

SMALL GROUP Important Timelines



BlueCross BlueShield of Texas

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Step	Who Does It	Action	Timing*
1.	Broker/Producer	Review all paperwork to check accuracy and completeness. When complete, submit new sold group paperwork to Blue Cross and Blue Shield of Texas (BCBSTX) Small Business Service Center at 1001 E. Lookout Dr., Building B, 12th Floor, Richardson, TX 75082.	At least 14 calendar days prior to the group's effective date
2.	Blue Cross and Blue Shield of Texas (BCBSTX)	Verify accuracy and completeness of all paperwork. If additional or missing information is required, send an e-mail to the broker. When all requirements are received, forward the group to Underwriting.	Within two business days of receiving completed required documents
3.	BCBSTX	During enrollment, all groups require review by Underwriting. Two different types of review could be warranted depending on medical conditions. NOTE: Medical review occurring during the preliminary quoting process does not negate the need for medical review during enrollment.	Up to four business days after Step 2
4.	BCBSTX	Develop final rates based on actual enrollment documentation submitted. BCBSTX generates either: <ul style="list-style-type: none"> • A rate offer letter, when actual enrollment differs from the proposal, or • A welcome letter, when actual enrollment matches the proposal NOTE: Welcome letters do not require signatures.	Within one business day after underwriting is complete
5.	Broker/Producer	When applicable, have the employer review and sign the rate offer letter. E-mail or fax the signed rate offer letter to the Small Business Service Center representative who sent it out.	Within three business days of receiving the rate offer letter
6.	BCBSTX	Final membership processing occurs after BCBSTX either: A) sends out a welcome letter, or B) receives the signed rate offer letter IMPORTANT: Members are not eligible for benefits until this step is completed.	Within two to four business days of mailing the welcome letter or receiving the signed rate offer letter
7.	BCBSTX	Generate identification cards for members. NOTE: BCBSTX mails the identification cards via the U.S. Postal Service; delivery times may vary.	Upon completion of Step 6
8.	BCBSTX	Mail Administrative Guide to the employer.	Within 30 days of the group's effective date

*The Timing column represents BCBSTX processing target goals and is not a guarantee.