



**Name Change for Blue Cross Blue Shield of TN
Work Instruction
BEN-W003**

WORK INSTRUCTION: The workflow of processing a name change on BCBS of TN website.

- 5.1 HR staff notifies Benefits Office that a name change is needed
- 5.2 Go to www.bcbst.com
- 5.3 Select Employer from drop-down menu
- 5.4 Log in with your personal user id and password
- 5.5 Go to ENROLL
- 5.6 Click on Update Existing Employee
- 5.7 Enter subscriber id number and click on Search
 - 5.7.1 If subscriber id number is not available, enter employee's social security number and click on Search
- 5.8 Click on the subscriber id number
- 5.9 Click on the box for the Requested Effective Date and the current month's calendar pops up. Click on today's date
- 5.10 Click on Update Personal Information
- 5.11 Click on Next at the bottom of the screen
- 5.12 Highlight the Employee Last Name and enter new last name
- 5.13 Click on Next
- 5.14 Click on Approve
- 5.15 Click on Log out