

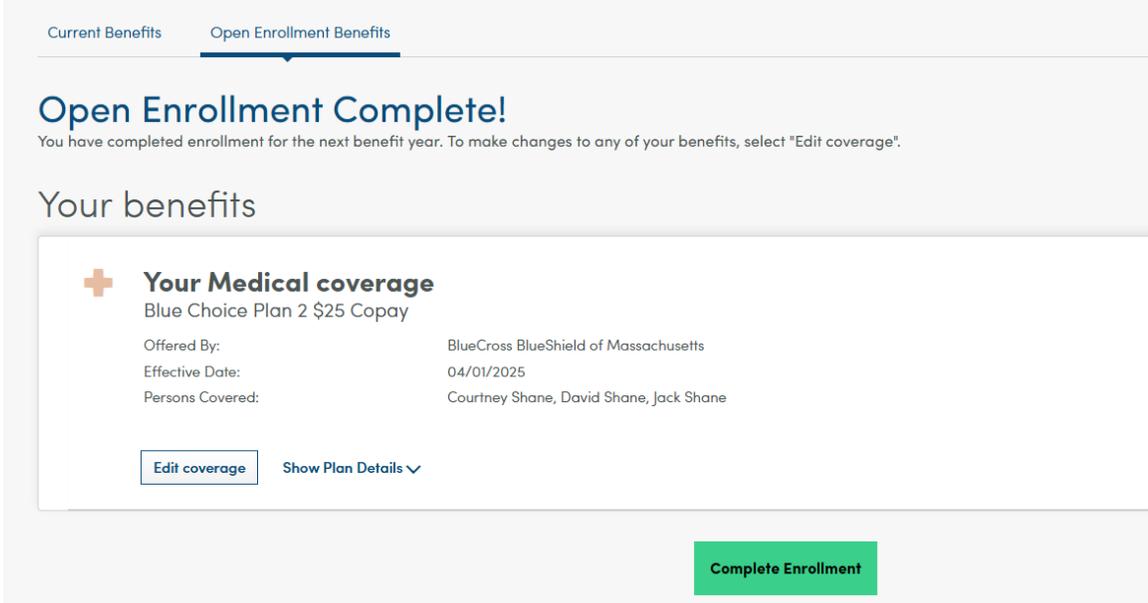
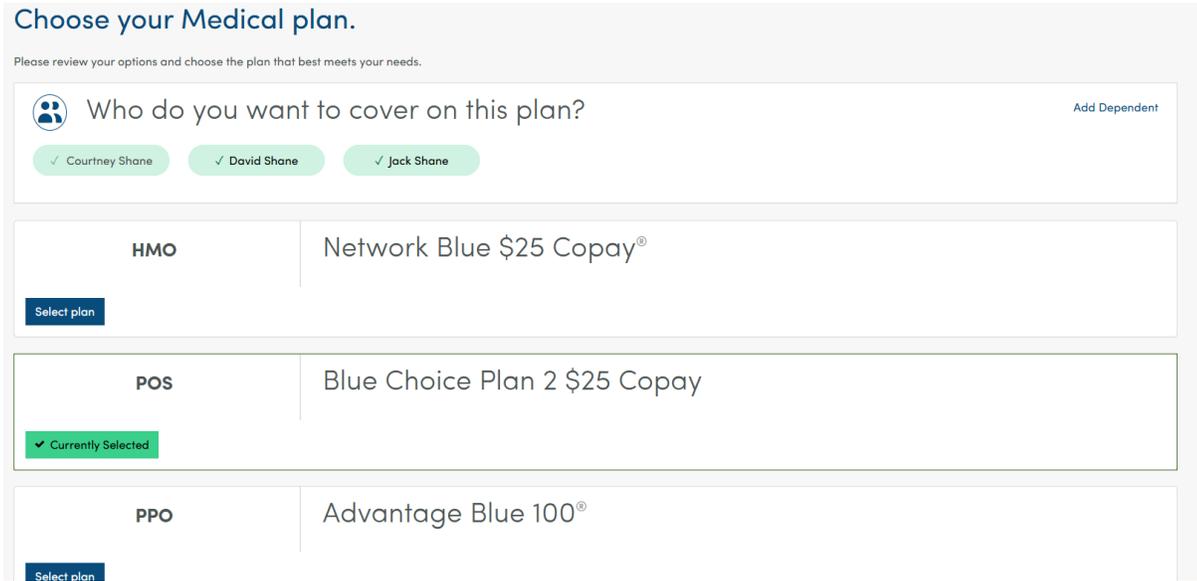


## Existing Employees-Self Service

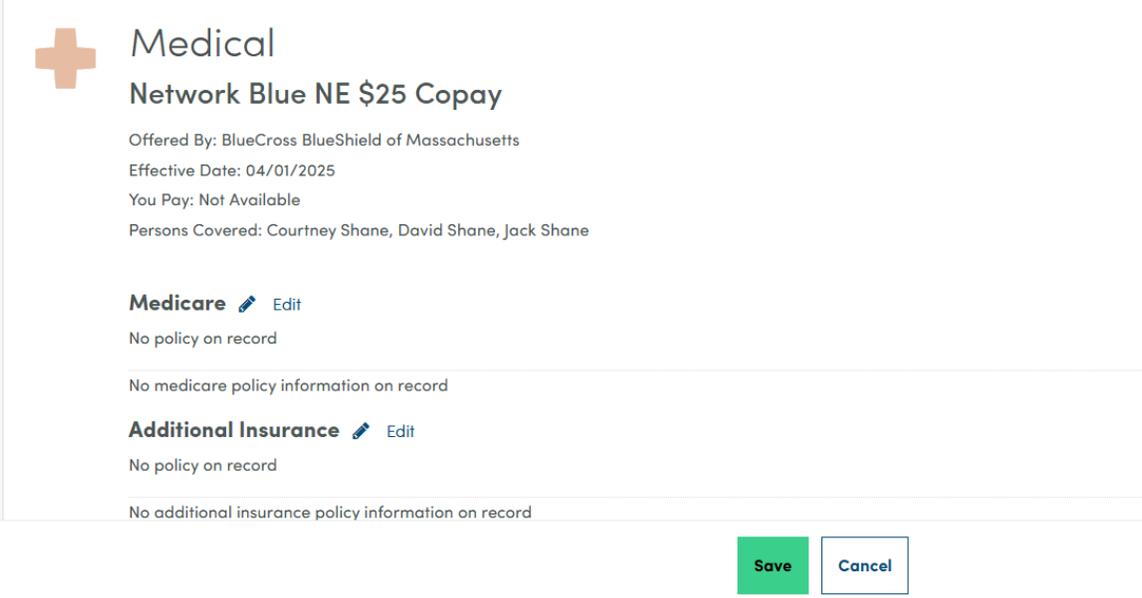
### Changing Plans during Open Enrollment:

Step	Action
1	<p>When logging in for the first time you will be prompted to change your password</p>
2	<p>This screen is an information screen only. This screen tells you not to enter all 9999 or 12345 for SSN. Also, if you don't know your primary care pcp number you can use the dummy pcp number 700zp0745 as a code is required to be entered. Click <b>next</b></p>
3	<p>A pop up of <b>Your to do's</b> will pop up telling you to review your persona information.</p>
4	<p>You want to click on the arrow to go to your personal information</p>
5	<p>This will bring you to your profile. <b>About “you” section.</b> You want to review your information and make sure your information is correct. Update information if you see anything is incorrect</p>

## Existing Employees-Self Service

Step	Action
6	<p>Once you verify your personal information it will tell you that your Open Enrollment is complete. This is because we will have carried over the same benefits you had last year to this year. If you want to make any changes for 4/1/2026 you will click on <b>Open Enrollment Benefits</b> at the top and click <b>Edit coverage</b></p>  <p>The screenshot shows a user interface with two tabs: 'Current Benefits' and 'Open Enrollment Benefits'. The 'Open Enrollment Benefits' tab is active. Below the tabs, the text reads 'Open Enrollment Complete!' followed by a sub-message: 'You have completed enrollment for the next benefit year. To make changes to any of your benefits, select "Edit coverage".' Underneath, there is a section titled 'Your benefits' containing a card for 'Your Medical coverage' (Blue Choice Plan 2 \$25 Copay). The card lists 'Offered By: BlueCross BlueShield of Massachusetts', 'Effective Date: 04/01/2025', and 'Persons Covered: Courtney Shane, David Shane, Jack Shane'. At the bottom of the card are buttons for 'Edit coverage' and 'Show Plan Details'. A green 'Complete Enrollment' button is located at the bottom right of the page.</p> <p>Otherwise, if you have no changes click on <b>Complete Enrollment</b></p>
7	<p>Once you click on edit coverage it will bring you to the page to choose your Medical plan. You will see that the plan you currently have is checked off and says currently selected.</p> <p><b>NOTE: The Advantage Blue plan is only for retired members living out of state</b></p>  <p>The screenshot shows a page titled 'Choose your Medical plan.' with the instruction: 'Please review your options and choose the plan that best meets your needs.' At the top, there is a section 'Who do you want to cover on this plan?' with an 'Add Dependent' link and three selected names: Courtney Shane, David Shane, and Jack Shane. Below this are three plan options:</p> <ul style="list-style-type: none"> <li><b>HMO</b>: Network Blue \$25 Copay® (with a 'Select plan' button)</li> <li><b>POS</b>: Blue Choice Plan 2 \$25 Copay (with a 'Currently Selected' indicator)</li> <li><b>PPO</b>: Advantage Blue 100® (with a 'Select plan' button)</li> </ul>

## Existing Employees-Self Service

Step	Action
	<p>If you need to add a dependent you can do so by clicking on add dependent here. Anyone that is checked off and green is currently covered on your plan. You can click on a person's name to remove them from the plan (you will see them turn white and they will be unchecked)</p> <div data-bbox="337 394 1479 531" style="border: 1px solid #ccc; padding: 10px;">  <p>Who do you want to cover on this plan? <span style="float: right;">Add Dependent</span></p> <p> <input checked="" type="checkbox"/> Courtney Shane           <input checked="" type="checkbox"/> David Shane           <input checked="" type="checkbox"/> Jack Shane         </p> </div>
8	Click on the plan that you want to select for this benefit year by clicking on <b>Select plan</b> .
9	<p>The Benefit Summary page will come up and show you a snapshot of your changes:</p> <h3 style="color: #0070C0;">BCBSMA PLANS 2025-2026 Summary</h3> <p>Your BCBSMA PLANS 2025-2026 benefit summary is shown below. To make changes, click Edit. Please note that your benefits have not been saved. You must click Save to complete the section.</p> <div data-bbox="337 783 1479 1381" style="border: 1px solid #ccc; padding: 10px;">  <p><b>Medical</b></p> <p><b>Network Blue NE \$25 Copay</b></p> <p>Offered By: BlueCross BlueShield of Massachusetts        Effective Date: 04/01/2025        You Pay: Not Available        Persons Covered: Courtney Shane, David Shane, Jack Shane</p> <p><b>Medicare</b>  Edit        No policy on record        No medicare policy information on record</p> <p><b>Additional Insurance</b>  Edit        No policy on record        No additional insurance policy information on record</p> <p style="text-align: right;"> <input type="button" value="Save"/> <input type="button" value="Cancel"/> </p> </div> <p>Click <b>Save</b></p>
10	Then you will see the page say <b>Open Enrollment is complete</b> showing you again the benefits you chose:



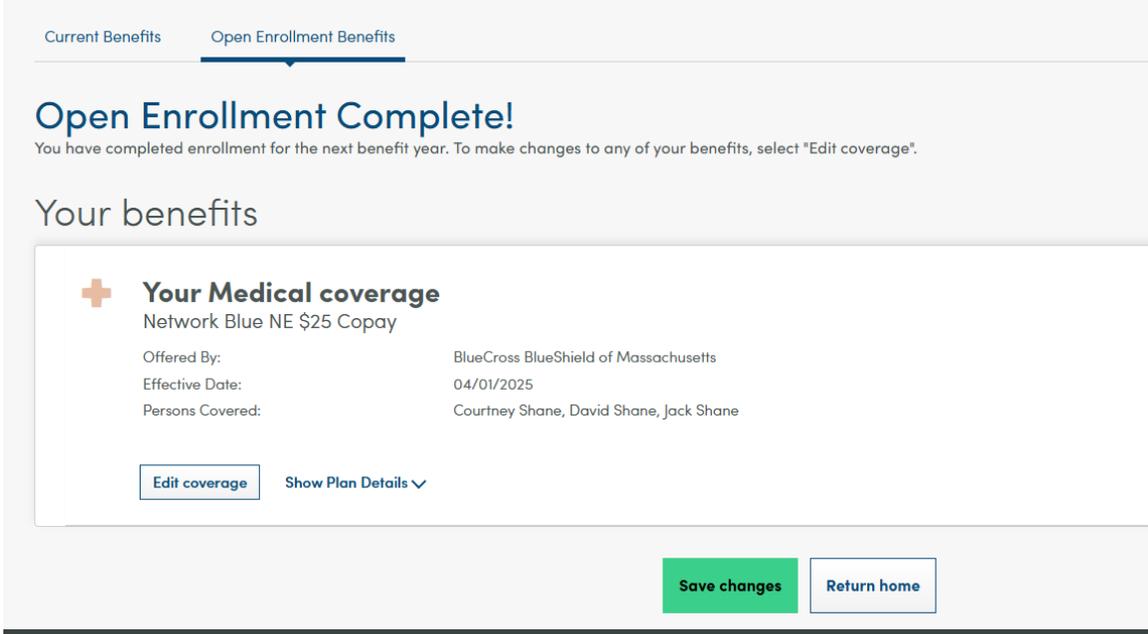
## Existing Employees-Self Service

Step	Action						
	<p data-bbox="354 254 792 289"><b>Open Enrollment Complete!</b></p> <p data-bbox="354 291 1154 310">You have completed enrollment for the next benefit year. To make changes to any of your benefits, select "Edit coverage".</p> <p data-bbox="354 342 558 375">Your benefits</p> <div data-bbox="354 388 1479 768"><p data-bbox="396 401 688 420">✔ You have successfully updated your plan.</p><p data-bbox="396 457 724 489"><b>+ Your Medical coverage</b></p><p data-bbox="451 489 683 510">Network Blue NE \$25 Copay</p><table data-bbox="451 520 992 590"><tr><td data-bbox="451 520 526 539">Offered By:</td><td data-bbox="732 520 971 539">BlueCross BlueShield of Massachusetts</td></tr><tr><td data-bbox="451 543 542 562">Effective Date:</td><td data-bbox="732 543 808 562">04/01/2025</td></tr><tr><td data-bbox="451 567 558 585">Persons Covered:</td><td data-bbox="732 567 992 585">Courtney Shane, David Shane, Jack Shane</td></tr></table><p data-bbox="456 632 711 651"><input type="button" value="Edit coverage"/> <input type="button" value="Show Plan Details"/> ▾</p><p data-bbox="943 716 1149 751"><input type="button" value="Save changes"/> <input type="button" value="Cancel"/></p></div> <p data-bbox="331 810 591 842">Click <b>Save changes</b></p>	Offered By:	BlueCross BlueShield of Massachusetts	Effective Date:	04/01/2025	Persons Covered:	Courtney Shane, David Shane, Jack Shane
Offered By:	BlueCross BlueShield of Massachusetts						
Effective Date:	04/01/2025						
Persons Covered:	Courtney Shane, David Shane, Jack Shane						
11	Now you will see it say Congratulations you successfully updated your benefits. Click on <b>Continue to next page.</b>						
12	A survey will pop up you can click on <b>skip survey.</b>						



## Existing Employees-Self Service

### If you want to Change your PCP Only:

1	<p>From the Home Page, click on <b>View your benefits</b>. Click on <b>Open Enrollment Benefits</b> at the top</p>  <p>1</p> <p>From the Home Page, click on <b>View your benefits</b>. Click on <b>Open Enrollment Benefits</b> at the top</p> <p>Current Benefits    <b>Open Enrollment Benefits</b></p> <h3>Open Enrollment Complete!</h3> <p>You have completed enrollment for the next benefit year. To make changes to any of your benefits, select "Edit coverage".</p> <h4>Your benefits</h4> <div><p><b>+</b> <b>Your Medical coverage</b> Network Blue NE \$25 Copay</p><p>Offered By: BlueCross BlueShield of Massachusetts Effective Date: 04/01/2025 Persons Covered: Courtney Shane, David Shane, Jack Shane</p><p><a href="#">Edit coverage</a>    <a href="#">Show Plan Details</a> ▾</p></div> <p><a href="#">Save changes</a>    <a href="#">Return home</a></p>
2	Click <b>Edit Coverage</b>



## Existing Employees-Self Service

3

You will see Choose your Medical Plan. You will see the plan you currently have selected checked off in Green. Scroll down and click **Next**

### Choose your Medical plan.

Please review your options and choose the plan that best meets your needs.



Who do you want to cover on this plan?

✓ Courtney Shane

✓ David Shane

✓ Jack Shane

HMO

Network Blue NE \$25 Copay<sup>®</sup>

✓ Currently Selected

POS

Blue Choice Plan 2 \$25 Copay

Select plan

PPO

Advantage Blue 100<sup>®</sup>

**Decline Coverage**

I would like to decline Medical coverage.

Next

Previous

Cancel

# Existing Employees-Self Service

4 You will see a pencil and the **Edit** next to Primary Care Provider. Click **Edit**



## Medical

### Network Blue NE \$25 Copay

Offered By: BlueCross BlueShield of Massachusetts

Effective Date: 04/01/2025

You Pay: Not Available

Persons Covered: Courtney Shane, David Shane, Jack Shane

#### Medicare Edit

No policy on record

No medicare policy information on record

#### Additional Insurance Edit

No policy on record

No additional insurance policy information on record

#### Primary Care Provider Edit

Show details 

Edit coverage

Edit plan

5 Enter in the new provider PCP code and Click **Next**:

## Medical

Enter the PCP (Primary Care Provider) information or search from a list of providers.

Please enter a valid Blue Cross Blue Shield Massachusetts PCP ID from our 'find a doctor' site (bluecrossma.com). If you do not have the PCP processing of your enrollment transaction.

[View Primary Care Provider List](#)

	*PCP Code	PCP Name
Courtney Shane	<input type="text" value="700zp0745"/>	<input type="text"/>
Is the employee a current patient with this provider?		
<input type="text" value="Yes"/>		
<input type="checkbox"/> Use the same provider for my dependents		
David Shane	<input type="text" value="700zp0745"/>	<input type="text"/>
Is the dependent a current patient with this provider?		
<input type="text" value="Yes"/>		
Jack Shane	<input type="text" value="700zp0745"/>	<input type="text"/>
Is the dependent a current patient with this provider?		

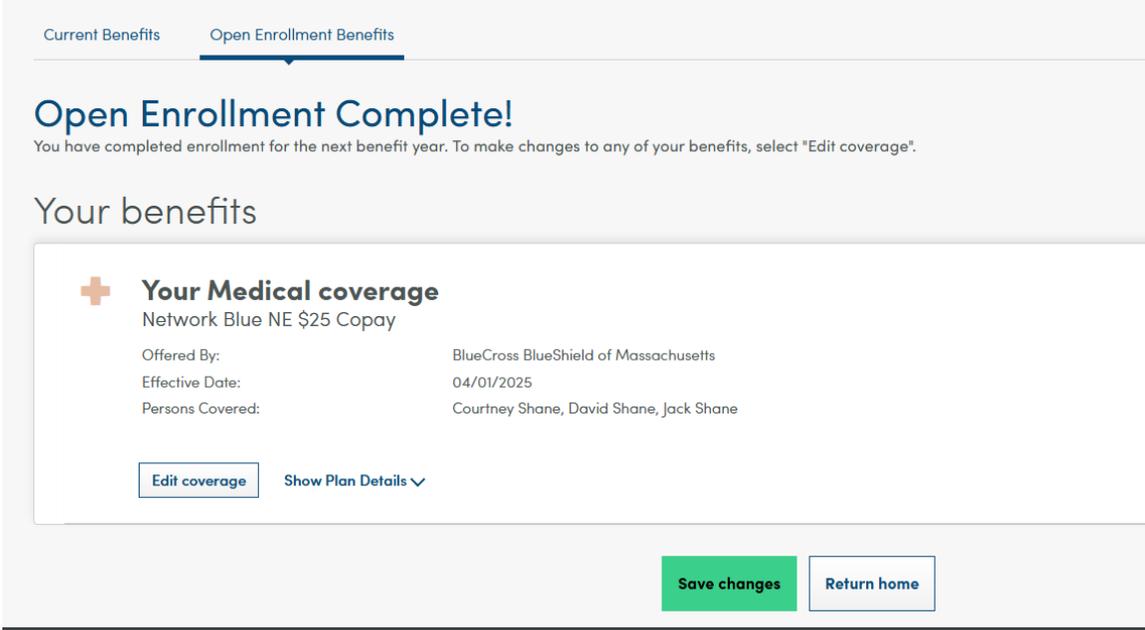
# Existing Employees-Self Service

6	The PCP screen will show your changes. Click <b>Next</b>
7	<p>The BCBS Plan Summary Page will now be displayed. Review your benefits and changes. Click <b>Save</b></p> <div data-bbox="337 359 1479 1100"><h3>BCBSMA PLANS 2025-2026 Summary</h3><p>Your BCBSMA PLANS 2025-2026 benefit summary is shown below. To make changes, click <b>Edit</b>. Please note that your benefits have not been saved. You must click <b>Save</b> to complete the section.</p><div data-bbox="342 493 1479 1100"><h4>Medical</h4><h5>Network Blue NE \$25 Copay</h5><p>Offered By: BlueCross BlueShield of Massachusetts Effective Date: 04/01/2025 You Pay: Not Available Persons Covered: Courtney Shane, David Shane, Jack Shane</p><p><b>Medicare</b>  <a href="#">Edit</a></p><p>No policy on record</p><p>No medicare policy information on record</p><p><b>Additional Insurance</b>  <a href="#">Edit</a></p><p>No policy on record</p><p>No additional insurance policy information on record</p><p><b>Primary Care Provider</b>  <a href="#">Edit</a></p><p><a href="#">Show details</a> </p></div></div> <div data-bbox="1049 1115 1214 1171"><p><b>Save</b> <a href="#">Cancel</a></p></div>
8	<p>Open Enrollment is now Complete. Click <b>Save Changes</b>:</p> <div data-bbox="337 1251 1479 1766"><p><a href="#">Current Benefits</a> <a href="#">Open Enrollment Benefits</a></p><h2>Open Enrollment Complete!</h2><p>You have completed enrollment for the next benefit year. To make changes to any of your benefits, select "Edit coverage".</p><h3>Your benefits</h3><div data-bbox="358 1486 1479 1766"><h4>Your Medical coverage</h4><h5>Network Blue NE \$25 Copay</h5><p>Offered By: BlueCross BlueShield of Massachusetts Effective Date: 04/01/2025 Persons Covered: Courtney Shane, David Shane, Jack Shane</p><p><a href="#">Edit coverage</a> <a href="#">Show Plan Details</a> </p></div></div> <div data-bbox="1003 1793 1230 1850"><p><b>Save changes</b> <a href="#">Cancel</a></p></div>



## Existing Employees-Self Service

If you want to Add a Dependent or Spouse only at Open Enrollment:

1	<p>From the Home Page, click on <b>View your benefits</b>. Click on <b>Open Enrollment Benefits</b> at the top</p>  <p>Current Benefits    <b>Open Enrollment Benefits</b></p> <h3>Open Enrollment Complete!</h3> <p>You have completed enrollment for the next benefit year. To make changes to any of your benefits, select "Edit coverage".</p> <h4>Your benefits</h4> <div><p><b>+</b> <b>Your Medical coverage</b> Network Blue NE \$25 Copay</p><p>Offered By: BlueCross BlueShield of Massachusetts Effective Date: 04/01/2025 Persons Covered: Courtney Shane, David Shane, Jack Shane</p><p><a href="#">Edit coverage</a>    <a href="#">Show Plan Details</a> ▾</p></div> <p><a href="#">Save changes</a>    <a href="#">Return home</a></p>
2	Click <b>Edit Coverage</b>

## Existing Employees-Self Service

3	<p>You will see Choose your Medical Plan. You will see the plan you currently have selected checked off in Green.</p> <p><b>Choose your Medical plan.</b></p> <p>Please review your options and choose the plan that best meets your needs.</p> <p> Who do you want to cover on this plan?</p> <p>✓ Courtney Shane    ✓ David Shane    ✓ Jack Shane</p> <table border="1"><tr><td data-bbox="349 630 755 787"><b>HMO</b>  ✓ Currently Selected</td><td data-bbox="755 630 1485 787">Network Blue NE \$25 Copay<sup>®</sup></td></tr><tr><td data-bbox="349 808 755 976"><b>POS</b>  Select plan</td><td data-bbox="755 808 1485 976">Blue Choice Plan 2 \$25 Copay</td></tr><tr><td data-bbox="349 997 755 1123"><b>PPO</b></td><td data-bbox="755 997 1485 1123">Advantage Blue 100<sup>®</sup></td></tr></table>	<b>HMO</b>  ✓ Currently Selected	Network Blue NE \$25 Copay <sup>®</sup>	<b>POS</b>  Select plan	Blue Choice Plan 2 \$25 Copay	<b>PPO</b>	Advantage Blue 100 <sup>®</sup>
<b>HMO</b>  ✓ Currently Selected	Network Blue NE \$25 Copay <sup>®</sup>						
<b>POS</b>  Select plan	Blue Choice Plan 2 \$25 Copay						
<b>PPO</b>	Advantage Blue 100 <sup>®</sup>						
4	<p>To add a dependnet or spouse you will click <b>Add Dependnet</b> by clicking <b>Add Dependnet</b> on the right in this box</p> <p> Who do you want to cover on this plan? <span data-bbox="1477 1239 1575 1260">Add Dependent</span></p> <p>✓ Courtney Shane    ✓ David Shane    ✓ Jack Shane</p>						

## Existing Employees-Self Service

5	<p>A box will come up with who is covered today. You want to click Create dependent profile to add a new dependent.</p> <div data-bbox="337 359 1248 961"><h3>Medical: Who do you want to cover?</h3><p>Note: You'll also be able to add dependents and select who you want to cover when you enroll in or edit your benefits.</p><h4>Eligible For Coverage</h4><table border="1"><thead><tr><th>Select</th><th>Name</th><th>Relationship</th><th>Date of Birth</th><th>Gender</th><th>Actions</th></tr></thead><tbody><tr><td><input checked="" type="checkbox"/></td><td>Courtney Shane</td><td>Subscriber</td><td>05/01/1980</td><td>Female</td><td></td></tr><tr><td><input checked="" type="checkbox"/></td><td>David Shane</td><td>Spouse</td><td>01/01/1980</td><td>Male</td><td><a href="#">Edit</a></td></tr><tr><td><input checked="" type="checkbox"/></td><td>Jack Shane</td><td>Child</td><td>09/26/2017</td><td>Male</td><td><a href="#">Edit</a></td></tr></tbody></table><p><a href="#">Create dependent profile</a></p><p><a href="#">Decline Coverage</a> I would like to decline Medical coverage.</p><p><a href="#">Next</a> <a href="#">Previous</a></p></div>	Select	Name	Relationship	Date of Birth	Gender	Actions	<input checked="" type="checkbox"/>	Courtney Shane	Subscriber	05/01/1980	Female		<input checked="" type="checkbox"/>	David Shane	Spouse	01/01/1980	Male	<a href="#">Edit</a>	<input checked="" type="checkbox"/>	Jack Shane	Child	09/26/2017	Male	<a href="#">Edit</a>
Select	Name	Relationship	Date of Birth	Gender	Actions																				
<input checked="" type="checkbox"/>	Courtney Shane	Subscriber	05/01/1980	Female																					
<input checked="" type="checkbox"/>	David Shane	Spouse	01/01/1980	Male	<a href="#">Edit</a>																				
<input checked="" type="checkbox"/>	Jack Shane	Child	09/26/2017	Male	<a href="#">Edit</a>																				
6	Add the dependent or Spouses demographics information and click <b>save</b> . Then click <b>Next</b>																								
7	The PCP screen will come up. Add the pcp code for the new dependent/spouse you just added. Click <b>Next</b>																								
8	<p>The system will then ask if you or your dependents are covered by Medicare. Answer the question and then click <b>Next</b></p> <div data-bbox="337 1186 1268 1627"><h3>Covered by Medicare?</h3><p>Providing Medicare information can help coordinate payment of medical expenses</p><p>Are you or any of your dependents covered by Medicare?</p><p><input type="radio"/> Yes</p><p><input checked="" type="radio"/> No</p><p><a href="#">Next</a> <a href="#">Previous</a></p></div>																								

# Existing Employees-Self Service

9 Then it will ask if anyone is covered by other insurance.

**MEDICAL**

## Additional Insurance

Currently, do any of the persons covered for this benefit including yourself have other health insurance?

Yes

No

**Please Note:**  
It is very important to enter your and/or your covered dependents' insurance policies. By providing this information, you will ensure that the claims for you and your covered dependents will be processed timely and accurately.

[Next](#) [Previous](#) [Cancel](#)

Click **Next**

10 Now it will show you your benefit Summary for the Open Enrollment Period:

## BCBSMA PLANS 2025-2026 Summary

Your BCBSMA PLANS 2025-2026 benefit summary is shown below. To make changes, click **Edit**. Please note that your benefits have not been saved. You must click **Save** to complete the section.



### Medical

#### Network Blue NE \$25 Copay

Offered By: BlueCross BlueShield of Massachusetts  
Effective Date: 04/01/2025  
You Pay: Not Available  
Persons Covered: Courtney Shane, David Shane, Julie Shane, Jack Shane

**Medicare**  [Edit](#)  
No policy on record  
No medicare policy information on record

**Additional Insurance**  [Edit](#)  
No policy on record  
No additional insurance policy information on record

**Primary Care Provider**  [Edit](#)  
[Show details](#) 

[Save](#) [Cancel](#)

Click **Save**

# Existing Employees-Self Service

11 Open Enrollment is Complete

## Open Enrollment Complete!

You have completed enrollment for the next benefit year. To make changes to any of your benefits, select "Edit coverage".

### Your benefits

✔ You have successfully updated your family.

#### Your Medical coverage

Network Blue NE \$25 Copay

Offered By:

BlueCross BlueShield of Massachusetts

Effective Date:

04/01/2025

Persons Covered:

Courtney Shane, David Shane, Julie Shane, Jack Shane

[Edit coverage](#)

[Show Plan Details](#) ▾

[Save changes](#)

[Cancel](#)

Click **Save Changes**

12 Congratulations you successfully updated your benefits. Click **Continue to the next page**

## Congratulations Courtney, you have successfully updated your benefits!

Below is a summary of your updated benefits and next steps



Medical

Network Blue NE \$25 Copay

You, +3 dependents

Helpful things to do right now



Review and print a copy of your  
[Benefit Detail Report](#)

[Continue to next page](#)

[View and edit all benefits](#)



## **Existing Employees-Self Service**

**If you want to cancel your benefits, follow link on City of Cambridge's Open Enrollment page.**