

Dependent Certification Corrections or Edits Agency Module January 8, 2009



This short cut outlines the necessary steps to take to reinstate coverage for terminated dependents due to Dependent Certification. There are three steps to take:

1. Update Dependent Record
2. Add the QSC
3. Enroll dependent


1. UPDATE DEPENDENT RECORD

- a. Retrieve the member's record in the Enrollments Page.
- b. Select the "Dependents" button.
- c. Select the Dependents you need to update
- d. Change the "Overage Certification" indicator from "NO" to "YES".
- e. Remove the 12-31-2008 date from the "Expiration Date" field.
- f. Save and close window.
- g. Repeat these steps for all affected dependents.

2. ADD THE QSC

- a. Select the "QSC Events" button. **Do not** select the "Reinstate All" button.
- b. Add QSC "Dependent Certification Reinstatement". This QSC is only valid for this process. It will expire at close of business day on February 1, 2009.
- c. Actual Event date is 12/31/08.
- d. QSC Event date is 12/31/08.
- e. Select the Dependent to be reinstated in the Affected Dependent section.
- f. Select Save. The system will calculate the Coverage Effect Date. Verify that this date is 1-1-2009 and Save the page again. **Remember you must Save the QSC Page twice.**
- g. Close the page to return to the Enrollments Page.

3. ENROLL DEPENDENT

- a. Select the change " button located on the right hand of the page for the medical plan (does not apply to opt out) and process as follows:
- b. **Tier Changes:**
 - 1) Select your QSC from the "QSC Event" field in the member section (blue section), let system refresh.
 - 2) Select the new tier from the "Tiers" field; let system refresh.
 - 3) Go down to the dependent section (yellow section) and select the QSC from the "Enrollment Reason" field in the dependents records' you are reinstating; let system refresh. Repeat this step for all affected dependents before you move to the next step.
 - 4) Check the "include" box for all affected dependents.
 - 5) Select "Summary" to return to the Enrollments page.
 - 6) Follow these steps to reinstate dental coverage, if applicable.
 - 7) Save the entire Record.

c. No Tier Change:

- 1) Do not change the member section (blue section) if there is no tier change.**
- 2) Go down to the dependent section (yellow section) and select the QSC from the “Enrollment Reason” field in the dependents records you are reinstating; let system refresh. Repeat this step for all affected dependents before you move to the next step.
- 3) Check the “include” box for all dependents affected.
- 4) Select “Summary” to return to the Enrollments page.
- 5) Follow these steps to reinstate dental coverage, if applicable.
- 6) Save the entire Record.

You have successful completed the Dependent Reinstatement process, file the form.

NOTE: Be sure your payroll/benefit system is updated accordingly with the new plan tier change effective 1/1/09.