

Understanding the PlusBilling Form

SECTION 1 Group Information

You should complete Section 1 when submitting enrollment changes to Capital BlueCross. This section requests group information (**Group Name**, **Report Prepared By**, **Group Telephone Number**, and **Date** the form is completed).

Section 1a

Use this space to record the **Total Number of Documents Attached** to the PlusBilling Form (e.g., *"Application to Enroll or Change Enrollment," etc.*).

SECTION 2 Enrollment/Change Information

You may use Section 2 to report cancellations of an entire contract. You may also use this section to list contracts that are being added or changed.

Section 2a

Place a check mark in the appropriate block to indicate whether the enrollment change is an addition, change, or cancellation.

- **Add (Addition)** includes enrollment of all new Members and transfers within the company (transfer from another class).
- **Change** includes changes in name, Subscriber ID, address, coverage, PCP information, additions, or deletions of spouse and dependent Members.
- **Cancel** includes cancellation of contracts and transfers within your company (transfers to another class).

Section 2b

The **Subscriber ID** (Identification Number) should be entered in this column.

Section 2c

The Capital BlueCross 12-digit **Group ID Number** assigned to the group should be entered in this column.

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Section 2d

The **Subscriber's Name** (Last, First, and Middle Initial) should be entered in this column.

Section 2e

The **Cancellation Effective Date** for which an entire contract is being cancelled should be entered in this column.

*If Section 2 is being used to list contracts that are being added or changed, you should not complete the **Cancellation Effective Date** and **Cancellation Reason** columns for those contracts.*

Section 2f

The **Cancellation Reason** code should be entered in this column. A list of cancellation reasons and codes is shown on the back of the "*PlusBilling Form.*" Refer to the "PlusBilling Form (Back)" page following for further details.

Section 3

Request for Additional Report FormsIf additional forms are needed, you should place a check mark in the block next to **CHECK HERE IF A NEW SUPPLY OF REPORT FORMS IS NEEDED.**

To accurately process cancellations, please choose one of the following cancellation codes and place the code in the 'Cancellation Reason' column on the front of the form.

Cancellation Reason Codes

IS01—The subscriber is no longer employed/requests cancel.

IS02—The subscriber is deceased.

IS03—The contract cancel reason is unknown.

IS05—The subscriber has coverage with another Blue plan.

IS06—The subscriber selected coverage through another insurance company.

Understanding the PlusBilling Form (continued)

PlusBilling Form—Back

The back of the *PlusBilling Form* lists cancellation reasons and associated codes. When an entire contract is being canceled, you should choose the appropriate cancellation code from this list and enter it in the **Cancellation Reason** column located on the front of this form.

To accurately process cancellations, please choose one of the following cancellation codes and place the code in the **Cancellation Reason** column on the front of the form.

Cancellation Reason Codes

- IS01 - The Subscriber is no longer employed/requests cancel.
- IS02 - The Subscriber is deceased.
- IS03 - The contract cancel reason is unknown.
- IS05 - The Subscriber has coverage with another Blue plan.
- IS06 - The Subscriber selected coverage through another insurance company.