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June 24, 2009

PRINT FEEDBACK



News Flash

HEALTH DENTAL VISION LIFE DISABILITY



PlanFinder Enhancements for Individual Business

Improved and Defined Processes

We've upgraded our PlanFinder online tool to make it more user-friendly, efficient and useful with direct links to even more online resources. PlanFinder now offers a new host of features that make it easier for you to do business with us.

What features were enhanced in PlanFinder?

- **ProviderFinder** - We've made it even easier for you and your clients to find a doctor in our large and comprehensive network. How? By moving the ProviderFinder option to the top of the PlanSelection page. Just point, click and search your way to one of our Anthem providers in a snap.

BlueCross BlueShield of Georgia PlanFinder

PlanFinder Progress > 1 Get a Quote 2 Find a Plan 3 Apply Online

Here are several plan options available to you. Additional deductible, coinsurance or drug options are available if you [view all plans](#).

Medical Plans Dental Plans Life Plans

Need help choosing a plan? Select a plan customized for your coverage preferences. [Go to SmartQuote](#)

Find a doctor or hospital. [Go to ProviderFinder](#)

For more information about these plans, click Show Details. [Show Details](#) [View All Plans](#) [Print View](#) [Email Plans](#)

Plan Name:	SmartSense Generic RX \$5,000	SmartSense Generic RX \$2,500	TONIK Tonik 3000	Premier \$2,500	Premier \$1,500
	Apply >	Apply >	Apply >	Apply >	Apply >
Monthly Premium:	\$80.14	\$111.44	\$131.98	\$148.68	\$184.07
Network Type:	PPO	PPO	PPO	PPO	PPO
Deductible:	\$5,000	\$2,500	\$3,000	\$2,500	\$1,500
Out-of-Pocket Maximum (includes deductible):	\$8,000	\$5,500	\$3,000	\$5,000	\$4,000
Coinsurance (after deductible):	30%	30%	100%	20%	20%

- **SmartQuote** - As you know, we offer two different ways for generating quotes quickly and easily on PlanFinder. One way is QuickQuote - the short and simple way of getting a quote based on general information. We also offer SmartQuote on PlanFinder. SmartQuote serves as more in-depth quoting engine designed to help users select plan options that meet their specific needs.

The SmartQuote button is now prominently displayed at the top of the Demographics

page. Also, a more defined statement about SmartQuote has been added above the SmartQuote button. SmartQuote serves as an optional support tool and will help users customize a plan that meets their specific health needs.

BlueCross BlueShield of Georgia

PlanFinder

Call 1.888.208.2183 | M-F 7:30a-7:00p ET

PlanFinder Progress > 1 Get a Quote 2 Find a Plan 3 Apply Online

Tell us a little about yourself, and we can quote you rates.

Select your county.
Select

Please tell us about the family members you wish to have covered.
If this is a quote for a child only application, please enter the family information in the child fields provided.
Show More

Person Covered	Gender	Date of Birth (mm / dd / yyyy)		
Applicant	Select			
Spouse/Domestic Partner	Select			
Child	Select			
Child	Select			
Child	Select			

For what length of time do you need coverage?
 More than 6 months
 6 months or less

What date do you need the coverage to start?
07/01/2009 (mm/dd/yyyy)

Previous Next

Need Help Choosing a Plan?
Select a plan customized for your coverage preferences.
Go to SmartQuote

- **TONIK now available** TONIK® is now available for rate quotes and side by side benefit comparisons. If a client chooses to apply for TONIK, the **APPLY** button will direct them to the current TONIK website at the beginning of the web application for the chosen deductible option. If an AgentConnect link is used, the agent information will transfer to the TONIK application.
 - **Medical and Prescription detail Screen Changes** - We also made a few minor adjustments to the medical and prescription questions found on the online application for a simplified user experience. Now, all prescriptions entered by your client will automatically populate into an easy-to-read table format, which can then be edited or deleted by the applicant, as needed. This change also means your client only needs to enter Rx information once.
- Also, any required medical details are now requested immediately after the applicant responds to a health history question requiring details. This is a much more intuitive process for the applicant and will mean faster turn around for you and your client!
- **Additional Information Screen** - Did you know that any information entered on the Additional Information Screen may delay underwriting and prevent auto-approvals? For this reason, we've revised the Additional Information screen to ask the applicant if he/she has additional information to provide. If the applicant answers 'yes', a free-form text box will appear, and the applicant can provide the data. If the applicant answers 'no', the text box will not appear and the applicant will continue through the application.

This change ensures that applicants only disclose information that has not been

provided elsewhere in the application, and that no unnecessary application processing delays will occur.

We believe these new tools add even more value to a great online tool.

Will there be future enhancements to PlanFinder?

Yes, please watch for future communications outlining our plans to continue improving PlanFinder.

When did the PlanFinder upgrades go into effect?

June 19, 2009

Who can brokers call if they have questions about PlanFinder upgrades?

Brokers may call Individual Sales Operations at 866-215-4879 for questions regarding the new upgrades.

Modifying process for collecting missing application information for Individual Business

To ensure we have a fast turnaround for both you and your clients we're implementing new procedures for collecting medical information missing on applications. As of June 22 we modified our process which means:

- Our Underwriting staff will first try to review the incomplete application and if possible reach a decision with the available information.
- If Underwriting cannot reach a decision with the available information, our support staff will contact agents and the applicant for the missing information. Previously we only contacted the physician. The contact with agents and applicants will be made by fax if available, and by mail when necessary.
- Support staff will follow up with the physician on the 4th day after initial contact, and again on the 14th if nothing is received.
- We will close the file if after the 21st day from first contact we are unable to collect the needed information.

This new process will engage you more in our collection efforts and help speed up our turnaround time.

Planned system outages June 26-29

We are upgrading our online systems the weekend of June 27th, and due to that upgrade our applications system will be unavailable beginning Friday June 26th at 8 p.m. EST and ending on June 29th at 6 a.m. During this time, applications will be unavailable for Individual, Small group and Large Group applications.

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