

Employer eServices®

Welcome to the COBRA Employee & Dependent Tutorial

Audience: Employers

Module Length: Approx. 10 min.

Last Updated: 6/27/06

1. Introduction 2. Enrollment 3. Add'l Info

Welcome to the COBRA Employee & Dependent tutorial. In this tutorial, you'll learn how to enroll an existing employee with or without dependents in COBRA coverage.

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The screenshot shows a web interface for 'Employer eServices®'. At the top left is the logo. The main heading is 'Welcome to the COBRA Employee & Dependent Tutorial'. Below this, it lists 'Audience: Employers', 'Module Length: Approx. 10 min.', and 'Last Updated: 6/27/06'. At the bottom left, there are three buttons: '1. Introduction', '2. Enrollment', and '3. Add'l Info'. On the right side, there is a blue-bordered box containing the text: 'Finally, remember that all sample information you'll see in this tutorial is fictitious. Any resemblance to existing individuals or companies is purely coincidental.'

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Enrollment ID Cards Billing Help Training Tutorials Log Out

Welcome Employer,

Employer eServices is your online, real-time gateway to eligibility and enrollment changes, claim status, reporting, billing and much more.

Hot Topics! Click on one of the following links for up to the minute news and information:
[Colorado Network Change](#)
[New Texas Legislation Affecting Enrollee Terminations](#)

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[Network Changes](#)
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[Care Coordination](#)
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[Healthy Pregnancy Program](#)
[iPlan@ Health Savings Account](#)
[Pharmacy Program](#)

1. Introduction 2. Enrollment 3. Add'l Info

In most cases, enrolling an existing employee in COBRA is a two-step process. The first required step is terminating the employee's existing coverage. For more information, refer to the Termination tutorial.

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Log Out

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[Care Coordination](#)
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[Pharmacy Program](#)

1. Introduction 2. Enrollment 3. Add'l Info

The second step is reinstating coverage by enrolling the employee in COBRA. If the employee and any dependents are enrolling in COBRA together, the employee must be reinstated before any dependents.

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Employer eServices®

Home ID Cards Billing Help Training Tutorials

Log Out

Select the **Enrollment** option

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Resources
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[Communication Resource Center](#)
[Contact Information](#)
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Network Information
Click here to access:
[Network Changes](#)
[Network Fact Sheets](#)
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[Definity HRA](#)
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1. Introduction 2. Enrollment 3. Add'l Info

To begin, select the Enrollment menu option.

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The screenshot displays the Employer eServices interface. At the top, the title 'Employer eServices®' is visible. Below it, a navigation bar includes 'Enrollment', 'ID Cards', and 'Billing'. A secondary menu bar contains 'Add', 'Terminate', 'Reinstatement', 'Change', 'Inquire', and 'Electronic File'. The 'Reinstatement' option is highlighted with a red box, and a callout bubble points to it with the text 'Click the Reinstatement option'. Below the navigation, a 'Welcome Employer,' message is followed by a description of the service and 'Hot Topics' links. A 'Resources' section is divided into three columns: 'Resources', 'Network Information', and 'Programs & Services'. At the bottom, a second menu bar shows '1. Introduction', '2. Enrollment', and '3. Add'l Info'. A callout bubble at the bottom right of the screenshot reads: 'A second menu bar appears. Click the Reinstatement menu option. Note that this tutorial is designed to show this option for COBRA. For more information on reinstating, refer to the Reinstatement Enrollment tutorial.'

A second menu bar appears. Click the Reinstatement menu option. Note that this tutorial is designed to show this option for COBRA. For more information on reinstating, refer to the Reinstatement Enrollment tutorial.

The screenshot displays the 'Employer eServices' interface. At the top, there are navigation tabs for 'Enrollment', 'ID Cards', and 'Billing', along with links for 'Help', 'Training', and 'Tutorials'. Below these are action buttons: 'Add', 'Terminate', 'Reinstate', 'Change', 'Inquire', and 'Electronic File', plus a 'Log Out' button. The main content area is titled 'Select Group from list, enter Employee Search criteria and select Search.' It features a 'Select Group' dropdown menu with a list of options: '(Select Group)', 'GENEVA PHARMACEUTICALS, INC. 0700051', 'LYNN'S BAKERY, INC. 0700051', and 'ZOMBA RECORDING CORP. 0700051'. A blue callout box labeled 'Select Group Name' points to the dropdown. Below the dropdown are fields for 'Employee Search' (with an 'Alternate ID' label), 'By Last Name', and 'First Initial', along with a 'Search' button. At the bottom of the form are 'Help' and 'Continue' buttons. A footer section contains a disclaimer, a copyright notice for 1994-2009 UnitedHealth Group Inc., and a navigation menu with buttons for '1. Introduction', '2. Enrollment', and '3. Add'l Info'. A blue callout box on the right side of the footer contains the text: 'The Select Group drop-down menu appears. Select the group name with which the enrollee is associated.'

The Select Group drop-down menu appears. Select the group name with which the enrollee is associated.

Employer eServices®

Enrollment ID Cards Billing Help Training Tutorials

Add Terminate Reinstatement Change Inquire Electronic File Log Out

Scroll Up -U Scroll Down -D

Select Group from list, enter Employee Search criteria and select Search.

Select Group LYNN'S BAKERY, INC. 0402836

Employee Search By Employee ID Highlight Box (SSN or Alternate ID)
(623 x 69)

By Last Name (X:27; Y:206) First Initial Search

Select Enrollee

Help Continue

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After you select the group, you will need to identify the employee. You may search for an employee by employee ID or by last name by clicking the appropriate radio button.

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The screenshot displays the 'Employer eServices' interface. At the top, there are navigation tabs for 'Enrollment', 'ID Cards', and 'Billing'. Below these are action buttons: 'Add', 'Terminate', 'Reinstate', 'Change', 'Inquire', and 'Electronic File'. A 'Log Out' button is also present. The main content area is titled 'Select Group from list, enter Employee Search criteria and select Search.' It features a dropdown menu for 'Select Group' with 'LYNN'S BAKERY, INC. 0402836' selected. Under 'Employee Search', the 'By Employee ID' radio button is selected and highlighted with a red box. A red box also highlights the 'Highlight Box' text next to the search input field. A blue callout bubble points to the search input field with the text 'Enter the Employee Id'. Below this are 'By Last Name' and 'Select Enrollee' options. At the bottom of the form are 'Help' and 'Continue' buttons. A footer section contains a disclaimer, a progress indicator with buttons for '1. Introduction', '2. Enrollment', and '3. Add'l Info', and copyright information.

In this example, we'll keep the default setting of "By Employee ID". Enter the Employee ID number.

Click the Search button.

The screenshot shows the 'Employer eServices' web interface. At the top, there are navigation tabs for 'Enrollment', 'ID Cards', and 'Billing', along with links for 'Help', 'Training', and 'Tutorials'. Below these are buttons for 'Add', 'Terminate', 'Reinstatement', 'Change', 'Inquire', and 'Electronic File', and a 'Log Out' button. The main content area is titled 'Select Group from list, enter Employee Search criteria and select Search.' It contains a 'Select Group' dropdown menu set to 'LYNN'S BAKERY, INC. 0402836'. Under 'Employee Search', there are two radio buttons: 'By Employee ID' (selected) with a text input field containing '365365365' and '(SSN or Alternate ID)', and 'By Last Name' with a text input field and a 'First Initial' field. A 'Search' button is to the right. Below this is a 'Select Enrollee' dropdown menu with a red box around it containing the text 'SMITH, JON (Employee: 365365365 - Alternate ID: 986748812)'. A blue callout box with an arrow points to this dropdown menu, containing the text 'Click Select Enrollee menu'. At the bottom of the main area are 'Help' and 'Continue' buttons. Below the main area is a footer with a privacy notice, a copyright notice for 1994-2009 UnitedHealth Group Inc., and a navigation menu with buttons for '1. Introduction', '2. Enrollment', and '3. Add'l Info'. A blue callout box at the bottom right of the screenshot contains the text: 'Click the Select Enrollee drop-down menu to select the employee's name from a list of matching search results.'

Click the Select Enrollee drop-down menu to select the employee's name from a list of matching search results.

The screenshot shows the 'Employer eServices' interface. At the top, there are navigation tabs for 'Enrollment', 'ID Cards', and 'Billing'. Below these are links for 'Add', 'Terminate', 'Reinstatement', 'Change', 'Inquire', and 'Electronic File'. A 'Log Out' button is also present. The main content area is titled 'Select Group from list, enter Employee Search criteria and select Search.' It features a dropdown menu for 'Select Group' with 'LYNN'S BAKERY, INC. 0402836' selected. Under 'Employee Search', there are two radio buttons: 'By Employee ID' (selected) and 'By Last Name'. The 'By Employee ID' section has a text input field containing '365365365' and a '(SSN or Alternate ID)' label. A 'Search' button is to the right. Below this, the 'Select Enrollee' dropdown menu is open, showing a list of employees: 'SMITH, JON (Employee: 365365365 - Alternate ID: 986748812)', 'SMITH, JONELLE', and 'SMITH, JOHNNA'. A red box highlights the first entry, and a blue callout box with the text 'Select Employee' points to it. At the bottom of the page, there are links for 'Internet Service Agreement' and 'Contact Us', a privacy notice, and a progress bar with steps: '1. Introduction', '2. Enrollment', and '3. Add'l Info'. A copyright notice for 1994-2009 UnitedHealth Group Inc. is also visible.

The Select Enrollee menu displays. Select the correct employee from the list.

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The employee name you selected now appears in the Select Enrollee field. Click the Continue button.

The screenshot shows the 'Employer eServices' website interface. At the top, there are navigation tabs for 'Enrollment', 'ID Cards', and 'Billing', with 'Enrollment' selected. Below these are links for 'Add', 'Terminate', 'Reinstatement', 'Change', 'Inquire', and 'Electronic File'. A 'Log Out' button is in the top right. A grey box displays user information: Enrollee: JON SMITH, Policy: 0402836, Insured ID: 365365365-00, Policy Status: A, and Policy Anniversary: 03/25. The main section is titled 'Reinstatement [Dependent or Employee]' and 'Step 1: Enter Reinstatement Information and select Continue'. It includes a date field for 'Effective Date' (MM/DD/CCYY) and a 'COBRA' checkbox. 'Help' and 'Continue' buttons are at the bottom. A blue box highlights the text 'The Reinstatement Employee screen displays.' at the bottom right of the screenshot.

The Reinstatement Employee screen displays.

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Enrollment ID Cards Billing Help Training Tutorials

Add Terminate Reinstate Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JON SMITH Policy: 0402836 Insured ID: 365365365-00
Policy Status: A Policy Anniversary: 03/25

Reinstate [Dependent or Employee]

Step 1 Enter Reinstate Information and select Continue

*Required fields

Effective Date / /

COBRA

Help Continue

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1. Introduction 2. Enrollment 3. Add'l Info

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In the appropriate fields, enter the month, day, and year that COBRA coverage will begin. You can press the tab key to move to the next field.

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Enrollment ID Cards Billing Help Training Tutorials

Add Terminate **Reinstate** Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: **JON SMITH** Policy: **0402836** Insured ID: **365365365-00**
Policy Status: **A** Policy Anniversary: **03/25**

Reinstate [Dependent or Employee]

Step 1 Enter Reinstate Information and select Continue

*Required fields

Effective Date * MM / DD / CCYY

COBRA

Help Continue

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The Effective Date must equal the Termination Date for the employee. In this example, the employee's Termination Date is 10/01/06. Therefore you will enter 10/01/06 for the Effective Date.

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Enrollment ID Cards Billing Help Training Tutorials

Add Terminate **Reinstate** Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JON SMITH Policy: 0402836 Insured ID: 365365365-00
Policy Status: A Policy Anniversary: 03/25

Reinstate [Dependent or Employee]

Step 1 Enter Reinstate Information and select Continue

*Required fields

Effective Date * 07 / 01 / 2007

COBRA

Help Continue

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Be sure to check the COBRA box to properly enroll the employee in COBRA coverage.

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The screenshot shows the 'Employer eServices' website interface. At the top, there are navigation tabs for 'Enrollment', 'ID Cards', and 'Billing'. Below these are links for 'Add', 'Terminate', 'Reinstatement', 'Change', 'Inquire', and 'Electronic File'. A 'Log Out' button is also present. The user's information is displayed: Enrollee: JON SMITH, Policy: 0402836, Insured ID: 365365365-00, Policy Status: A, and Policy Anniversary: 03/25. The main section is titled 'Reinstatement [Dependent or Employee]' and is labeled 'Step 1: Enter Reinstatement Information and select Continue'. It includes a 'COBRA' checkbox which is checked. There are 'Help' and 'Continue' buttons. A blue callout box with an arrow points to the 'Continue' button, containing the text 'Click the Continue button.' Below the form, there are links for 'Internet Service Agreement' and 'Contact Us', and a progress indicator with buttons for '1. Introduction', '2. Enrollment', and '3. Add'l Info'. A copyright notice for 1994-2009 UnitedHealth Group Inc. is also visible.

Click the Continue button.

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Add Terminate Reinstatement Change Inquire Electronic File Log Out

Scroll Up -U Scroll Down -D

Enrollee: **JON SMITH** Policy: **0402836** Insured ID: **365365365-00**
Policy Status: **A** Policy Anniversary: **03/25**

Employee Information Demographic Information Product Information Other Insurance Cobra (Optional)

Step 2 Employee Information

*Required fields

Date of Hire *	05/20/2007	High Year	Employee ID (SSN) *	365365365
Date of Retirement		(492 x 65)	Alternate ID	986748812
		(X:33; Y:326)		

Help Continue

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1. Introduction 2. Enrollment 3. Add'l Info

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The Employee Information tab displays. This information prefills based on previous entries. Review this data and correct it as necessary.

The Employee Information tab displays. This information prefills based on previous entries. Review this data and correct it as necessary.

Click the Continue button.

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Enrollment ID Cards Billing Help Training Tutorials

Add Terminate Reinststate Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JON SMITH Policy: 0402836 Insured ID: 365365365-00
Policy Status: A Policy Anniversary: 03/25

Employee Information Demographic Information Product Information Other Insurance Cobra (Optional)

Step 3 Enter Demographic Information and select Continue. * Required Field

Original Effective 06/01/2007

Employee ID (SSN) 365365365 Date of Hire * 05/20/2007

Alternate ID 986748812

Date of Birth * 07 / 20 / 1972

Last Name * SMITH

First Name * JON

1. Introduction 2. Enrollment 3. Add'l Info

City * NOWHERE

Scroll down here

The Demographic Information tab displays. This information also prefills based on previous entries. Review this data and correct it as necessary. Use the scroll bar on the right to view additional data.

The Demographic Information tab displays. This information also prefills based on previous entries. Review this data and correct it as necessary. Use the scroll bar on the right to view additional data.

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Enrollment ID Cards Billing Help Training Tutorials

Add Terminate Reinstated Change Inquire Electronic File Log Out

Scroll Up - U Scroll Down - D

Enrollee: JON SMITH Policy: 0402836 Insured ID: 365365365-00
Policy Status: A Policy Anniversary: 03/25

Date of Birth * 07 / 20 / 1972
Last Name * SMITH
First Name * JON
Address 1 * 99 ELM STREET
Address 2 *
City * NOWHERE
State * MISSOURI
Home Phone * 314 - 111 - 2222
Gender *
MI
Zip * 63146 -

Click the Continue button

Highlight Box

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When you have finished, click the Continue button.

When you have finished, click the Continue button.

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Enrollment ID Cards Billing Help Training Tutorials

Add Terminate **Reinstate** Change Inquire Electronic File Log Out

Scroll Up - U Scroll Down - D

Enrollee: **JON SMITH** Policy: **0402836** Insured ID: **365365365-00**
Policy Status: **A** Policy Anniversary: **03/25**

Employee Information Demographic Information **Product Information** Other Insurance Cobra (Optional)

Step 4 Enter Product Information and select Continue or Submit. * Required Field

Coverage Line	Coverage Description	Health Code	Coverage Select	Coverage Period Begin Date	Coverage Period End Date
MEDICAL	CHOICE SELECT	(S1 X 52) (X:13; Y:317)	<input checked="" type="checkbox"/>	07/01/2007	

Status: ACTIVE Relationship*: EMPLOYEE
Dependent Coverage: SPOUSE AND CHILD(REN) Medicare Eligible: NO

Help Continue

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1. Introduction 3. Add'l Info
2. Enrollment

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The Product Information tab displays. Reinstating an employee with COBRA displays only the available products. Click the Coverage Select checkboxes to select or deselect the desired product.

The Product Information tab displays. Reinstating an employee with COBRA displays only the available products. Click the Coverage Select checkboxes to select or deselect the desired product.

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Enrollment ID Cards Billing Help Training Tutorials

Add Terminate **Reinstate** Change Inquire Electronic File Log Out

Scroll Up - U Scroll Down - D

Enrollee: **JON SMITH** Policy: **0402836** Insured ID: **365365365-00**
Policy Status: **A** Policy Anniversary: **03/25**

Employee Information Demographic Information **Product Information** Other Insurance Cobra (Optional)

Step 4 Enter Product Information and select Continue or Submit.

* Required Field

Coverage Line	Coverage Description	Req'd	Coverage Select	Coverage Period Begin Date	Coverage Period End Date
MEDICAL	CHOICE SELECT	N	<input checked="" type="checkbox"/>	07/01/2007	

Status: ACTIVE Relationship*: EMPLOYEE
Dependent Coverage: SPOUSE AND CHILD(REN) Medicare Eligible: NO

Help Highlighted

Click the Continue button

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[1. Introduction](#) [3. Add'l Info](#)
[2. Enrollment](#) [4. Assign Physician](#)
ing confidential information. Authorized site users
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Also, if the Assign Physician button displays, you must assign a primary physician. Refer to the Reinstate tutorial for more information. Click the Continue button after you have verified the product selections.

Also, if the Assign Physician button displays, you must assign a primary physician. Refer to the Reinstate tutorial for more information. Click the Continue button after you have verified the product selections.

Employer eServices®

Enrollment ID Cards Billing Help Training Tutorials

Add Terminate Reinstatement Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: **JON SMITH** Policy: **0402836** Insured ID: **365365365-00**
Policy Status: **A** Policy Anniversary: **03/25**

Employee Information Demographic Information Product Information **Other Insurance** Cobra (Optional)

Step 5 Enter other insurance information and select Continue or Submit.

Any changes or updates to the member's Other Medical Health Insurance (Non-Medicare) information cannot be completed on-line. Other Medical Health Insurance information changes or updates can be sent directly to your eligibility remit address or can be submitted by the employee through myuhc.com.

Any changes or updates to the member's Medicare information, can be made on-line or can be submitted by the employee through myuhc.com.

On the day this coverage begins, will the enrollee be covered under any other medical plan or policy, including another UnitedHealthcare plan?

Other Insurance

Other Health (Non-Medicare) Information:
Effective Date / / Expiration Date / /

1. Introduction **3. Add'l Info**

2. Enrollment

covered, please select one of the cust
 Type A: When this dependent is covered under both employ
(married).
 Type B: If the employee is awarded custody of this depend

Scroll down here

The Other Insurance screen displays. Use the scroll bar on the right to Continue.

The Other Insurance screen displays. Use the scroll bar on the right to Continue.

Employer eServices®

Enrollment ID Cards Billing Help Training Tutorials

Add Terminate Reinstated Change Inquire Electronic File Log Out

Scroll Up -U Scroll Down -D

Enrollee: **JON SMITH** Policy: **0402836** Insured ID: **365365365-00**
Policy Status: **A** Policy Anniversary: **03/25**

Enrolled in Medicare Part B: Effective Date [] / [] / [] Expiration Date [] / [] / []
 Ineligible for Medicare Part B
 Not Enrolled in Medicare Part B

Medicare Part D: Can only be enrolled in Part D, if enrolled in part A and/or Part B

Enrolled in Medicare Part D: Effective Date [] / [] / [] Expiration Date [] / [] / []
 Ineligible for Medicare Part D
 Not Enrolled in Medicare Part D

Medicare []

Help Highlight Box Submit

1. Introduction 3. Add'l Info
2. Enrollment

Click the Continue button after you have completed the Other Insurance information.

Click the Continue button after you have completed the Other Insurance information.

The optional COBRA information screen displays. This page is view-only and displays so that you can verify the COBRA Effective Date before saving. Click the Submit button to complete the reinstate process.

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Enrollment ID Cards Billing Help Training Tutorials

Add Terminate Reinstatement Change Inquire Electronic File Log Out

Scroll Up -U Scroll Down -D

Enrollee: **JON SMITH** Policy: **0402836** Insured ID: **365365365-00**
Policy Status: **A** Policy Anniversary: **03/25**

Employee Information	Demographic Information	Product Information	Other Insurance	Cobra (Optional)
----------------------	-------------------------	---------------------	-----------------	------------------

Employee Information

Transaction Successful.

*Required fields

Date of Hire * 05/20/2007 Employee ID (SSN) * 365365365
Date of Retirement Alternate ID 986748812

Print Help Continue

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1. Introduction 3. Add'l Info
2. Enrollment

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Enrollee: **JON SMITH** Policy: **00R1333** Insured ID: **365365365-00**
Policy Status: **A** Policy Anniversary: **04/01**

Employee Information	Demographic Information	Product Information	Other Insurance	Cobra (Optional)
-----------------------------	-------------------------	---------------------	-----------------	------------------

Employee Information

Transaction Successful.

* Required Field

Date of Hire * Employee ID (SSN) *
Date of Retirement Alternate ID

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Dependent coverage is terminated when employee coverage is terminated. After you've reinstated coverage for the employee with COBRA, you must reinstate coverage for all dependents separately.

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Enrollee: JON SMITH Policy: 00R1333 Insured ID: 365365365-00
Policy Status: A Policy Anniversary: 04/01

Employee Information	Demographic Information	Product Information	Other Insurance	Cobra (Optional)
----------------------	-------------------------	---------------------	-----------------	------------------

Employee Information

Transaction Successful.

* Required Field

Date of Hire * 05/20/2007 Employee ID (SSN) * 365365365
Date of Retirement: Alternate ID: 986748812

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The process for reinstating a dependent with COBRA is almost the same as for the employee. Dependents are eligible, but not required, to enroll in the same products available to the employee.

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Enrollee: JON SMITH Policy: 00R1333 Insured ID: 365365365-00
Policy Status: A Policy Anniversary: 04/01

Employee Information	Demographic Information	Product Information	Other Insurance	Cobra (Optional)
----------------------	-------------------------	---------------------	-----------------	------------------

Employee Information

Transaction Successful.

* Required Field

Date of Hire * 05/20/2007 Employee ID (SSN) * 365365365
Date of Retirement: Alternate ID: 986748812

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Also, the process for terminating COBRA coverage is almost the same as terminating regular coverage. For more information on terminating coverage, please refer to the Termination tutorials.

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Enrollee: JON SMITH Policy: 00R1333 Insured ID: 365365365-00
Policy Status: A Policy Anniversary: 04/01

Employee Information	Demographic Information	Product Information	Other Insurance	Cobra (Optional)
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Employee Information

Transaction Successful.

* Required Field

Date of Hire * 05/20/2007 Employee ID (SSN) * 365365365
Date of Retirement: Alternate ID: 986748812

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For more information on COBRA eligibility for both the employee and dependents, please refer to the Online Help.

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