

SMALL GROUP Important Timelines



BlueCross BlueShield of Texas

Step	Who Does It	Action	Timing*
1.	Broker/Producer	Review all paperwork to check accuracy and completeness. When complete, submit new 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, to validate small group status prior to membership processing.	Within two business days after Step 2
4.	BCBSTX	Develop final rates based on actual enrollment documentation submitted. BCBSTX will generate a welcome letter when rates are released from Underwriting.	Within one business day after underwriting is complete
5.	BCBSTX	Final membership processing occurs after BCBSTX sends Broker/Producer a welcome letter. IMPORTANT: Members are not eligible for benefits until this step is completed.	Within two to four business days of mailing the welcome letter
6.	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 5
7.	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.