

Employer Web Enrollment Functions

From the online group leader account home page, you have complete flexibility and control over all aspects of your organization's account information. Clearly labeled navigation tabs take you straight to what matters most to you. This self-service functionality allows you to do a variety of tasks; in particular, you are able to self-manage subscriber eligibility.

This step-by-step guide walks you through the enrollment functions from your account.

ENROLLMENT

- 1) From the home page, go to **Manage Employees**.
- 2) Select **Add New Employees**.
- 3) Select if the employee is a new hire or a rehire.
- 4) Select if you want to complete the application or if the employee should complete.
- 5) Enter the employee information. Required fields have an asterisk (*). Select the subgroup on this screen.
- 6) On each screen, click **Save & Exit** or **Save And Continue**.
- 7) On the second Employee Details page, you can enter an employee's dependent, if applicable.
- 8) Indicate if there are dependents to include or if there are not dependents included in coverage. Enter required fields if adding dependents. Select if dependent is selecting coverage or waiving. Supporting documents also can be uploaded.

The screenshots illustrate the enrollment process:

- Screenshot 1:** The 'Manage Employees' dropdown menu is open, showing options like 'Manage Employees', 'Open Enrollment', 'Employee Applications', 'Add New Employee' (highlighted), 'Task Queued for Review', 'Life Events', and 'Upload Change File'.
- Screenshot 2:** The 'Add New Employee' form. It includes radio buttons for 'Employee is a new hire' and 'Employee is a rehire', and checkboxes for 'I would like the employee to complete their employee group enrollment application' and 'I would like to complete the employee group enrollment application'.
- Screenshot 3:** The 'Manage Employee Details' page. It features a progress bar with steps 1 through 6. Below the bar are checkboxes for 'I have dependents to include in coverage' and 'I do not have dependents to include in coverage'. Buttons for 'Save & Exit' and 'Save And Continue' are visible.
- Screenshot 4:** The 'Dependent Details' form. It includes fields for 'First Name', 'Last Name', 'Date of Birth', 'Relationship Status', 'Gender', 'Phone Number', 'SSN', and 'Email Address'. There are also fields for 'Address 1' and 'Address 2'. A table at the bottom is used for 'Supporting Documents' with columns for 'Document Name', 'Document Category', 'Date Uploaded', 'Uploaded By', and 'Remove'. Buttons for 'Add Dependent', 'Save & Exit', and 'Save And Continue' are present.

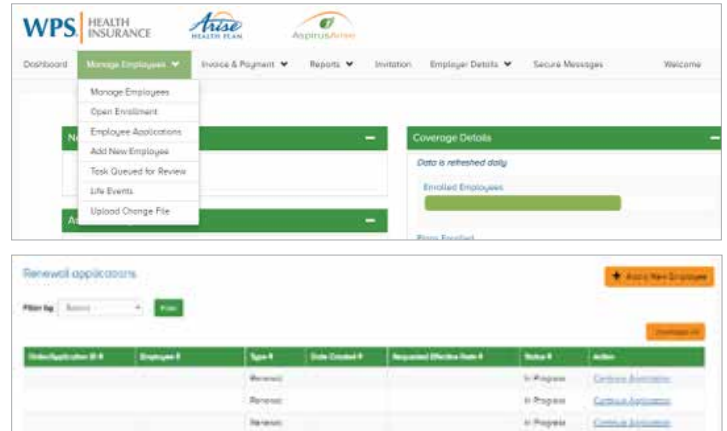
- 9) Under the **Medical** heading, click **Select Coverage** or **Waive Coverage**.
- 10) Select the benefit plan (Class). The plan details are available to be reviewed. Find a doctor in the network is available.
- 11) The class and effective date will show up.
- 12) Continue through the enrollment process where Primary Care Practitioner (PCP) and Coordination of Benefits (COB) can be entered.
- 13) **Acknowledgment and Signatures** page will automatically fill in.
- 14) Editing can be done on the **Enrollment Application Review** page. Click **Submit Application** once everything is accurate.
- 15) **Enrollment Confirmation** page has the information about the enrollment. The application can be downloaded and printed or saved.
- 16) Under the **Manage Employees** menu, you can find the status of each application using the **Employee Applications** link.

App #	App Status	Requested Effective Date	Class #	Status	Action
New Hire	02/05/2019	05/02/2019	Completed	View Application	
New Hire	02/05/2019	07/02/2019	In Progress	Cancel Application	
New Hire	02/02/2019	05/02/2019	Completed	View Application	
New Hire	02/02/2019	05/02/2019	Failed	View Application	
SEP	02/02/2019	02/16/2019	In Progress	Cancel Application	

MAKING CHANGES DURING OPEN/ANNUAL ENROLLMENT

The **Open Enrollment** option is available only during the Open Enrollment window.

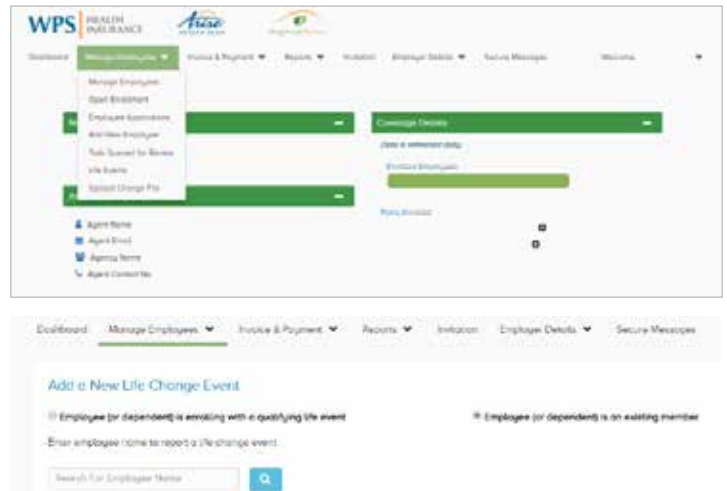
- 1) From the home page, go to **Manage Employees**.
- 2) Select **Open Enrollment**.
- 3) Select **Continue Application** for the employee you want to update or click the **Add a New Employee** button if the person has never had coverage before.
- 4) Continue through the screens to update subscriber information, dependent information, addresses, subgroups, and plans for the subscriber and any dependents.
- 5) Editing can be done on the **Enrollment Application Review** page. Click **Submit Application** once everything is accurate.
- 6) **Enrollment Confirmation** page has the information about the enrollment. The application can be downloaded and printed or saved.



ADDING A DEPENDENT TO AN EXISTING SUBSCRIBER

- 1) From the home page, go to **Manage Employees**.
- 2) Select **Life Events**. Report New Event.
- 3) Use **Member Search** to find the subscriber you wish to update.
- 4) Select if the employee is new coming onto the plan or an existing subscriber.
- 5) Search and select the employee.
- 6) Select the **Life Change Event** and **Date of the Life Event**. Supporting documentation can be uploaded.
- 7) Continue through the enrollment process.
Note: Please enter 999-99-9999 if newborn's SSN is unknown.
- 8) Editing can be done on the **Enrollment Application Review** page. Click **Submit Application** once everything is accurate.
- 9) **Enrollment Confirmation** page has the information about the enrollment. The application can be downloaded and printed or saved.

- 10) Under **Manage Employees**, the status of each application can be viewed using the **Employee Application** function.



CHANGING SUBSCRIBER/DEPENDENT INFORMATION

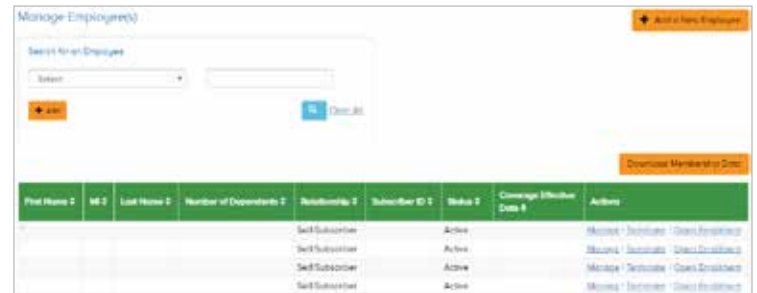
Manage Employees allows you to make updates to subscriber and dependent addresses, other insurance, personal information, and order ID cards.

Under **Manage Employees**, you may update the following items:

- Name
- Date of birth
- Marital status
- Gender
- SSN
- Terminate Employee or Dependent(s)

- 1) From the home page, go to **Manage Employees**.
- 2) Select **Manage Employees** to update personal details.
- 3) Select the employee you want to update.
- 4) Select the employee or dependent tab you wish to update.
- 5) Update the information and click **Submit**.

Note: **Terminating dependent(s)** is done through **Manage Employees**.



TERMINATING A SUBSCRIBER

- 1) From the home page, go to **Manage Employees**.
- 2) Select **Manage Employees**.
- 3) Click on **Terminate** next to the employee you wish to terminate.
- 4) Use **Member Search** to find the subscriber you wish to terminate.
- 5) Enter the termination date and termination reason.
- 6) Click **Terminate**.

