Blue Cross Blue Shield of Kansas City (Blue KC) Contractor Onboarding Handbook

Version 2.0

11/20/2019

Contents

About Blue KC

Mission Statement

To provide affordable access to healthcare and to improve the health of our members.

Vision Statement

To create simple, affordable, high-quality healthcare.

Company Pillars

- **Supportive**—Respect and value differences; seek to understand and be understood; work together to achieve company mission and goals.
- **Engaged**—Stay informed and involved in the company; display adaptive, progressive, open-minded thinking; seek out ways to improve work quality.
- **Ethical**—Maintain confidentiality; display dependability and accountability; demonstrate integrity.

Diversity Mission Statement

To foster an environment throughout the Corporation that:

- Recognizes the differences in each of us.
- Capitalizes on our strengths.
- Maximizes our individual and collective potential.

Diversity Vision

We envision a corporate culture with:

- Awareness and respect for the diversity of our employees and customers.
- Cohesive teams developed through honest and informed working relationships.
- Proportional representation of women and minorities in all employment levels of the company.
- A process to continually facilitate the development and retention of a dynamically diverse workforce.

Blue KC History

Yesterday

1938 The first group hospitalization plan, known as Group Hospital Services, later named Blue Cross of Kansas City.

1938 Blue Cross of Kansas City signed its first group, Wolferman's Grocers. Ms. Grace "Betty" Jackson was Blue KC's very first customer. She remained our customer until her passing at the age of 102 in November of 2010.

1943 Kansas City Blue Shield was formed to provide members with a prepayment plan for physicians' services.

1982 The Kansas City Blue Cross and Blue Shield plans merged, creating Blue Cross and Blue Shield of Kansas City (Blue KC).

Today

Blue KC today serves one million members in 32 counties.

We offer 39 affordable health insurance plans to meet the needs of our customers.

We developed A Healthier You, a comprehensive program that gives members personalized tools, services and products they need to achieve lifelong health and wellness.

Tomorrow

Remain Strong by running the business and delivering existing products and services and maintaining day-to-day operations.

Position for the Future by focusing on strategies that will move us forward.

Reform Health Care by transforming our organization to remain competitive into a Reformed Health Care environment.

Blue KC Membership & the Healthcare Industry

Blue KC Membership

Blue KC serves nearly 1 million members in 32 counties in Missouri and Kansas.

- We offer over 60 Blue plans.
- Blue KC is a part of a federation of 36 separate U.S. health insurance organizations and companies of the Blue Cross Blue Shield Association, located in Chicago, IL.
- Due to the Association's federation, members can share local networks in other Blue Cross Blue Shields across the U.S. under special circumstances.
- Providers can choose what health insurance plans they will provide care for.

Blue KC Member Plans

A member can have an individual plan through direct pay or a small, mid-market or large group plan through his or her employer.

Members choose from product chassis (types) from their member plans:

Health Maintenance Organization (HMO)

- All healthcare services go through one Primary Care Physician (PCP).
- Visits to healthcare professionals outside Blue KC network are not covered.

Preferred Provider Organization (PPO)

- PCP not required; members can go to any health care professional in or out-of-network. (In-network results in lower out-of-pocket costs.)

Exclusive Provider Organization (EPO)

- EPO = PPO flexibility + HMO cost savings.
- No need to designate PCP (typically) and no need for referrals to specialists.
- Must receive care from in-network providers; otherwise, not covered unless in an emergency.

How Plans Benefit Blue KC

- Blue KC is an independent, not-for-profit organization, so all profits made are used for administrative costs and to reach Blue KC's goals.
- Balancing the medical loss ratio (premiums collected must exceed net claims) increases value for members from their premiums.

Networks

Blue KC works with a network, a group of providers, pharmacies, and facilities who have been contracted to provide services for an agreed upon reimbursement payment level.

Note: Hospital Corporation of America, the University of Kansas, and St. Luke's are contracted with Blue KC.

- All healthcare services go through one Primary Care Physician (PCP).
- Visits to healthcare professionals outside the Blue KC network are not covered.

Medical Policy

Within member plans, medical policy determines which medical services are medically necessary (generally covered by Blue KC) or investigational (generally not covered).

Note: Covered services must be necessary under medical policy.

Coverage Services

Coverage services consist of a benefits plan that provides payment when medically necessary.

- Detailed rules about what must be covered exist at both federal and state levels.
- Large employer groups may choose the services covered.

Formularies

A formulary lists the drugs that a member's plan will cover:

- There are multiple (typically 3) formularies for regulatory and market reasons.
- Formularies with aggressively managed costs result in low-cost plans.

Population Health & Utilization Management Practices

Blue KC focuses on population health and utilization management practices, programs and services designed to optimize the cost of care and health outcome of the member.

- **Case management**—Members with chronic, catastrophic, high-risk or high-cost conditions are referred to the Case Management program for assistance with coordination of benefits, care transitions from hospital to post-acute care and care coordination.
- **Condition and disease management**—A comprehensive program designed to reinforce the care and treatment provided to members with chronic conditions such as diabetes, coronary artery disease, heart failure, etc. This helps members take a more active and responsible role in controlling their conditions. It engages primary care providers and their practice care coordinators to close gaps in preventative and chronic care for these members.
- **Utilization management**—The evaluation of medical necessity, appropriateness, and efficiency of the use of health care services under the provisions of the member's health plan.
- **Population Health**—The outcome of healthier people, produced when there are aligned payment and benefit structures, along with actionable clinical and utilization information leveraged by the health plan and engaged healthcare providers, to jointly facilitate physician and health system accountability in the effective management of a population.

Finances

Finances involved in health coverage of a Blue KC member:

- **Premium**—The amount charged to a member for health coverage for a certain period (usually a month).
- **Allowable**—The dollar amount upon which benefits will be determined. Any amounts for covered services (other than co-payments) a covered person is required to pay will be based on the allowable charge.
- **Cost sharing**—The share of allowable costs covered by insurance paid out of pocket including deductibles, coinsurance, copayments, etc. Does not include premiums, balance billing amounts for non-network providers, or non-covered service costs.
- **Accumulators**—Used to store and track members use of benefits, which includes deductibles and out-of-pocket expenses.
- **Deductible**—the total amount which must be satisfied by the member before health benefit payment begins.
- **Out-of-pocket expense**—the maximum amount a member will pay each calendar year toward covered services before Blue KC begins paying 100% of the allowable.

Funding Types
- Insured
- Self-funded

Pricing Types
- **Underwriting**—The process of assessing financial risk for accurate pricing (for example, a claims payment). A member receives his/her price or premium based on Blue KC's assessment of his/her claims.
- **Guaranteed issue**—Assigns price of attributes such as zip code, age, and tobacco use. Blue KC is not permitted to assess risk at the individual or employer group level.

Blue KC Insurance Business Functions

Blue KC has many responsibilities to provide the highest quality health coverage with the highest level of customer service.

Manage Products

Develop product strategies, define concept, conduct discovery, design product, execute delivery, and retire products.

Acquire, Renew & Enroll Customers

Establish a market presence, manage distribution channels, pay commissions, identify and manage opportunities, conduct sales and renewals in large groups, small groups, and direct pay, enroll groups and members, manage employer relationships.

Bill & Maintain Customer Information

Maintain group member information, customer billing, collect and apply premiums.

Manage Member Care & Health

Develop medical guidelines, manage utilization, costs, and quality programs, deliver care, health, and pharmacy benefits programs.

Manage Claims & Encounters

Receive, route, and load claims and encounters, adjudicate and price claims, pay claims and manage communications, claim corrections, reversals, and adjustments.

Provide Customer Service

Develop and implement customer service channels, receive and resolve inquiries, manage service delivery.

Develop & Manage Health Care Delivery Networks

Develop network strategies, acquire new providers, maintain payment structure, support provider, and manage Patient-Centered Medical Health (PCMH).

Enable Processes

Manage information, support, and financial resources, manage financial risk, enterprise performance, physical resources, human capital, and external relationships.

Manage the Business

Develop strategies, manage performance, improvement, change, regulatory compliance, and enterprise risk.

Departments within Blue KC

Auditing

Ensures Blue KC always adheres to the policies we have internally or through the Association. It audits for correct claim processing and adherence to plans.

Corporate Communications

Manages internal communications and web engagement.

Finance

The financial arm of Blue KC. It allows us to be compliant with tax legislation, medical loss ratio reporting, and sound financial principles for forecasting and strategies regarding investment and budget.

Human Resources

The recruiting and retention of human capital, including training and career development, compensation packages, incentive programs, and insurance.

Information Technology

The information technology infrastructure provided to Blue KC, including vendor partners and integrations between them.

Integrated Health Services

Manages provider network contracts, credentialing, communications, provider relationships, patients in the medical home program, and provider reimbursement strategies.

Legal & Government Relations

The general counsel to maintain the integrity of Blue KC, compliance of federal, state, and government relations, including the Affordable Care Act and Medicare Advantage product space, which follows government regulations and provides guidance to the business in regard to government offerings.

Marketing & Sales

Responsible for selling Blue KC products, commissions, maintaining broker relationships, and managing individual and group sales.

Marketing Communications

Manages external communications for all public relations, monitor, and respond to social media. It provides and reviews all advertising, print materials, press releases, etc.

Medical Services

Responsible for case, utilization, and disease management and grants prior authorizations for care.

Operations

The back office of Blue KC. It manages claims, customer service, member services, and the Blue Card business, which connects Blue Cross Blue Shields across the nationwide Association.

Underwriting

The examiners of a population of people and determiners of premium payments based on risk examination.

Physical Security

Blue KC Buildings

As of June 2018, Blue Cross Blue Shield of Kansas City is utilizing two buildings due to construction in the corporate building.

Corporate Building

2301 Main St. Kansas City, MO 64108

2300 Building

5th floor, 2300 Main St. Kansas City, MO 64108

> **Note:** The Delivery team (EPMO, BDI, IT) resides on this floor.

Security

The Security Desk is located in the 1st floor lobby of the corporate building and the 5th floor of the 2300 building.

The Security Desk phone number is:

816-395-2995

Badges

Employee badges must be worn at all times by all employees, non-employee vendors, and visitors at all Blue KC facilities.

> **Note:** You must swipe your badge when entering the elevator or stairwells in the 2301 building, even if someone ahead of you has just swiped theirs. Do not "piggy back" others who have swiped their badge.

If you ever leave your badge off-site or its location is unknown, a One Day Badge can be issued by Security. Please check in with the Security Desk in the lobby on the 1st floor of the 2301 building.

You may use the temporary badge all day, but must return it to the Security Desk by 5:00 p.m. on the day of issuance, as the badge will be deactivated after 5:00 p.m.

Severe Weather Warnings

Severe Weather Definitions by The National Weather Service

- **Tornado Watch—**Conditions exist for severe weather, including tornados.
- **Tornado Warning—**A tornado has been reported in the area.
- **Severe Thunderstorm Watch—**Conditions exist for damaging storms with high winds, heavy rain, hail, and lightning.
- **Severe Thunderstorm Warning—**Severe conditions confirmed; tornados possible.

Public Emergency Warnings

Warnings may come over the radio or TV or via 5-minute steady blasts of sirens by The Kansas City Civil Defense Warning Systems.

In the event of a building evacuation due to a test or non-fire emergency, fire alarms and strobes will not be flashing.

Building Notice

If possible, the Building Security and Management Team will alert all tenants to severe weather warnings via the Two Pershing Square emergency communication system.

Elevator Use in an Emergency

It is important that the building be cleared quickly and quietly down the stairwells and that the elevators not be used (or overloaded if their use is warranted).

- Parking garage elevators will be locked off at the lobby levels.
- The glass passenger elevators may still be in use.

Physically Challenged Assistors and Buddies

Physically Challenged Assistors may take their Buddies to the glass elevators and wait for instructions over the PA system for when to bring them down. Only Physically Challenged Assistors and Buddies may use the glass elevators during a building evacuation and only with permission from their company.

Otherwise, Physically Challenged Assistors should take their Buddies to stairwells to wait for instruction from the Fire Department, Police Department, and/or Building Management Team. The Fire or Police Department will determine the method of evacuation of Buddies.

Emergency Procedures

General Emergency Procedures

- Follow the instructions of your Emergency Response Team members as well as those communicated over the PA.
- **DO NOT USE THE ELEVATORS!**
- **STAY AWAY FROM WINDOWS**!
- If you need to shelter in place, sit down and protect yourself by putting your head as close to your lap as possible or kneel and protect your head.

Note: The Building Management Team will issue an "All Clear" over the PA when the danger has passed.

Tornado-Specific Procedures

- **EVACUATE TO THE STAIRWELL** and/or lower interior levels of the building. Do not go to the 1st floor – the lobby is full of skylights!
- If you cannot reach a stairwell, go to an **INTERIOR ROOM WITH NO WINDOWS**.

Earthquake-Specific Procedures

- **DO NOT USE STAIRWELLS**!
- If you are in an elevator when an earthquake strikes, be prepared for power to shut down and lights to go out. Remain calm!
- Be prepared for aftershocks and falling objects.

What to Do in an Evacuation

- If time permits, close all office doors as space is evacuated.
- Use stairwells for evacuation. Stay on the **INSIDE** of the stairwell so responders can ascend the stairwell. Your RIGHT HAND should be on the railing.
- Be ready to merge with other people who are also evacuating the building.
- Keep talking to a minimum and stay calm.
- Walk carefully through debris.
- Watch for leaks, water line breaks, fires, power failures, or blocked exits.
- Watch for any live wires and stay away.
- Do not light a cigarette lighter, as there may be broken gas lines.
- Once out of the building, assemble at your designated Assembly Area so Emergency Response Team members can account for all employees.

What NOT to Do in an Evacuation

- Do **NOT** go to the elevators unless you are accompanying a Buddy.
- Do **NOT** return to your area for keys, purse, etc.
- Do **NOT** smoke or use cell phones until you are in your designated Assembly Area.

Returning to Your Area

- The Building Management Team will give an "All Clear" when authorized by the Fire Department. Do **NOT** return to the building until the "All Clear" is given.
- Use elevators to return to your tenant space. Do **NOT** overload elevators (i.e., no more than 10 persons to a car).
- You will **not** have access to your tenant spaces from the stairwell.

Evacuation Routes and Assembly Points

**Employee
Emergency Building Evacuation Procedures
Blue Cross and Blue Shield of Kansas City - 2301 Main Street**
Updated: 11-20-2008

RESPOND
- In the event of a fire or other building emergency: Employees will be notified by alarms, strobes and a public address system announcement.
- ERT (Emergency Response Team) members will respond to the nearest exit to assist employees with the building evacuation process.
- Always follow instructions from your ERT members.

REACT
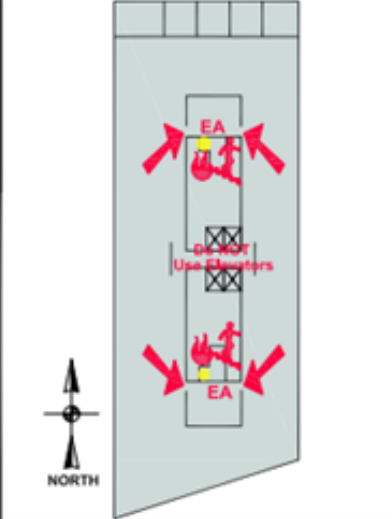- React to the alarm notifications and evacuate to the nearest stairwell and exit in a quick and orderly manner.
- Report to the designated areas at Washington Park.
- Disabled employees not able to evacuate the building shall report to the designated "Area-of-Assistance" in the stairwells. ERT members will document your name and location and notify emergency personnel. Emergency personnel will come to your location to assist in your building evacuation. At your discretion, you may proceed down the steps at your own pace until emergency personnel come to your rescue.
- Don't use elevators during an emergency building evacuation.
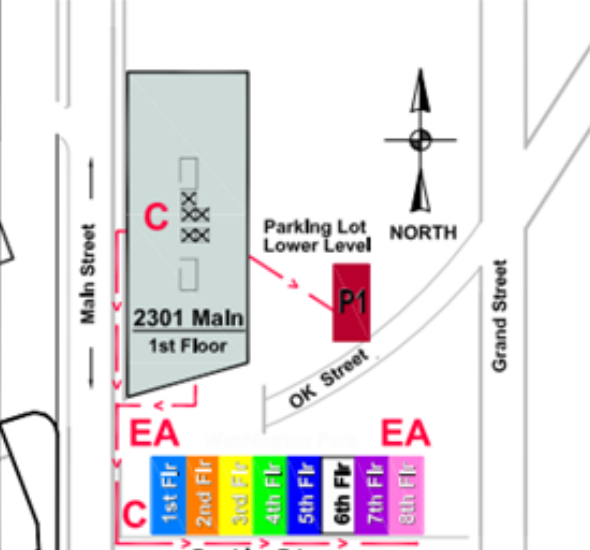
ROLL CALL (In Washington Park)
- ERT members will perform a roll call of all employees.
- Remain in the designated area at Washington Park for roll call.

RELAY
- ERT relays roll call complete to ERT assistant leader

Employee Building Evacuation Route
Emergency Exit
EA   Employee Assistance
"Area of Assistance"

REPORT TO WASHINGTON PARK
(per the color coded floor zones below)

— > —   Employee Evacuation Route
EA   Employee Assistance Centers
C   Emergency Command Post
Employee Gathering Area

RETURN
- Once all "Roll Calls" have been completed and the building has been issued an "All Clear", the ERT Assistant Leader will notify employees to re-enter the building as follows:

- •• Group 1 - Technical Staff (8th Floor)
- •• Group 2 - 6th Floor - All
- •• Group 3 - Call Center Employees only (5th Floor)
  - Over 100 Unit
  - Membership Call Center
- •• Group 4 - Call Center Employees only (4th Floor)
  - FEP
  - BA+
  - ITS Host
- •• Group 5 - Claims Employees (4th Floor)
- •• Group 6 - Membership Employees (5th Floor)
- •• Group 7 - All Employees (7th Floor)
- •• Group 8 - All Employees (8th Floor)
- •• Group 9 - All Employees (3rd Floor)
- •• Group 10 - All Employees (2nd & 1st Floors)

Stair Monitors, Floor Officials & Employees in an Emergency

	Employee Severe Weather Procedures Blue Cross and Blue Shield of Kansas City - 2301 Main Street Updated: 11-20-08

RESPOND

In the event of a Tornado or other Severe Weather emergency employees will be notified by a public address system announcement to relocate to designated shelter in place areas: Stairwells, restrooms, copy rooms and P1 Level. Follow the instructions of the public announcement to evacuate to these designated shelter in place areas.

REACT

Stair Monitors' Roles - North and South:
- Stationed at either the North or South stairwells on each floor.
- Direct the employees to the nearest shelter in place areas.
- Close the stairwell door when at capacity.
- Redirect employees that did not gain access to the stairwells to interior areas of the shelter.

Floor Officials' Roles - Central:
- Stationed at the floor's elevator lobby.
- Direct employees to shelter in place areas
- Instruct employees to not use the elevators.

Employees:
- Evacuate and report to the nearest shelter in place area.
- Do not use elevators during a Severe Weather Procedure.
- Do not leave the area until directed by the ERT members.

RELAY
- ERT members will relay information as needed to inform employees of the emergency status

RETURN
- ERT Leader will notify employees, by a public address announcement, when it is clear to return to work.

EA

Do NOT Use Elevators

EA

NORTH

→ Employee Building Evacuation Route

Enclosed Stairwell Locations

EA Employee Assistance

Area of Rescue

Severe Weather Area
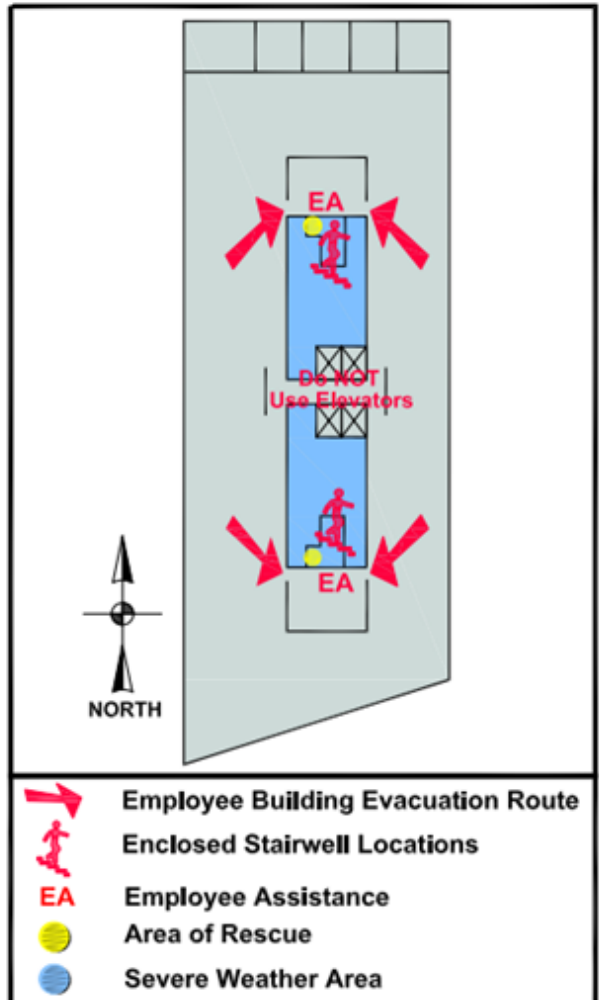
Security, Support & Other Helpful Contacts

WHO TO CALL WHEN...

You have a computer issue	**Computer Help Desk (TSC) at 3998 or email _ServiceDesk**
You have a building or equipment request	**Email _Facility_Requests**
You need to know if the building is open	**Employee Hotline 816-395-3702**
Other Helpful Numbers	• Conference calls: 3999 • Voicemail: 3111 • Blue KC Operator: 2222 • Security/Lobby: 2995 • APS Request: ask your manager for changes in security rights or new software

Who to Call - 2300 Main

Security Concerns (2300 Main building and parking lot)	2300 Main Building Security at 816-674-6485 Then Blue KC Security extension 2995
Blue KC Security	Physical_Security@BlueKC.com, ext. 2995
Cleaning and Housekeeping	_FACILITY_REQUESTS
Maintenance Issue	_FACILITY_REQUESTS
Furniture and Workstation Components	_FACILITY_REQUESTS
Office Supplies	Department Administrative Assistant
Conference Room Technology	Help Desk_TSC@BlueKC.com, ext. 3998
Computer, Monitor, Telephone	Help Desk_TSC@BlueKC.com, ext. 3998
Concourse Room(s) and Neptune Room set-ups	_FACILITY_REQUESTS
Printing and Mailing Services	_NEXTPAGE , ext. 3592
Printers and copiers equipment issues and toner	TOSHIBA@BlueKC.com
Parking at 2300 Main (Two Pershing)	Republic Parking Lisa Lohman, 816-456-0965
Outstanding Issues from Move	_FACILITY_REQUESTS or Tyler.Bennett@BlueKC.com
Coffee, eMart and Vending	_FACILITY_REQUESTS
Personnel Issues	_HUMAN_RESOURCES
Catering Live Blue Kitchen + Café	_KITCHEN_CAFE_CATERING
Live Blue Kitchen + Café Comments/Suggestions	_KITCHEN_CAFE_COMMENTS
MT Plate (café at 2300)	michael@mtplatecafe.com, (816) 421-6050
KCMBA (conference rooms on 1st floor)	Karli Young, kyoung@kcmba.org, 816.474.4322
Media Calls	Kelly Cannon, ext. 3711
Customer Service	ext. 3365

Parking

Free Parking

Parking is available for all Blue KC employees, vendors, and customers visiting our facilities.

- Your security-provided badge gives you access into and out of the parking lot.
- We simply ask that all Blue KC employees (including off-site employees) and contractors park in the designated employee parking spaces (those to the north of the ramp entrance).
- The customer/visitor parking spots (those to the south of the ramp entrance) are reserved for customers and visitors.

Note: If your vehicle is found parked in a customer-allotted spot, you will be notified by Security and given 30 minutes to move before being ticketed or towed.

Paid Parking

If you are located in the 2300 building, you can park in the parking garage beneath Main Street at your own expense ($15 per day). It is located on OK Street.

Otherwise, you can park in the Blue KC employee parking lot, using your badge to access the lot. You may walk through the P1 level of the 2301 building, then through the parking garage beneath Main Street. Walk through the doors next to the green wall that says P3. Go up the elevator to Level 1, then walk to your left to the main elevators to Level 5. Or you can walk above Main Street.

First Day Parking & Security Information

How to Get into the Building

- To get into the employee parking lot located off OK Street, you must press the call button at the security gate and tell them it is your first day as a contractor.
- Once you are parked in the visitor's section of the parking lot (to the left of the security gate), walk to the entrance of the Blue KC building from the parking lot (P1 level).
- You will have to press another call button to get into the P1 lobby. A security guard will be at the desk in the P1 lobby.
- Take the first elevator on your left to go to the first floor. There, you should ask a security guard at the main security desk to set up your badge.
- Once you have your badge, your manager should meet you in the 1st floor lobby of the 2301 building to take you to your desk.

Your First Day

- There will be no formal training for your position.
- You will have an assigned Subject Matter Expert (SME), who will instruct and advise you in his or her area of expertise and to help you onboard at Blue KC.
- Research of your own about the company is strongly encouraged.
- To log on to your virtual desktop infrastructure (VDI), you will have to call the Computer Help Desk (x3998) using your desk phone. Over the phone, they will give you instructions on how to set up your username and password.

Maps and Floor Plans

Street Map

2301 Main P1 Level Map

Building Services

Building Services

- **Employee Hotline number** for severe weather/building closings is:

  (816) 395-3702

- **Automatic calls**—In the event of a weather emergency, Blue KC contractors and employees will receive a call, text, and email notification of building closings at 6:00 a.m. the day of.

Note: Contact your manager when you need assistance, whether it be for a building maintenance service, furniture, or an emergency clean-up.

LiveBlue Kitchen + Cafe

Kyle Williams, an internationally experienced chef, serves a locally sourced, healthy food menu for staff at the LiveBlue Kitchen + Café located on 1F of the corporate building, south of the main elevators.

- **Breakfast Hours**—7:30–9:30 a.m.
- **Lunch Hours**—11:00 a.m.–1:30 p.m.
- **Barista Hours**—open until 3:30 p.m.

Note: All are welcome to eat in the cafeteria or in the break rooms on each floor.

MTPlate

In the 2300 Main St. building, the cafeteria is located on the 1st floor.

- **Business Hours**—7:00–2:00 p.m. Monday–Friday
- http://mtplatecafe.com/
- E-mart located on the East side of 5F
- Self-checkout, cards only, grab and go options.

Fitness Centers

2301 Building - Club Blue

Our corporate mission "…to improve the health of our members" includes a strong commitment to our employees. One of the best ways we have demonstrated this is our dedication to the Blue KC Employee Fitness Center, Club Blue.

All Blue KC employees, employees' spouses / domestic partners, retirees and contingent workers may use the fitness center.

To gain access to the fitness center, Blue KC employees, contingent workers and retirees must sign the Informed Consent/Liability Waiver and return it to Security (2301 Main, Front Desk). They will then receive badge access to the fitness center.

Note: The fitness center is open 24 hours a day, 7 days a week.

2300 Main

The 2300 building has a Fitness Center on the first floor of the building that is FREE to all building tenants. Equipment includes treadmills, elliptical machines, bikes, free weights and Apollo machines. Separate men's and women's locker rooms include lockers, one shower, and a restroom.

- Hours of use are same as building hours (Monday through Friday, 6:30 a.m. to 6:30 p.m. and 8 a.m. to Noon on Saturday).

To gain access to the Fitness Center, tenants must first sign the required Waiver and Release, give it to Jessica Cole, and agree to abide by the Fitness Center Rules. Be sure to add the last five digits of your badge number to the waiver.

Note: The fitness center is only for individuals whose workstation is located on the 5th floor. Employees from 2301 are not to use this facility.

Dress Code & Work Hours

Dress Code

Monday–Thursday: Business Casual

Business casual attire is the Blue KC standard Monday to Thursday. Business casual attire permits:

- Casual or dress slacks
- Sweaters, sport coats, vests, mixed separates, and suits.
- Collared dresses, knit sport shirts, turtlenecks, and banded collar shirts (ties are optional)
- Skorts or split skirts if their appearance is skirt-like from the front and back.
- Skirts and dresses

Fridays: Casual Attire

Comfortable casual attire is permitted on Fridays and other days as designated company-wide by the Executive Offices. Departments may allow, on an occasional basis, less formal attire when more physical work is required and there is more of a chance of damaging business clothing. However, please dress appropriately according to your activities for the day (i.e. if you have key meetings, don't dress casually).

Comfortable casual attire permits the following in addition to what is allowed in business casual attire:

- Jeans, capri, cargo and crop pants
- T-shirts (graphic-free) or sweatshirts

Footwear

Footwear should be appropriate for the requirements of the job and must be clean and in good repair. Flip-flops, house slippers, and tennis shoes are not appropriate at any time.

Active Wear

Active wear is permitted in the Fitness Center. Changing into fitness attire is limited to the restrooms and the locker rooms. Employees using the Fitness Center or offsite fitness activities (such as jogging during lunch) should adhere to the following guidelines:

- Clothing should allow flexibility of movement yet not be so loose that it could be caught in exercise equipment or tripped upon during exercise.
- Clothing must cover the entire torso during exercise.
- Leotards must be worn with shorts, pants or tights.
- Grooming standards regarding undergarments apply.
- Shoes must have rubber soles.
- After exercising, office etiquette and grooming standards require that employees refresh themselves and change into their business attire before returning to work.

Prohibited Attire

Prohibited Attire is not appropriate during regular work hours or when the building is open for external customers and includes the following:

- Shorts, painter pants, overalls, coveralls
- Torn, frayed, sloppy, ill-fitting or dirty clothing.
- Tight and/or revealing clothing, including halter tops, bare midriff, crop tops, shirts with cutouts, muscle shirts and excessively short skirts/dresses (use 3-5" above the knee as a reasonable guideline).
- Jogging suits, sweat suits or sweat pants
- Tennis shoes/sneakers.
- Hats (unless a part of an individual's culture) or caps.

Work Hours

Normal Work Hours

Normal work hours are:

- **8:00 a.m.–5:00 p.m., Monday–Friday**

If approved by your manager, employees may report to work no later than 9:00 a.m. and work eight hours, excluding a lunch break.

Note: Lunches are non-billable up to 1 hour.

Core Hours

Employees must be in the building during these hours:

- **9:00 a.m.–3:00 p.m.**

Flex Hours

Flex hours are practiced at Blue KC.

All workers must work 8 hours per day, 40 hours per week and be present during core hours. Time worked before and after core hours is dependent upon the worker's choosing.

Working from Home (WFH)

- Available at your manager's discretion.
- If you work from home using your personal laptop, your manager will need to assign you an RSA token.
- If your manager has provided you with a Blue KC laptop, you should be able to access the VDI without an RSA token.

Illness & Vacation Occurrence (Non-Billable Events)

- If you need to stay home due to illness, make sure to call your manager.
- Make sure to notify your project manager and manager that you are going on vacation.

HIPAA & Information Security

The Privacy Office

The Privacy Office protects members' information (PHI, PII, PCI) or sensitive company business information. It ensures compliance with corporate and privacy policies and regulations, and receives reports of incidents and breaches, and investigates and notifies appropriate parties.

Contact

Privacy@Blue KC.com

(816) 395-2290

Report an Incident

On Inside Blue KC:

1. Go to Your Resources.
2. Click **Report an Incident** in the third column.

HIPAA & HITECH

- **HIPAA**—Health Insurance Portability and Accountability Act
- **HITECH**—Health Information Technology for Economic and Clinical Health
- **HIPAA Omnibus Rule of 2013**—finalizes HIPAA Privacy, Security, and Enforcement rules.

These federal laws prohibit improper uses and disclosures of Protected Health Information (PHI) and Personally Identifiable Information (PII). It is very important that you follow Blue KC's privacy policies and procedures at all times to ensure we are complying with these laws to avoid any potential personal or corporate civil and/or criminal fines and penalties.

The HIPAA Privacy, Security, Enforcement, and Breach Notification Rules include breach notification, including penalties for "willful neglect.

Accidental disclosures will happen; you need to report them to your supervisor or the Privacy Office immediately.

Include the following information:

- Date of disclosure
- What information was released
- By whom
- To whom
- How it happened
- What we can do to prevent it from happening again

Protected Health Information (PHI)

HIPAA defines Protected Health Information (PHI). Often, PHI is regarded to be any health information that is individually identifiable and created or received by a provider of healthcare, a health plan operator, or health clearing house.

The information might be related to an individual's past, present, or future physical or mental health or condition of any individual, the provision of healthcare to an individual. Generally, PHI can be used to identify a specific individual, and it refers to data that is either maintained or transmitted in any given form, including speech, paper or electronics.

Health information is considered "individually identifiable" if it includes one or more of the following identifiers:

- Name
- Address (all geographic subdivisions smaller than state, including street address, city, county, precinct, or zip code)
- All elements of dates (except year) related to an individual including birthdate, admissions date, discharge date, date of death, and exact age if over 89
- Telephone/fax numbers
- Social security numbers
- Electronic mail addresses
- Medical record numbers
- Health plan beneficiary numbers
- Account numbers

- Vehicle identifiers and serial numbers, including license plate number
- Device identifiers and serial numbers
- Universal resource locators (URLs)
- Biometric identifiers, including finger and voice prints
- Full face photographic images and any comparable images
- Any other unique identifying number or characteristic that can identify an individual

Personally Identifiable Information (PII)

PII or Personally Identifiable Information is any data that can be used to contact, locate, or identify a specific individual, either by itself or combined with other sources that are easily accessed. It can include information that is linked to an individual through financial, medical, educational, or employment records.

The following list contains examples of information that may be considered PII:

- A personal identification number (driver's license number, passport number, patient identification number, credit card number or social security number).
- A name, including the full name of the individual, her maiden name, or mother's maiden name, and any alias they may use.
- Asset information, such as MAC or IP address, as well as other static identifiers that could consistently link a particular person.
- Address information, like email or street addresses and telephone numbers for business or personal means.
- Biological or personal characteristics, such as an image of distinguishing features, fingerprints, x-rays, voice signatures, retina scan, or geometry of the face.
- Information about an individual that is linked to his or her place of birth, religion, activities, geographical indicators, educational, financial, or medical data.

Information Classification

Classification	Description
Restricted	Highly confidential or sensitive information. Information that is encrypted at all times when on the Blue KC system.
Confidential	Information that needs to be limited based on the duties of the job. This information must be encrypted during transmission over the public internet.
Corporate	Information considered by management to be business sensitive or needing additional controls.
Public / General Information	Information that is available to the public. Examples include Blue KC Annual Report, information on Blue KC.com, Blue KC Facebook pages, and Blue KC Twitter account.

Our Shared Responsibilities

Each of us has the responsibility to follow our Blue KC policies.

We all have a duty to report any non-compliance of Blue KC policies.

If you don't know how to handle a situation, *ask* before you *act*.

Privacy

Fax & Email

- Use fax cover sheet (front and back) – contains confidentiality language.
- Never leave PHI in a voicemail.
- **Always use "ENC:" in the subject line when sending PHI in an external email.**

Member Rights

- **Access**—The right to access his or her information.
- **Accounting of disclosures**—The right to request a listing of disclosures made by Blue KC outside of healthcare operations.
- **Amendment**—The right to request that Blue KC amend his or her record.
- **Confidential communications**—The right to request Blue KC communicate with the member at an address different from the address on the policy.
- **Request of restriction**—The right to request we restrict certain individuals from accessing his or her PHI.

How to Report Non-Compliance

You can always contact the Privacy Office for information or to report an incident of non-compliance.

- **Call** the Privacy Office at **816-395-3784**
- **Email** your question or concern to the Privacy Office at _PRIVACY (internal email system).
- **Use the Report an Incident link** located on the front page of Inside Blue KC (you can report anonymously if you desire).

Blue KC's Methodology and Technological Direction

Waterfall vs. SAFE Agile Methodology

The Blue KC Delivery Team is transitioning from the Waterfall method of project management to Agile. Agile focuses on incremental product development. We are transitioning to a DevOps culture which keeps Blue KC current in the industry; merging development and operations and keeping customer/business needs as the focus throughout development.

Waterfall	Agile
Pre-planned and executed using formal change control.	Originally created as a solution to the downsides of Waterfall in software development.
Scope, time, and cost are estimated at the start and used as a baseline for the entire project.	Simple project design that becomes clearer throughout the project life cycle.
Long-term project planning	Iterative planning
Dependent on requirements determined early on. Changes after approved plan are more difficult to implement because this method is more concrete from the beginning.	Change is expected and embraced.
Uses a sequential process flow.	Uses short iterations ("sprints") with feedback after each.
Used for construction, mass production and tangible long-term work efforts.	Used for knowledge work (software development, websites).
The product is validated at the end of development.	Collecting the correct requirements during each iteration to meet customer needs can be challenging.

Technology

Assigned access to applications may vary depending on your functional role. Your manager will request various applications and software according to your needs.

- **Inside Blue KC**—Blue KC's intranet giving access to resources and news of the company.
- **Blue Link (AKA Workday)**—Contingent workers only use this to log project hours.
- **Outlook**—Blue KC work email.
- **RSA Token**—two factor authentication tool used to access Blue KC's intranet from remote locations.
- **Laptop**—optional, depending on department and need.
- **Boxer app**—mobile app giving access to Outlook email and calendar.
- **Microsoft Surface Hub**—available in meeting rooms.
- **Microsoft 365 applications:**

Word, Excel, PowerPoint, OneNote, Outlook, Calendar, People, Tasks.

OneDrive—File and photo cloud storage that gives you the ability to share documents with any device.

SharePoint—Secured file storage and document collaboration across devices that is searchable and synced to Outlook. It is a web-based platform that integrates with Microsoft Office that allows you to manage documents and provide work flow, collaboratively. This is used to manage documents for projects and individual teams.

Tools—Yammer, Planner, Teams, Dynamic 365.

- **Global Connect VMware Horizon Client "VDI"** (Virtual Desktop Infrastructure)—virtualization technology that hosts a desktop operating system on a centralized server in a data center.

Gives access to a virtual desktop on a secure network to work anywhere.

Automatically in use when on Blue KC desktop.

Must log in to VDI on laptop.

- **Wi-Fi for Personal Devices**—Use the same username and password as your computer login.

Guest Wi-Fi—Can be used 8 hours per day, you will be given a random username and password generated for that specific day.

- **Skype for Business**—Intercompany instant messaging and phone calls.

http://insideBlue KC/Inside%20Blue%20Docs/YourResources/SkypeForBusinessUserGuide.pdf

Workday BlueLink

Contractors must submit hours in Workday and in their individual agency's portal. Contractors only use Workday to enter time spent toward assigned projects. This ensures proper invoice payment.
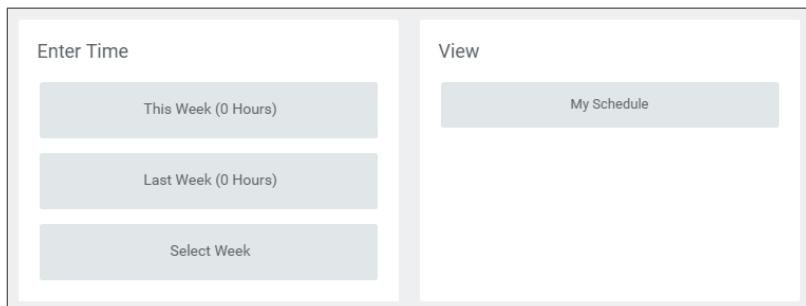
Note: Weekly work hours must be submitted by the end of the day each Friday so they can be approved by the manager.

Project Time Entry

1. Open BlueLink (Workday) and go to the Home page.
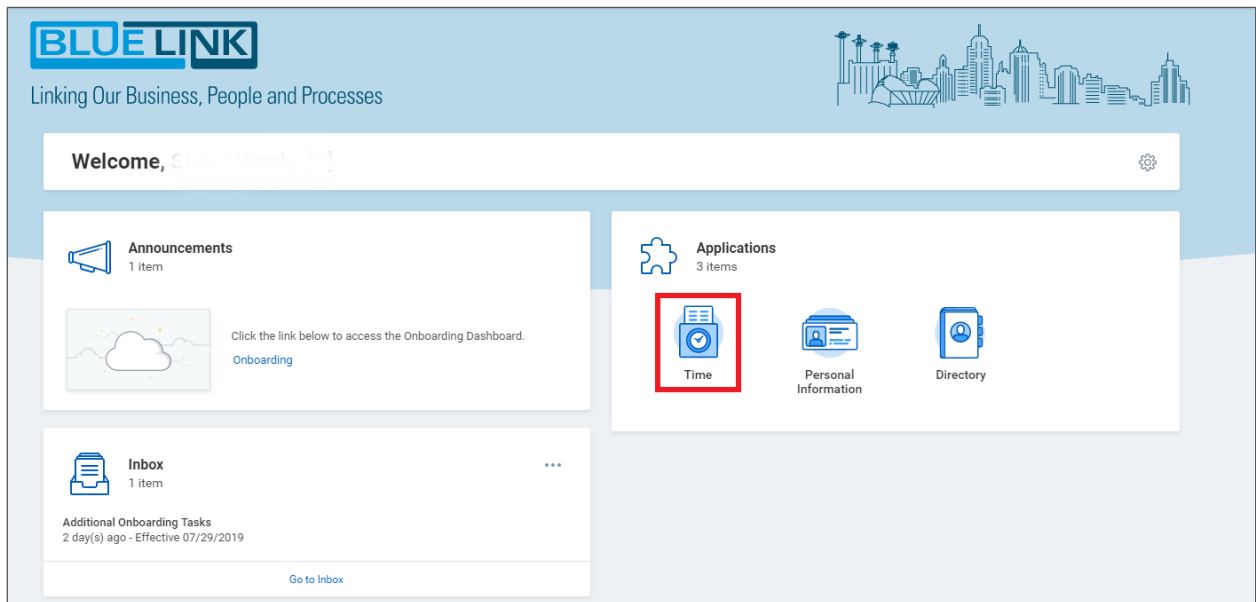
2. Click on the **Time** application. The Enter Time ?? appears.

- **This Week**—opens the current week in a calendar, allowing you to enter or modify your work hours.
- **Last Week**—opens the past week in a calendar, allowing you to enter or modify your work hours.
- **Select Week**—opens a calendar function that allows you to select a date. Clicking a date, then **OK**, opens the selected week in a calendar, allowing you to view or modify your work hours.

Note: Workday will not let you enter project time more than one week in advance: you can enter time for the current week and the next week, but not the next after that.

3. Select the week for which you want to enter time. A calendar appears.
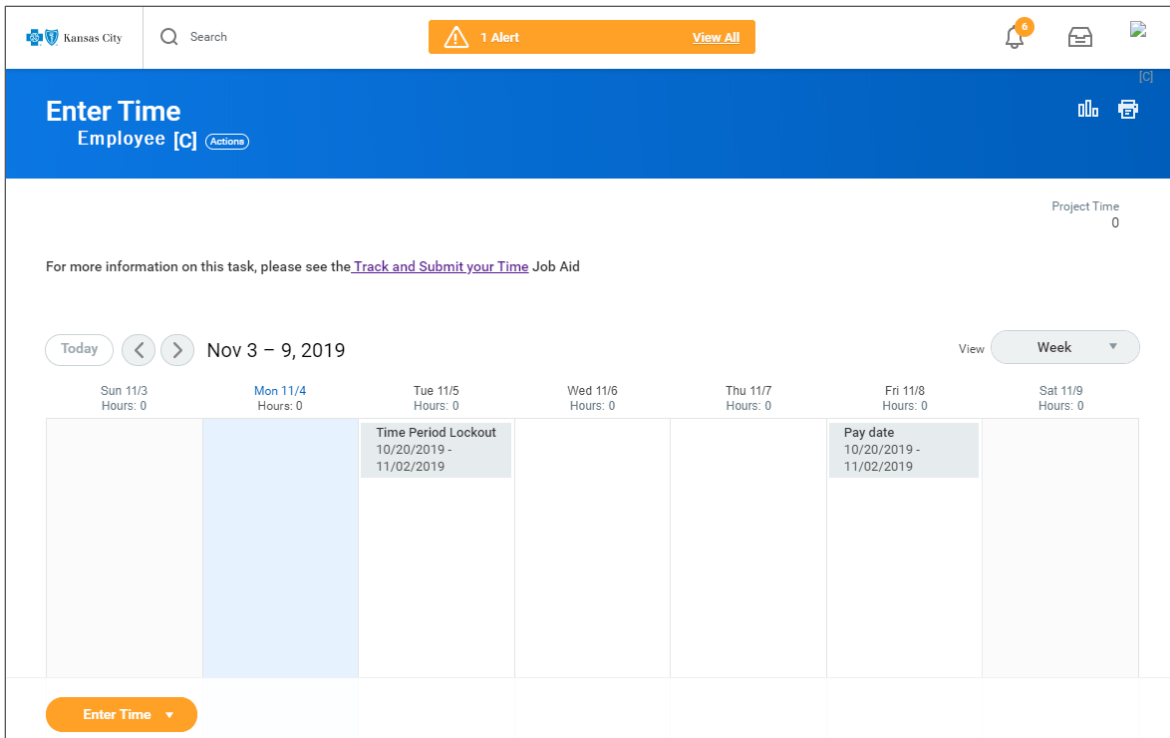
- Any time off you have requested or had approved will show on your timesheet.
- The alert at the top disappears when you have entered 40 hours for the week.

4. Click on the day for which you want to enter time. The Enter Time dialog box opens.
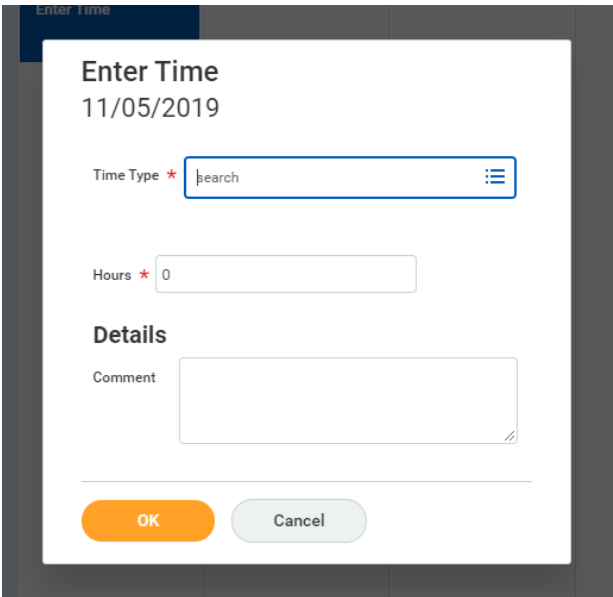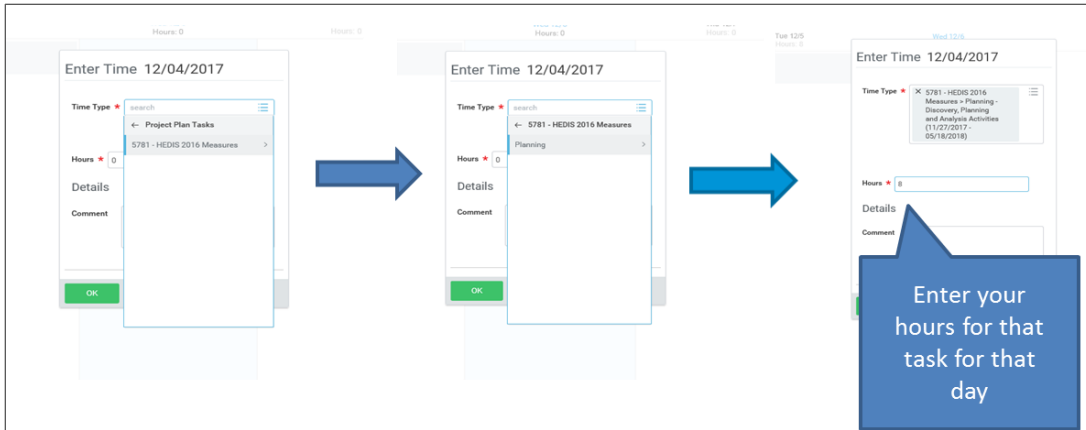

5. Click the **Time Type** drop-down, then select **Project Plan Tasks**.

   Note: ALWAYS bill time at the Task level, **NOT** the Project level.

   - As a shortcut, click **Most Recently Used**, then select a recently used task.

6. Click on the project for which you are entering time, click on the Phase (you should only have one), then click on the Task (you should only have one).

7. Enter your hours worked, then click **OK**.
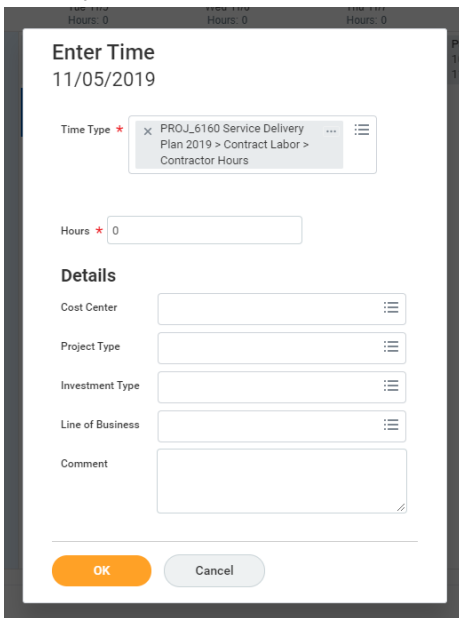
8. Continue entering time for each day until you are done.

- Time that has been entered but not submitted appears against a hashed background.
- Time that is submitted but not approved yet appears against a solid gray background.

Tip: To enter time for a task that you have already used for that week, click on **Most Recently Used** and save yourself a few clicks.

9. Click **Submit**.

10. Review your totals for accuracy. If you need to make edits, click **Cancel** and make the necessary corrections.
11. Once everything looks good, click **Submit**, then **Done**. Your time sheet is submitted.
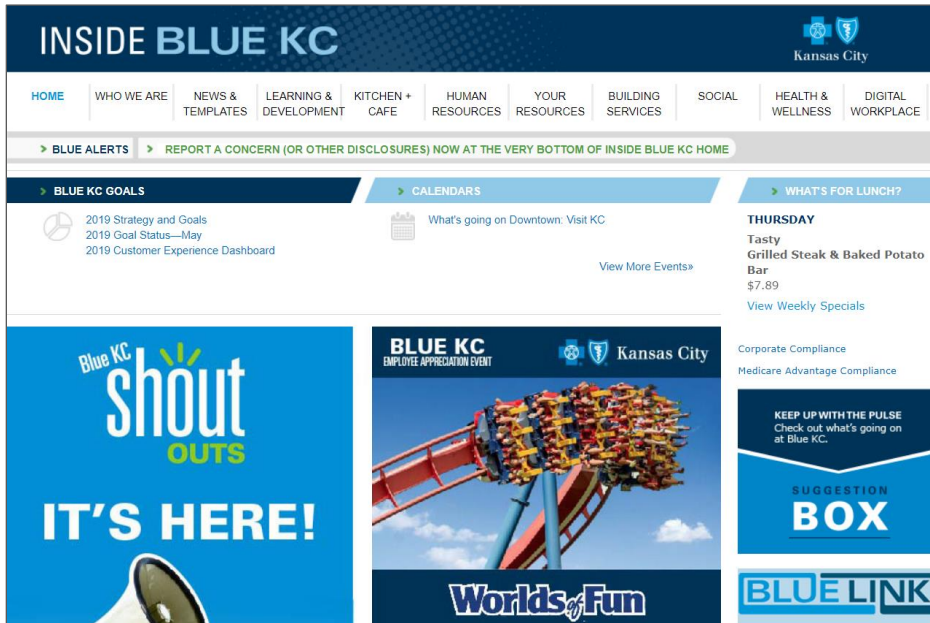
Note: All your entries should be solid gray.

Once your manager approves your time, a green bar appears to the left of the hours logged.

Time Off is entered and approved in a separate Worklet but will show on your project timesheet and count towards your 40 hours for the week

Navigating your Blue KC Resources

Who We Are

Blue KC Leadership and Board of Directors; Department Information; Community and volunteer events.

News & Templates

Email signature template, corporate news, corporate templates, PowerPoint Slide Library, The Blueprint blog.

Learning & Development

Blue YOUniversity, new employee onboarding, employee and leadership development, online learning, job aids.

Kitchen + Café

Café menu, specials, catering, nutritional information, recipe of the month.

Human Resources

Benefits, time off, ShoutOuts, Employee Policy Handbook.

Your Resources

Many helpful links!

Building Services

Floor plans; emergency response, visitor access, parking forms.

Social

Photos; employee clubs; BlueTube videos, guest wifi.

Health & Wellness

Fitness classes, wellness challenges

Digital Workspace

Office 365 apps, desk phone instructions.

Across the bottom of the page are the following links.

Blue Link

Update personal information, time off requests, timekeeping for hourly employees, benefits, learning.

Shoutouts

Employee recognition.

Report a Concern

Report fraud, code of conducts, PHI/PII disclosures, etc.

Site Map

Text listing of the Inside Blue KC website's content by category without graphics.

BlueKC.com

Blue KC insurance website; file health/dental claims; locate providers, etc.

First Day To-Do List

- Call x3998 to have the IT Help Desk walk you through your initial log in.
- Log on to Workday to complete various forms. It will guide you through what you need to fill out in the inbox section:
  - HIPAA form
  - Emergency contact form
  - Parking form

Add a Printer

Note: Before you start, find the name of your local or preferred printer.

1. Click **File** > **Print**.
2. Click the drop-down arrow under Printer.
3. Click **Add printer**.
4. Search the name of the printer, then click **Add**.

You can now print from the selected printer.

Set Up Your Signature

1. Open Outlook.
2. Click **New Email**.
3. Click the Message tab.
4. Click the **Signature** button, then select **Signatures…**
5. Click the **New** button.
6. Enter a name for your new signature, then click **OK**.
7. Copy and paste the example signature into the box, replacing the information with your own.
8. Select all of the text, then change the font to Verdana, the font size to 9 points, and the color to black.
9. Click the drop-down arrow next to New messages: (under Choose default signature), then select your newly created signature.
10. Click the drop-down arrow next to Replies/forwards: (under Choose default signature), then select your newly created signature.
11. Click **OK**.

Example signature:

John Blue

Blue Cross and Blue Shield of Kansas City

Marketing Specialist

2301 Main Street

Kansas City, MO 64108

816-395-0000

Meeting Rooms

Meeting and conference rooms are available in both the 2300 and 2301 buildings.

| Space Comparison ~ (2301 4TH Floor/6500 vs 2300)					
Private vs Open	**Booking Options**	**Space Type**	**Purpose**	**Existing**	**New**
Enclosed Rooms	Bookable	Conference Rooms	Medium-Large Meetings (6-24)	5	4
		Huddles	Small Meetings (4)	2	2
		Forums	Large Meetings-Events (20-40)	0	2
	Flex – Bookable	War Rooms	Dedicated Projects	0	2
	Restricted	Catalyst Room	Catalyst Team Meetings	1	1
		New Mothers Room	New Mothers Use	0	1
Open Areas	Not Bookable	Focus Rooms	Private Calls/Think Time/1:1's	1	4
		Technology Collab Areas	Team Project Meetings	1	7
		Tech Free Ideating Spaces	Small Group Discussions, Think Time	0	17
Total Team Meeting Spaces				**10**	**40**

2300 Meeting Space Overview										
Type	**Conference Rooms**	**Huddles**	**Focus/ Phone**	**Catalyst**	**War Rooms**	**Forums**	**Tech Collab Areas**	**Tech Free Ideating Spaces**	**New Mothers Room**	
Capacity	6-24	4	1-3	10	6-8	20-40	1-5	1-4	1	
Name	Bear Pit Beaumont Good Life Neptune	Court of Lions Court of Penguins	Bluejacket Four Fauns Poindexter Sea Horse	Flux	Quenching Cup Spirit of Freedom	Concourse I Concourse II	Bacchus Boy and Frog Eagle Scout Firefighters Rockhurst Vision Tomahawk		Gift of Life	40
	4	2	4	1	2	2	7	17	1	

How to Book a Room

1. In Outlook, go to the Calendar tab.
2. In the top left corner, click on **New Meeting**.
3. Fill out the To and Subject fields, and the start and end times.
4. Click on **Scheduling Assistant** to see what rooms are available.
5. Click **Add Rooms…** (below the hourly calendar). A dialog box containing all meeting rooms on the 5th floor of 2300 and in the 2301 building appears.
6. Double click on the room(s) that you would like to reserve, then click **OK**. Each room's schedule is displayed on the hourly calendar.
7. Click **Appointment** in the Meeting tab and add details/notes as necessary.
8. Click **Send**. An email is sent to the attendees and the meeting room. You will receive an email from the room(s) you selected, notifying you if the room accepts or declines your request. If the room accepts, the meeting is placed in your calendar.

Floor Plans

2300 Main
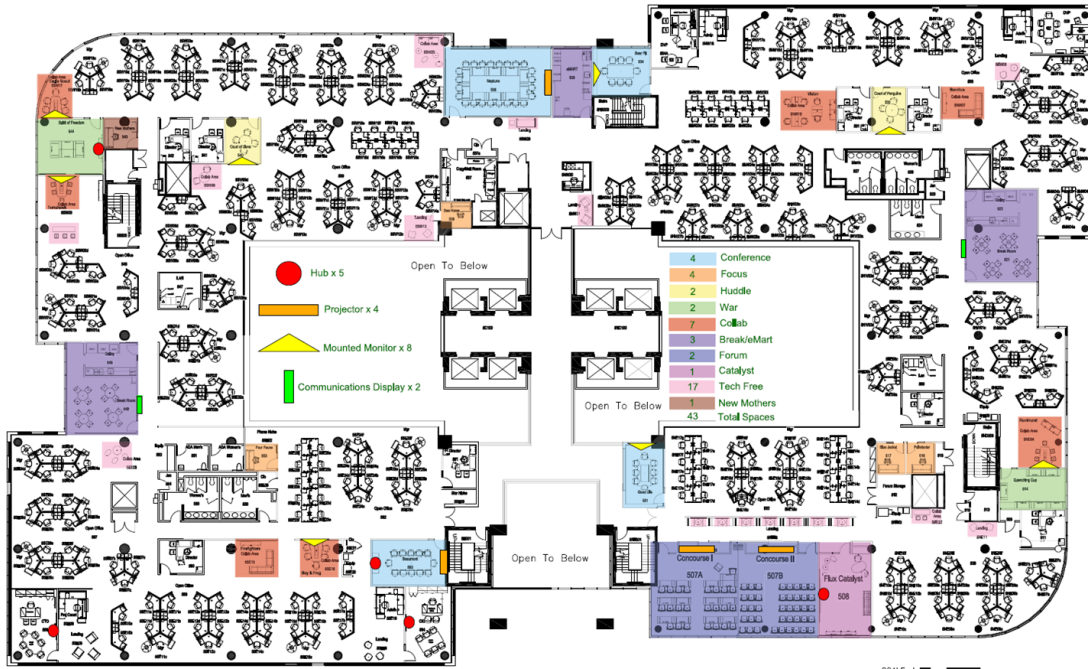
BCBS of KC - 2300 Main, 5th Floor
Schematic Layout Option #5.3
Updated: 4-29-18

2301 Corporate Building

This is a standard floor plan of the 2301 Corporate Building, generally representing 3F-7F. The center of each floor is the same, including the stairs, break rooms, restrooms, and elevators/ lobbies. The first floor has the security desk, the gym, and the cafeteria. The second floor is standard but has training rooms. The 8th floor is designated for executives and the marketing department.

Note: These floors plans are located in Inside Blue KC under Building Services.

Blue KC Acronyms

- **Glossary of Acronyms**—http://bluepoint/sites/it/tsg_sm/Shared Documents/Public/KNOWLEDGE BASE/NEW EMPLOYEE SITE/Helpful Documents/Acronym List.xlsx
- **Glossary of Company Terms**—http://bluepoint/sites/ihm/mh/Lists/Glossary of Terms/AllItems.aspx
- **Basic Insurance Terminology**—\\corpdata\files\library\library\Human_Resources\Non-PHI\Shared\2016 Onboarding Roadmap and Checklists\Basic Insurance Terminology.docx
- **BlueHelp Glossary**—http://bluehelp/facetsbluehelp/FacetsBlueHelp.htm.
- **Consumer Blue KC Glossary**—http://www.Blue KC.com/consumer/glossary.html

What to do in Kansas City

- 360KC.com—everything visitors need to know about Kansas City.
- Country Club Plaza—restaurants, shops, and events in Kansas City's most iconic district.
- Crown Center—events, attractions, shops, hotels, and restaurants.
- Eventbrite—ticketed events in Kansas City.
- Hallmark Visitors Center—history and shopping at Kansas City's own greeting card company.
- Harry S. Truman Home—historic home of the 33rd president of the United States.
- Kemper Museum of Contemporary Art—art exhibitions, lectures, classes, a museum shop, and food in Kansas City's contemporary art museum.
- Knuckleheads—listings and tickets for live music events.
- National WWI Museum and Memorial—museum and memorial to the War to End All Wars.
- Nelson-Atkins Museum of Art—art exhibitions, lectures, classes, a museum shop, and food in Kansas City's best-known museum.
- Power and Light District—bars, restaurants, and events.
- Swope Park—hiking, fishing, swimming, arts, concerts, and more in Kansas City's largest park.
- Thomas Hart Benton Home and Studio State Historic Site—information about
- Union Station Kansas City—culture, food, education, and entertainment in Kansas City's historic train station.
- VisitKC.com—tourist information for visitors to Kansas City.
- Westport KC—food, hotels, entertainment, shopping, and events in a vibrant part of the city.
- Worlds of Fun—family-oriented amusement park.