

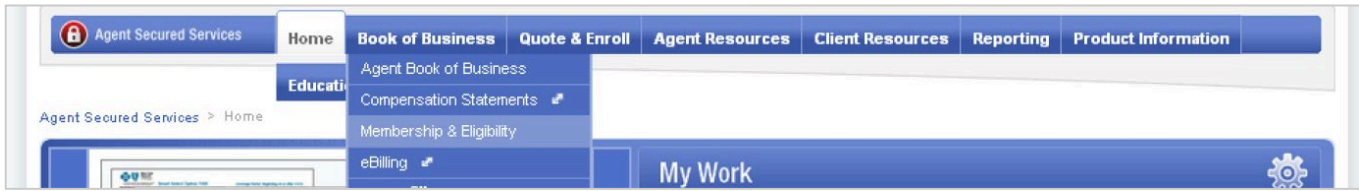


Agent Guide to eMVP and eMCS for Contract Lookup

Agents can use eMVP and eMCS to look up Blue Cross® Blue Shield® of Michigan and Blue Care Network contracts. These applications will show all the information related to the member such as address, plan design, effective date, term date, etc.

Following are step-by-step instructions on how to access this information.

Log into the Agent Portal on bcbsm.com and select **Membership and Eligibility** under **Book of Business**.



Blue contracts are managed within eMVP and BCN contracts in eMCS.

Please choose one of the following feature sets

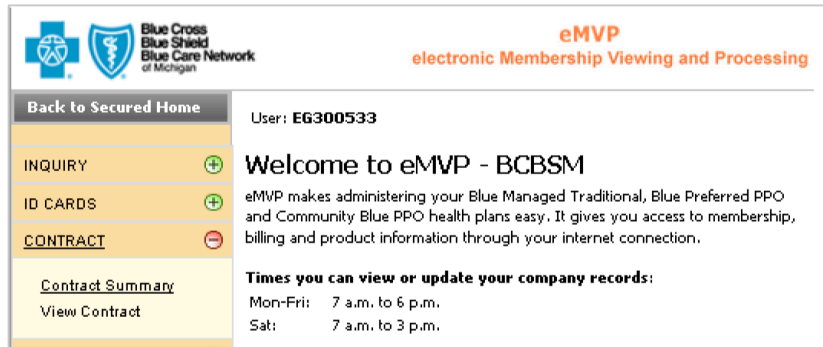
BCBSM

BCN

eMVP

To view a contract, click **Contract**, then **Contract Summary**.

Search by *Contract Number/Social Security Number* or by *Subscriber Name*, then click **Continue** or **Reset** to clear the information entered.



Search Contract

Please enter information

Search Contract

Search By:

Contract/SSN : *

Group ID : Division ID :

* All items marked with asterisks are required.



Click the *Contract Number* to view more details. Note: Only one contract can be viewed at a time. Select the *Contract Number* that is associated with the plan you wish to see.

INQUIRY +
Search Contract Print This Page

ID CARDS +
Please select a Contract

CONTRACT -
Search Contract

Search By: Contract Number

Contract/SSN :* [REDACTED] Group ID : Division ID :

Contract Number	Subscriber Name	Group ID	Division ID	Status
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

* All items marked with asterisks are required.

On the *Contract Summary*, the *Effective Date* is listed several times. There may be some variance as to which date is displayed. The effective dates indicate the effective date of the most recent change. This could be an address change, adding/removing a dependent, etc. and may not necessarily represent a benefit change.

Contract Summary - BCBSM
Back To Search Print All

Contract Information

Subscriber Name: [REDACTED] Contract ID: [REDACTED] Effective Date: **07/01/2016** End Date: **12/31/9999**

Address 1: [REDACTED] Contract Type: **Subscriber and Spouse** Change Reason:

City: [REDACTED] State: **MI** Zip Code: [REDACTED]

Country: **USA**

Group Information

Group ID: [REDACTED] Group Name: [REDACTED] Group Paid Through Date:

Division ID: [REDACTED] Division Name: [REDACTED]

Employment Information

Employment Status: **Active Employee** Effective Date: **07/01/2016** End Date: **12/31/9999**

Employer Reference ID: Employer Department ID:

Member Information

To view previous Member coverage, click on the Member Name for Member details and history information

Name	DOB	Gender	Type	Class	Benefit ID	Effective Date	End Date	Record Status
[REDACTED]	[REDACTED]	[REDACTED]	Regular	[REDACTED]	[REDACTED]	07/01/2016	12/31/9999	Active

By clicking on the member's name when in *Contract Summary*, you will be directed to the *View Member* page. This page displays the member's information.

View Member - BCBSM
Back To Search Print This Page

MEMBER ELIGIBILITY CONTACT OTHER CONTACT MEDICARE BENEFIT HISTORY

Contract ID: [REDACTED] Subscriber Name: [REDACTED]

Alternate ID: [REDACTED] Group ID: [REDACTED] Group Name: [REDACTED]

Division ID: [REDACTED] Division Name: [REDACTED]

Member ID: [REDACTED] Member Name: [REDACTED]

Last Name: [REDACTED] First Name: [REDACTED] Middle Name: Suffix:

Date Of Birth: [REDACTED] SSN: [REDACTED] Gender: [REDACTED]

Cancel



eMCS

To view a BCN member, select the BCN option on the **Membership & Eligibility** homepage. Select **Contract Inquiry** from the left-hand menu.

Enter the **Contract/Social Security Number** and **Group/Suffix Number**, then click **Continue**.

The **Contract Inquiry** provides a high-level overview of the contract. The **Relationship Code** refers to the status of the member or dependent to the contract.



Clicking on the **Member's Name** will provide you with full detailed information on that member. You can then select **Back to List** to be taken back to the **Contract Inquiry page**.

View Member - BCN: [REDACTED]

◀ BACK TO LIST | INQUIRE ANOTHER CONTRACT ▶

Member Information

Contract/SSN: [REDACTED] Group Number: [REDACTED]
 Member Name: [REDACTED] Sub Group Number: [REDACTED]
 SSN:* [REDACTED] Class: [REDACTED]
 Gender: [REDACTED] Employee ID: [REDACTED]
 Birth Date: [REDACTED] Member Suffix: [REDACTED]
 Primary Care Physician's Name: [REDACTED] Member Status: [REDACTED]
 Relationship Code: [REDACTED]

Eligibility Start Date: [REDACTED] Employee Date of Hire: [REDACTED]
 Eligibility End Date: [REDACTED] Retire Date: [REDACTED]

Primary Address(Home) **Alternate Address(Mailing)**

Address: [REDACTED] Address: [REDACTED] Home Phone: [REDACTED]
 City: [REDACTED] City: [REDACTED] Work Phone: [REDACTED]
 State: [REDACTED] State: [REDACTED] Alternate Phone: [REDACTED]
 Zip: [REDACTED] Zip: [REDACTED]
 County: [REDACTED] County: [REDACTED]
 Country: [REDACTED] Country: [REDACTED]

History Start Date **History End Date**
 [REDACTED]

If you do not have the *Contract/SSN*, you can search by *Member Name*. Select **Member Search** from the left-hand toolbar. The *Group Number* and *Last Name* are required credentials. *First Name* is not required, however, it can narrow down the search results.

Back to Secured Home

- Contract Inquiry
- Group Inquiry
- Member Search
- View Audit Trail
- View IBU Audit Trail
- MANUAL

Member Search - BCN

Please Enter Information.

Member Search Form

Group Number:*

Last Name:*

First Name:

Continue **Clear**

The search results will appear in a list. Verify the members by their birth date. Click the **First Name** to bring up the contract. The results may be several pages long. Click **Next Page** at the bottom of the list to move forward.

Member Search - BCN

INQUIRE ANOTHER MEMBER ▶

Click on the name of the member you wish to view.

Members

Group Number	Last Name	First Name	Contract/SSN	SSN	Birth Date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]