..." above a loading spinner icon and the text "This may take some time." At the bottom of the content area, there are links for "Terms of Use", "Privacy Policy", "Notice of Privacy Practices", and "Contact Us".

6 The participant is done.



The screenshot shows the same web browser window as in step 5, but the central message has changed. It now features a large green checkmark icon at the top, followed by the heading "Your credentials have been submitted!". Below this, the text states: "You have enrolled in EasyEnrollment. Should your credentials need updated, you will receive further communications and instructions." A second paragraph reads: "Depending on your carrier, not all dependent claims may be submitted in all cases. To ensure claims are submitted for all individuals covered under a plan, you must add their accounts as well." A blue link "Click Here to add Additional Logins" is positioned below the text. The footer links remain the same: "Terms of Use", "Privacy Policy", "Notice of Privacy Practices", and "Contact Us".