Terminate/Reinstate Subscriber

Quick Reference Guide (QRG)

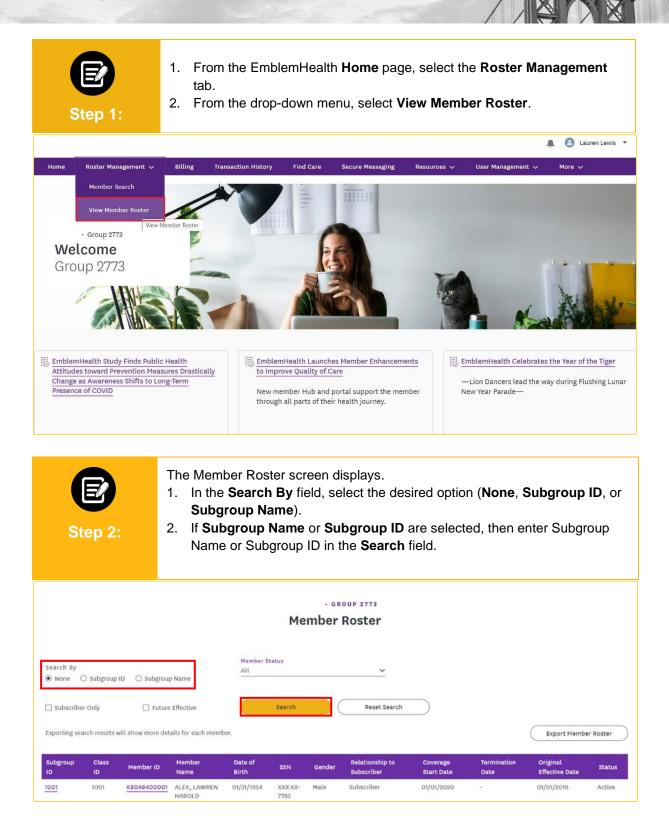# Employer Portal – Terminate/Reinstate Subscriber

This Quick Reference Guide (QRG) will provide an overview of the process for reinstating and terminating subscriber.

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┌──────────────┐    ┌──────────────┐    ┌──────────────────┐    ┌──────────────┐    ◇──────────◇
│ Click Roster │    │ Click View   │    │ Click Member ID  │    │ Click        │    │  Option   │
│ Management   │───▶│ Member       │───▶│ in the Search    │───▶│ Subscriber   │───▶│  Selected │
│ Tab          │    │ Roster       │    │ Results to View  │    │ Actions      │    │    ?      │
│              │    │              │    │ Subscriber       │    │ Button       │    ◇──────────◇
│              │    │              │    │ Details          │    │              │
└──────────────┘    └──────────────┘    └──────────────────┘    └──────────────┘
```

Subscriber Actions List (Non QLE):
a. Change Name
b. Change Subscriber Address
c. Change Date of Birth
d. Change PCP
e. **Terminate Subscriber**
f. Terminate Coverage
g. Change Language/Ethnicity/Race
h. Reinstate Coverage

Subscriber Actions List (QLE):
i. Add Dependent
j. Change Marital Status
k. Change Plan

Note:
Subscriber Actions list is only displayed for active subscribers.
Reinstate Coverage is only displayed for inactive subscriber.

```
        ┌──────────────┐    ┌──────────────┐    ┌──────────────┐  Cancel   ┌──────────────┐
        │ Click        │    │ Select       │    │ Click Save   │──────────▶│ Navigate to  │
  (e)──▶│ Terminate    │───▶│ Termination  │───▶│ or Click     │           │ Subscriber   │
        │ Subscriber   │    │ Date and     │    │ Cancel       │           │ Details      │
        │ from         │    │ Reason for   │    │              │           │ Screen       │
        │ Subscriber   │    │ Cancellation │    └──────────────┘           └──────────────┘
        │ Actions Drop-│    │              │           │
        │ Down List    │    │              │        Save │
        └──────────────┘    └──────────────┘           ▼
                                                    ◇──────────◇
  ┌────────────────────────────┐                    │ Success   │    No   ┌──────────────┐
  │ Terminating a subscriber:  │                    │ Message   │────────▶│ Error        │
  │ • Terminates the subscriber│                    │ Displayed │         │ Message is   │
  │   and all dependents for   │                    │    ?      │         │ Displayed    │
  │   covered policies         │                    ◇──────────◇         └──────────────┘
  │ • Marks the subscriber as  │
  │   inactive                 │
  └────────────────────────────┘
```

```
        ┌──────────────┐  ┌──────────────┐  ┌──────────────┐  ┌──────────────┐  ┌──────────────┐
        │ Click        │  │ Select       │  │ Select       │  │ (Optional)   │  │              │
  (h)──▶│ Reinstate    │─▶│ Coverage     │─▶│ Subgroup and │─▶│ Click Add    │─▶│ Click Next   │
        │ Coverage from│  │ Start Date   │  │ Class from   │  │ Dependent to │  │              │
        │ Subscriber   │  │ from Calendar│  │ Drop-Down    │  │ Reinstatement│  │              │
        │ Actions Drop-│  │ Drop-Down    │  │ Menus        │  │ Request      │  │              │
        │ Down List    │  │ and Click    │  │              │  │              │  │              │
        │              │  │ Next         │  │              │  │              │  │              │
        └──────────────┘  └──────────────┘  └──────────────┘  └──────────────┘  └──────────────┘
                                                                                       │
  ┌──────────────┐              ◇──────────────◇                                       │
  │ Review       │              │ Confirmation  │◀─────────────────────────────────────┘
  │ Application  │─────────────▶│ Page          │
  │ and Click    │              │ Displayed?    │
  │ Next         │              ◇──────────────◇
  └──────────────┘              No │         │ Yes
                                   ▼         ▼
                         ┌──────────────┐  ┌──────────────┐
                         │ Error        │  │ Submitted    │
                         │ Message is   │  │ Action is    │
                         │ Displayed    │  │ Displayed in │
                         │              │  │ Transaction  │
                         │              │  │ History      │
                         └──────────────┘  └──────────────┘
```

Let's look at the steps in detail to Terminate Subscriber.

Purpose: To Reinstate and terminate Subscriber.

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Step 1:	1. From the EmblemHealth **Home** page, select the **Roster Management** tab.
	2. From the drop-down menu, select **View Member Roster**.

Step 2:	The Member Roster screen displays.
	1. In the **Search By** field, select the desired option (**None**, **Subgroup ID**, or **Subgroup Name**).
	2. If **Subgroup Name** or **Subgroup ID** are selected, then enter Subgroup Name or Subgroup ID in the **Search** field.

Step 3:

1. Click **Search.**
   Note: Check the **Subscriber Only** checkbox to search for Subscribers only (thereby excluding Dependents). Check the **Future Effective** checkbox to search only for members whose coverage is Future Effective. The **Member Status** drop-down menu defaults to **All**. You can select **Active** or **Inactive**.

Home > Member Roster

- GROUP 2773

Member Roster

Search By
◉ None   ○ Subgroup ID   ○ Subgroup Name

Member Status
All ⌄

☐ Subscriber Only   ☐ Future Effective   Search   Reset Search

Exporting search results will show more details for each member.

Export Member Roster

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Termination Date	Original Effective Date	Status
1001	1001	K8049400001	ALEX, LAWREN HAROLD	01/31/1954	XXX-XX-7785	Male	Subscriber	01/01/2020	-	01/01/2019	Active

Step 4:

The results display.
1. Click **Member ID** to view member details.
   Note: Records can be sorted by desired field; by default, they are sorted by **Member Name**.

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Termination Date	Original Effective Date	Status
1001	1001	K8049400001	ALEX, LAWREN HAROLD	01/31/1954	XXX-XX-7785	Male	Subscriber	01/01/2020	-	01/01/2019	Active
1001	1001	K8011129501	BARRY, KELLY	08/20/1974	XXX-XX-6481	Female	Subscriber	01/01/2020	-	01/01/2019	Active
1001	1001	K8050233301	BECKY, AARON-	07/10/1992	XXX-XX-6331	Female	Subscriber	01/01/2020	-	01/01/2019	Active
1001	4001	K5501104301	BENTONLY, ANTONY	02/03/1989	XXX-XX-1763	Male	Subscriber	01/01/2021	-	01/01/2021	Active
1001	1001	K8047060801	CHRISTY, EDDIE	04/10/1960	XXX-XX-9711	Female	Subscriber	01/01/2020	-	01/01/2019	Active
1001	1001	K8077026201	CHRISTY, TRAVIS	12/28/1982	XXX-XX-2693	Male	Subscriber	01/01/2020	-	01/01/2019	Active
1001	4001	K2500160401	David, Miller	05/19/2015	-	Male	Subscriber	10/01/2021	-	09/01/2021	Active
1001	4001	K5501104201	DENNY, SYSTY	09/03/1975	XXX-XX-1762	Male	Subscriber	01/01/2021	-	01/01/2021	Active
1001	4001	K2500160301	fjefk, dlkdfkl	09/01/1985	-	Male	Subscriber	10/01/2021	-	09/01/2021	Active
1001	1001	K5501073701	Hieden, Mark	08/06/1976	XXX-XX-6433	Male	Subscriber	01/01/2021	01/05/2021	01/01/2021	Inactive

This roster is effective as of today's date.
If you choose to Export the member roster, it will only show the first 8000 rows.
TOTAL RECORDS: **36**

‹ **1** 2 3 4 ›

Step 5:	The Subscriber Details screen displays. 1. Click **Subscriber Actions**. 2. Click **Terminate Subscriber** from the drop-down menu to terminate subscriber.

- GROUP 2773

Subscriber Details

1001 - GROUP 2773

Subscriber Actions ∨

Add Dependent
Change Name
Change Marital Status
Change Subscriber Address
Change Date of Birth
Change Plan
Terminate Subscriber
Terminate Coverage
Change Language / Ethnicity / R...

Status	**Termination Date**	**Member Name**	**Member ID**
Active	-	LAWREN HAROLD ALEX	K8049400001

Address	**Email**	**Mobile Phone Number**	**DOB**
461 Cherry, New York, NY, 10027	-	-	01/31/1954

Marital Status	**SSN**	**Gender**	**Referral Requir**
Married	XXX-XX-7785	Male	No

Member Information

Race	**Ethnicity**	**Language Preference**	**Home Phone**
-	Not Assigned	-	(641) 384-8588

Step 6:	The Terminate Subscriber screen displays. **Note**: First Name, Middle Name and the Last Name are pre-populated. 1. Enter **Termination Date**. 2. Select **Reason for Cancellation** from drop-down menu. **Note:** Cancelling coverage for Subscriber will cancel coverage for all the Subscriber's dependents. Additionally, the termination date cannot be before the effective date. 3. Click **Save.**

Terminate Subscriber

First Name
LAWREN HAROLD

Middle Name

LastName
ALEX

Suffix

Termination Date*

Reason for Cancellation*

⚠ The termination date cannot be before the effective date.

ⓘ Please note, canceling coverage for a subscriber will cancel coverage for all of the subscriber's dependents.

*Required information

Submit

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Step 7:

The Confirmation Screen displays.
1. Click **Ok.**

Confirmation

Thank you for your submission. Your case number is 07528951. You can check the status of your request in your Transaction History. It may take up to three (3) business days for your request to be reflected online.

There may be times when technical issues could prevent tasks from being completed. We thank you for your patience in these instances. Please see the transaction history page to confirm the initiation and status of your portal transactions. EmblemHealth is not responsible for the portal being temporarily unavailable due to technical issues.

OK

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Step 1:	These are the steps to Reinstate Subscriber. 1. From the EmblemHealth **Home** page, select the desired subscriber from the **Quick Member Search by First and Last Name.**

Step 2:

The Subscriber Details page displays.
1. From the **Subscriber Actions** drop-down menu, select **Reinstate Coverage**.

Home > Subscriber Details

- GROUP 2773

Subscriber Details

1001 - GROUP 2773

Subscriber Actions ⌄

Reinstate Coverage

Status	Termination Date	Member Name	Member ID
Inactive	01/05/2021	Mark Hieden	K5501073701
Address	**Email**	**Mobile Phone Number**	**DOB**
08 East Street, Washington, DC, 20415	-	-	08/06/1976
Marital Status	**SSN**	**Gender**	**Referral Required**
Married	XXX-XX-6433	Male	No

Member Information ⌃

Step 3:

The **Reinstate an employee's coverage** page displays.
1. Select a date from the **Coverage Start Date*** drop-down calendar.
2. Click **Next**.

Reinstate an employee's coverage

Name
Mark Hieden

Address
08 East Street, Washington, DC, 20415

Coverage Start Date*
02/12/2022

‹	February	›	2022 ⌄

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	1	2	3	4	5
6	7	8	9	10	11	12

Today

Next

Cancel

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Step 4:

The **Employer Census** page displays.
1. Select a subgroup from the **Available Subgroups*** drop-down menu.
2. Select a class from the **Class*** drop-down menu.
3. Click **Next.**

Home › Subscriber Reinstate

○ Employer Census

< **Employer Census**

Use the table below to confirm the plans you want reinstated for the employee and their dependents.

Existing Class

Existing Medical Plan
MP001090 - EMBLEMHEALTH PPO

Existing Subgroup
1001 - Group 2773

Available Subgroups*
1001 - Group 2773

Class*

∨ Employee

First Name	**Last Name**	**Gender**	**Birth Date**
Mark	Hieden	Male	08/06/1976

Marital Status	**Relationship**
Married	Employee

Street Address	**Zip Code**	**State**	**City**
08 East Street	20415	DC	Washington

Home Phone Number	**Mobile Phone Number**	**Personal Email**	**SSN**
3434354655	-		XXX-XX-6433

Race	**Ethnicity**	**Language**
-	Not Assigned	

Status
Active

Medical Plans
None

Coverage Start Date
02/12/2022

*Required information

Next

Cancel

EmblemHealth®

Step 5:

The **Review Application** page displays.
1. Review the information.
2. Click **Next.**

Review Application

Review Application

Please review and confirm the details of your application below. You can click on a step in the progress bar to make any changes.

∨ Review Application

First Name
Mark

Last Name
Hieden

Zip Code
20415

City
Washington

State
DC

County
District Of Columbia

∨ Qualifying Life Event Information

Qualifying Event
Reinstate Subscriber

∨ Employee information and Plan Selection

Existing Class

Existing Medical Plan
MP001090 - EMBLEMHEALTH PPO

Existing Subgroup
1001 - Group 2773

Available Subgroups
1001 - Group 2773

Class

∨ Employee

| **First Name** | **Last Name** | **Gender** | **Birth Date** |
| Mark | Hieden | Male | 08/06/1976 |

| **Marital Status** | **Relationship** |
| Married | Employee |

| **Street Address** | **Zip Code** | **State** | **City** |
| 08 East Street | 20415 | DC | Washington |

| **Home Phone Number** | **Mobile Phone Number** | | **SSN** |
| 3434354655 | - | Personal Email | XXX-XX-6433 |

| **Race** | **Ethnicity** | |
| - | Not Assigned | Language |

Status
Active

Medical Plans
None

Coverage Start Date
02/12/2022

If the above information above is correct, hit "Next" to submit the application to EmblemHealth for review.

Next

Cancel

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Step 6:

The **Confirmation** page displays.
1. Click **OK.**

Home › Subscriber Reinstate

Confirmation

We are already processing this request for this member. Check the transaction history for details.

OK

Thank
You