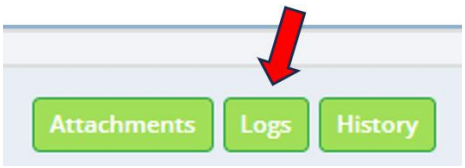
The **Request Center** is used to submit Small Group renewal changes on existing groups for both fully insured ACA and Blue Balance Funded[SM] renewals. We've provided some important tips to remember when using the Request Center.

Requests needing attention section: Once your submission is complete, you may receive an email requesting corrections or additional information for one of your renewal submissions.

You will notice that each request has a unique **Request ID.**

	Group Name	Request ID	Request Type	Division	Effective Date	Funding Type	Market Segment	
View	AM Account/Group Name date	12710	Regulatory Data Update	Texas	11/01/2023	Fully Insured	ACA Small Group (2-50)	Std Mkts Requ
View	Account/Group Name	13393	Enroll New Group	Texas	06/01/2024	Fully Insured	ACA Small Group (2-50)	Re
View	Account/Group Name	33923	Blue Balance Funded Renewal	Texas	07/01/2024	Fully Insured	Small Group (10-50)	Std Mkts Requ
View	Account/Group Name	35062	Stock Request - New Business	Texas	09/01/2024	Fully Insured	ACA Small Group (2-50)	Std Mkts Requ
View	Account/Group Name	35063	Stock Request - New Business	Texas	09/01/2024	Fully Insured	ACA Small Group (2-50)	Std Mkts Requ
View	Account/Group Name	35065	Stock Request - New Business	Texas	09/01/2024	Fully Insured	ACA Small Group (2-50)	Std Mkts Requ
View	Account/Group Name	35145	Stock Request - New Business	Texas	09/01/2024	Fully Insured	ACA Small Group (2-50)	Std Mkts Requ

Click on the **View** button next to the **Request ID** needing review. When the **Logs** button is selected, you can view the reason that this **Request ID** needs attention.



Please note the **Logs** feature is not a two-way communication method to present group renewal decisions or processing instructions. Instead, it's meant to share what needs attention to process your request and has directives from the Processing Team for producers.

If you have questions about what you are being asked to do in the **Logs,** please contact your Small Group Account Management Team.

To notify the processing team that you have completed your changes, use the text box located below the Information Received radio button and enter a note.

Finally, it is critical that you click **Resubmit**, as this action resubmits your corrections and attachments. If this step is not completed, any corrections or attachments will not reach us. Instead, they will remain idle in the tool and your request will be delayed, or automatically discontinued.

Renewal communication: If you have any questions about a renewal that you feel need to be escalated to the Small Group Account Management team, you are welcome to contact them. However, we ask the following of you to ensure smooth communication:

- When sending emails to the team, include the account name and group number in the subject line.
- If responding to emails from this team, please **keep** the thread ID in the subject line so they can easily track it.
- Keep in mind that the Small Group Account Management team *does not* have access to member and claims data and is unable to answer questions pertaining to it.
- *New group sales should be directed to your Blue Cross and Blue Shield of XX representative*.
- You can find the appropriate contacts for your needs here.
    - The team can be emailed at okmarketingoperations@bcbsok.com.

What's next: We encourage you to check Request Center regularly until your renewals are fully complete.

Expect to see another article soon providing other helpful information on Q4 open enrollments and renewals!