

The screenshot shows the Employer eServices® interface for the Reinstate Enrollment tutorial. At the top left is the logo. The main heading is "Welcome to the Reinstate Enrollment tutorial". Below this, the audience is identified as "Employers", the module length is "Approximately 7 minutes", and it was last updated on "06/27/2007". A navigation menu at the bottom left contains four buttons: "1. Introduction", "2. Select", "3. Reinstate", and "4. Try It!". The "3. Reinstate" button is highlighted in blue, and a small tooltip box is visible over it containing the text "(X:1; Y:459)". To the right of the navigation menu, a larger blue-bordered box contains the text: "Welcome to the Reinstate Enrollment tutorial. In this tutorial, you'll learn how to reinstate an enrollee using Employer eServices."

Welcome to the Reinstate Enrollment tutorial. In this tutorial, you'll learn how to reinstate an enrollee using Employer eServices.

Employer eServices®

Welcome to the Reinstate Enrollment tutorial

Audience: Employers

Module Length: Approximately 7 minutes

Last Updated: 06/27/2007

1. Introduction 3. Reinstate
2. Select 4. Try It!
(X:1; Y:459)

Also, please note that your screens may be a bit different from the ones you'll see in this tutorial. The difference depends on your contractual agreement.

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Employer eServices®

Welcome to the Reinstate Enrollment tutorial

Audience: Employers
Module Length: Approximately 7 minutes
Last Updated: 06/27/2007

1. Introduction 3. Reinstate
2. Select 4. Try It!
(X:1; Y:459)

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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The screenshot shows the Employer eServices website interface. At the top, there is a navigation bar with 'Enrollment ID Cards' and 'Help Training Tutorials'. A 'Log Out' button is visible in the top right. The main content area includes a welcome message for 'smeeta', a 'Hot Topics' section with links to news and information, and three columns of links under 'Resources', 'Network Information', and 'Programs & Services'. At the bottom, there is a navigation bar with buttons for '1. Introduction', '3. Reinstate', '2. Select', and '4. Try It!'. The '3. Reinstate' button is highlighted with a blue border. A text box on the right side of the page contains the note: 'Keep in mind that an "enrollee" may be an employer or an employee's dependent.'

Keep in mind that an "enrollee" may be an employer or an employee's dependent.

The screenshot shows the Employer eServices website interface. At the top, there is a navigation bar with 'Enrollment ID Cards' and 'Help Training Tutorials'. A 'Log Out' button is visible in the top right. The main content area includes a welcome message for 'smeeta', a brief description of the service, and a 'Hot Topics' section with links to 'Medica Resource Helps Members Navigate Through Cost and Quality Decisions'. Below this are three columns of links: 'Resources' (Contact Us, Health & Wellness Reporting, HIPAA Internet Site, Medica Employer Newsletters, Medica.com, MyMedica.com, Scheduled Direct Debit Form), 'Network Information' (Pharmacy, Provider Directory - Medica), and 'Programs & Services' (Disease Management Programs, Medica CallLink Nurse Line, Medica Optum Employee Assistance Program, My Health Manager from MedicaSM, United Behavioral Health). At the bottom, there is a navigation menu with buttons for '1. Introduction', '2. Select', '3. Reinstate', and '4. Try It!'. A blue callout box highlights the '3. Reinstate' button and contains the text: 'Also, remember that an employee's coverage must be reinstated prior to his or her dependents. After reinstating the employee, you must repeat the process for each dependent.' The footer contains a 'Privacy Policy' link and copyright information for UnitedHealth Group Inc. (1994-2009).

Also, remember that an employee's coverage must be reinstated prior to his or her dependents. After reinstating the employee, you must repeat the process for each dependent.

The screenshot shows the Employer eServices website interface. At the top, there is a header with the logo and navigation links for Enrollment, ID Cards, Help, Training, and Tutorials. A Log Out button is located in the top right corner. Below the header, a welcome message is displayed, followed by a 'Hot Topics' section with links to news and information. The main content area is divided into three columns: Resources, Network Information, and Programs & Services, each with a list of links. At the bottom, there is a process flow for reinstating an employee, consisting of four steps: 1. Introduction, 2. Select, 3. Reinstate, and 4. Try It!. A blue box highlights the '3. Reinstate' step, with a text box next to it stating 'In this example, we'll show the process to reinstate an employee.' The footer contains a Privacy Policy link and copyright information for UnitedHealth Group Inc.

In this example, we'll show the process to reinstate an employee.

The screenshot shows the Employer eServices website interface. At the top, the logo "Employer eServices®" is visible. Below it, a navigation bar contains "My Health Box", "ID Cards", "Help", "Training", and "Tutorials". A "Log Out" button is located on the right side of this bar. A blue callout box with a white arrow points to the "Enrollment" option in the navigation bar, with the text "Select the Enrollment option".

The main content area includes a welcome message: "Welcome smeeta," followed by a description of the site's purpose. Below this is a "Hot Topics" section with a link to "Medica Resource Helps Members Navigate Through Cost and Quality Decisions".

There are three columns of links: "Resources" (including Contact Us, Health & Wellness Reporting, HIPAA Internet Site, Medica Employer Newsletters, Medica.com, MyMedica.com, and Scheduled Direct Debit Form), "Network Information" (including Pharmacy and Provider Directory - Medica), and "Programs & Services" (including Disease Management Programs, Medica CallLink Nurse Line, Medica Optum Employee Assistance Program, My Health Manager from MedicaSM, and United Behavioral Health).

At the bottom, there are four buttons: "1. Introduction", "2. Select", "3. Reinstate", and "4. Try It!". A blue callout box with a white arrow points to the "3. Reinstate" button, with the text "To begin, select the Enrollment menu option." (Note: The callout box text in the image is "To begin, select the Enrollment menu option." but the arrow points to the "3. Reinstate" button).

Small text at the bottom of the page includes: "By using this web site you agree to our Internet Service Agreement Contact Us", "Authorized site use of the web site and / or the data contained on the site may be grounds for penalty", and "Privacy Policy Copyright 1994-2009 UnitedHealth Group Inc. All Rights Reserved".

To begin, select the Enrollment menu option.

Reinstate Enrollment

The screenshot shows the Employer eServices website interface. At the top, the title 'Employer eServices®' is displayed. Below it, a navigation bar contains 'Enrollment' and 'Cards' with a dropdown arrow, and 'Help Training Tutorials' on the right. A secondary menu bar below the navigation bar lists 'Add Terminate **Reinstate** Box Change Inquire' with a 'Log Out' button on the right. A callout box points to the 'Reinstate' option with the text 'Click the Reinstate option'. The main content area includes a welcome message for 'smeeta', a description of the service, and 'Hot Topics' with links to 'Medica Resource Helps Members Navigate Through Cost and Quality Decisions'. Below this are three columns of links: 'Resources' (Contact Us, Health & Wellness Reporting, HIPAA Internet Site, Medica Employer Newsletters, Medica.com, MyMedica.com, Scheduled Direct Debit Form), 'Network Information' (Pharmacy, Provider Directory - Medica), and 'Programs & Services' (Disease Management Programs, Medica CallLink Nurse Line, Medica Optum Employee Assistance Program, My Health Manager from MedicaSM, United Behavioral Health). At the bottom, a second menu bar contains buttons for '1. Introduction', '2. Select', '3. Reinstate', and '4. Try It!'. A callout box points to this menu with the text 'A second menu bar appears. Click the Reinstate menu option.' The footer contains a privacy policy link, copyright information for 1994-2009 UnitedHealth Group Inc., and 'All Rights Reserved'.

A second menu bar appears. Click the Reinstate menu option.

The Select Group screen displays.

Click the Select Group drop-down menu.

Employer eServices®

Enrollment ID Cards Help Training Tutorials

Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up-U Scroll Down-D

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

Select Group (Select Group)

Employee Search (Select Group) GENEVA PHARMACEUTICALS, INC. 0700051 LYNN'S BAKERY, INC. 0700026 ZOMBA RECORDING CORP. 0701699

Alternate ID) First Initial Search

Select Enrollee

By Last Name

Click Group Name

Help Continue

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1. Introduction 3. Reinstate

2. Select 4. Try It!

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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.

After you select the group, you will need to identify the employee. You may search for an employee by employee ID (SSN or alternate ID) or by last name.

In this example, we will search by employee last name.

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Enrollment ID Cards Help Training Tutorials

Add Terminate **Reinstate** Change Inquire 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 (SSN or Alternate ID)

By Last Name First Initial Search

Select Enrollee

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[1. Introduction](#) [2. Select](#) [3. Reinstate](#) [4. Try It!](#)

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Enter the employee's last name. Note that you may do a wild card search by entering the first three characters of the last name, followed by an asterisk.

Enter the employee's last name. Note that you may do a wild card search by entering the first three characters of the last name, followed by an asterisk.

Reinstate Enrollment

Click the Search button.

Reinstate Enrollment

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Add Terminate **Reinstate** Change Inquire 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 (SSN or Alternate ID)

By Last Name SMITH First-Initial Search

Select Enrollee Select Enrollee Help

Click Select Enrollee menu

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1. Introduction 3. Reinstate

2. Select 4. Try It!

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

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

Reinstate Enrollment

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Add Terminate **Reinstate** Change Inquire 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 (SSN or Alternate ID)

By Last Name SMITH First Initial Search

Select Enrollee (Select Enrollee)

- (Select Enrollee)
- SMITH, JON (Employee: 365916135 - Alternate ID: 986748812)
- SMITH, MARY (Employee: 987987987 - Alternate ID: 838189198)

Select Employee

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1. Introduction 2. Select 3. Reinstate 4. Try It!

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

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

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Add Terminate **Reinstate** Change Inquire 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 (SSN or Alternate ID)

By Last Name SMITH First Initial Search

Select Enrollee SMITH, JON (Employee: 365365365 - Alternate ID: 986748812)

Help Highlighted

Click the Continue button

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1. Introduction 3. Reinstate

2. Select 4. Try It!

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

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

Reinstate Enrollment

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Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up-U Scroll Down-D

Enrollee: JON SMITH Policy: 00R1333 Insured ID: 365365365-00
Policy Status: Policy Anniversary:

Reinstate [Dependent or Employee]

Step 1 Enter Reinstatement Information and select Continue

*Required fields

Effective Date * MM / DD / CCYY

COBRA

Help Continue

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1. Introduction 3. Reinstate 2. Select 4. Try It!

The Reinstatement Employee screen displays.

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The Reinstatement Employee screen displays.

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Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up-U Scroll Down-D

Enrollee: JON SMITH Policy: 00R1333 Insured ID: 365365365-00
Policy Status: Policy Anniversary:

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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1. Introduction 3. Reinstate
2. Select 4. Try It!

In the appropriate fields, enter the month, day, and year that coverage will be reinstated. Note that you can press the tab key to move to the next field.

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In the appropriate fields, enter the month, day, and year that coverage will be reinstated. Note that you can press the tab key to move to the next field.

Reinstate Enrollment

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Enrollment ID Cards Help Training Tutorials

Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up-U Scroll Down-D

Enrollee: JON SMITH Policy: 00R1333 Insured ID: 365365365-00
Policy Status: Policy Anniversary:

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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1. Introduction 3. Reinstate
2. Select 4. Try It!

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In this example, the employee is not enrolling in COBRA.

In this example, the employee is not enrolling in COBRA.

Reinstate Enrollment

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Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up-U Scroll Down-D

Enrollee: **JON SMITH** Policy: **00R1333** Insured ID: **365365365-00**
Policy Status: Policy Anniversary:

Reinstate [Dependent or Employee]

Step 1 Enter Reinstate Information and select Continue

*Required fields

Effective Date * 07 / 01 / 2007

COBRA

[Help](#) **Highlight Box**

Click the **Continue** button

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1. Introduction 3. Reinstate
2. Select 4. Try It

Click the Continue button.

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Click the Continue button.

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Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up - U Scroll Down - D

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)
-----------------------------	-------------------------	---------------------	-----------------	------------------

Step 2 Employee Information * Required Field

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

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Now that you have entered the Effective Date, the Employee Information tab displays.

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Now that you have entered the Effective Date, the Employee Information tab displays.

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Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up-U Scroll Down-D

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)
-----------------------------	-------------------------	---------------------	-----------------	------------------

Step 2 Employee Information

* Required Field

Date of Hire * Employment ID (SSN) *
(658; X:139; 953; 1134)

Date of Retirement ID
(X:23; V:271)

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[1. Introduction](#) [3. Reinstate](#) [2. Select](#) [4. Try It!](#)

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The information on this tab fill in automatically, based on previous entries. Review this data and correct it as necessary.

The information on this tab fill in automatically, based on previous entries. Review this data and correct it as necessary.

Reinstate Enrollment

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Enrollment ID Cards Help Training Tutorials

Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up-U Scroll Down-D

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)

Step 2 Employee Information * Required Field

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

Help **Continue**

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1. Introduction 3. Reinstate
2. Select 4. Try It!

When you have finished, click the Continue button.

When you have finished, click the Continue button.

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Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up-U Scroll Down-D

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

Last Name * SMITH
First Name * JON MI
Address 1 * 99 ELM STREET
Address 2
City * NOWHERE
State * MISSOURI Zip * 63146 -
Home Phone 314 - 111 - 2222
Gender * MALE

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The Demographic Information tab displays.

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The Demographic Information tab displays.

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[Add](#) [Terminate](#) [Reinstate](#) [Change](#) [Inquire](#) [Log Out](#)

[Scroll Up-U](#) [Scroll Down-D](#)

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

Last Name * MI

First Name * MI

Address 1 *

Address 2

City *

State *

Home Phone - - Zip * -

Gender *

[Help](#) [Continue](#)

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1. Introduction 2. Select 3. Reinstate 4. Try It!

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The accuracy of this data is important, so be sure to double-check any new information you enter.

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Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up-U Scroll Down-D

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

Last Name * SMITH
First Name * JON MI
Address 1 * 99 ELM STREET
Address 2 *
City * NOWHERE
State * MISSOURI Zip * 63146 -
Home Phone 314 - 111 - 2222
Gender * MALE

Help **Continue**

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1. Introduction **3. Reinstate** Authorized site use grounds for penalt
2. Select **4. Try It!**
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When you have finished, click the Continue button.

When you have finished, click the Continue button.

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Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up-U Scroll Down-D

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)

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 Continue

1. Introduction 2. Select 3. Reinstate 4. Try It!

Next, the Product Information tab displays.

Next, the Product Information tab displays.

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Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up-U Scroll Down-D

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)

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 Continue

1. Introduction 2. Select 3. Reinstate 4. Try It!

As with previous tabs, this information defaults to selections that were current upon termination.

As with previous tabs, this information defaults to selections that were current upon termination.

Reinstate Enrollment

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Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up-U Scroll Down-D

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)

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 Highlight Box

Click the Continue button

1. Introduction 3. Reinstate
2. Select 4. Try It!

Click the Continue button.

Click the Continue button.

Reinstate Enrollment

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Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up-U Scroll Down-D

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

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 Eligibility: Unknown

Help Continue Submit

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1. Introduction 3. Reinstate
2. Select 4. Try It!

The Other Insurance tab displays.

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The Other Insurance tab displays.

Reinstate Enrollment

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Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up-U Scroll Down-D

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

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 Eligibility: Unknown

Help Continue **Submit**

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1. Introduction 3. Reinstate
2. Select 4. Try It!

Update this information as necessary, then click the Submit button.

Update this information as necessary, then click the Submit button.

Reinstate Enrollment

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Enrollment ID Cards Help Training Tutorials

Add Terminate Reinstate Change **Inquire** Log Out

Scroll Up-U Scroll Down-D

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

Print Help Continue

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1. Introduction 3. Reinstate
2. Select 4. Try It!

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An inquiry-only screen will display a "Transaction Successful" message.

An inquiry-only screen will display a "Transaction Successful" message.