



BlueCross BlueShield of Illinois

# Got questions about new business enrollment? BlueTrack<sup>SM</sup> has the Answers.

BlueTrack, from Blue Cross and Blue Shield of Illinois (BCBSIL), is an online tool that provides secure access to the status of your group in the enrollment process.

**BlueTrack** is accessed through Blue Access for Producers<sup>SM</sup> (BAP).

**Already registered?** Go to [bcbsil.com/producer](http://bcbsil.com/producer) and enter your login information.

**Not registered?** Go to [bcbsil.com/producer](http://bcbsil.com/producer) and click **Register**

**Now.** Enter the following information:

- BCBSIL Producer Number
- Phone Number
- ZIP Code on file with BCBSIL

Click **Submit**

A confirmation message will appear and a temporary password will be sent to your email. When you receive your new temporary password, you will be required to change it to a password of your choice before accessing Blue Access for Producers.



# Frequently Asked Questions

Below are the most commonly asked questions producers have about the enrollment process. Our goal is help you know more about each stage of the enrollment process and what activity is taking place on behalf of your new group.

## Was my case received and who has it?

### Activity associated with this question

Package Received

### Activity Description

This activity indicates that your case has been received and is being processed.

## Is my case being processed?

### Activity associated with this question

Enrollment Document Released

### Activity Description

This activity indicates that your case is going through the enrollment process. If the status is waiting for Broker Response, then a missing information email has been sent and is waiting for you to provide additional information.

## Has my case been released to Underwriting?

### Activity associated with this question

Document Audit Complete

### Activity Description

Once this activity is showing in a completed status your case has been assigned to an underwriter for processing.

## Has the underwriter released a rate offer? If so, where can I view it?

### Activity associated with this question

Offer Letter Accepted

### Activity Description

When the underwriter has completed this activity, a rate offer is sent. The rate offer can also be viewed by clicking on the Account Paperwork link. Make sure to click the drop down that says Available Paperwork and select New Business.

## Have ID cards been ordered and have members been activated?

### Activity associated with this question

Initial Bill Released, Health/Dental Enrollment Complete, ID Cards Generated and Mailed

### Activity Description

When these activities are showing in a completed status, ID cards have been ordered and members have been activated.

## Where can I locate the Welcome Letter?

### Activity associated with this question

Offer Letter Accepted, Welcome Letter Generated

### Activity Description

When these activities show a completed status, a [Welcome Letter](#) will be generated. To locate the letter click the [Account Paperwork](#) link within BlueTrack and select [New Business](#) under the Available Paperwork drop down.

# Follow your group through the enrollment process. Use BlueTrack on BAP!