

Employer eServices®

Welcome to the Terminate an Enrollee Tutorial

Audience: Employers
Module Length: 5 minutes
Last Updated: 06/27/2007

Welcome to the Terminate an Enrollee tutorial. In this tutorial, you'll learn how to terminate an enrollee's coverage. Keep in mind that an "enrollee" may be an employee or an employee's dependent.

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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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Welcome to the Terminate an Enrollee Tutorial

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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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Employer eServices®

Enrollment ID Cards Claims Billing Reports ManageAccess Help Training Tutorials

Select Enrollment option Log Out

Welcome Guest,

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:
[Employer eServices System Enhancement Making It Easier For You To Work Within Multiple Policy Periods](#)
[HCA Hospitals in South Florida and Tampa Terminate UnitedHealthcare](#)
[HealthONE Hospitals in Colorado Terminate UnitedHealthcare](#)
[Online Billing: An Alternate Option to Paper Invoices](#)
[UnitedHealthcare and HCA/HealthONE - Key Facts](#)

<p>Resources Click here to access: Administrative Guides Benefit Plan Coverage Documents Brochures & Forms Communication Resource Center Contact Information Help myuhc.com Other Resources Oxford Health Web Site SAS 70</p>	<p>Network Information Click here to access: Network Changes Network Fact Sheets Network Maps Physician Directory UnitedHealth Premium Designation Program</p>	<p>Programs & Services Click here to access: Behavioral Health Care24 Care Coordination Definity HRA Healthy Pregnancy Program iPlan® Health Savings Account Pharmacy Program</p>
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To begin, select the Enrollment menu option.

To begin, select the Enrollment menu option.

Terminate Enrollee

The screenshot shows the Employer eServices website interface. At the top, the title 'Employer eServices®' is displayed. Below it is a navigation bar with the following menu items: Enrollment, ID Cards, Claims, Billing, Reports, and ManageAccess. On the right side of the navigation bar are links for Help, Training, and Tutorials. Below the navigation bar is a secondary menu with options: Add, Highlight Box, Reinstate, Change, Inquire, and Electronic File. A 'Log Out' button is located on the far right. The main content area features a 'Welcome' message and a 'Hot Topics' section with several links. At the bottom, there are three columns of links under the headings 'Resources', 'Network Information', and 'Programs & Services'. A red box highlights the 'Highlight Box' option in the secondary menu, and a callout box points to it with the text 'Select Terminate option'. Another callout box at the bottom right of the screenshot contains the text 'Select the Terminate menu option.'

Select the Terminate menu option.

Terminate Enrollee

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Add Terminate Reinstate 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 (Select Group)

Employee Search By Employee ID

By Last Name

Select Enrollee

Search

Help Continue

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To terminate an enrollee, you first need to identify the group, the employee, and the enrollee. Start by selecting a group within the Select Group drop-down menu.

To terminate an enrollee, you first need to identify the group, the employee, and the enrollee. Start by selecting a group within the Select Group drop-down menu.

Terminate Enrollee

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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 (Select Group)

Employee Search REED'S BUSINESS 9931110 (SSN or Alternate ID)

SAMPLE COMPANY 9990089

UEST CUST NUMBER 9999999

By Last Name First Initial Search

Select Enrollee

Help Continue

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The Select Group drop-down menu appears and displays the list of groups currently available. Select the appropriate group.

The Select Group drop-down menu appears and displays the list of groups currently available. Select the appropriate group.

Terminate Enrollee

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Add Terminate Reinstate 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 REED'S BUSINESS 02311110

Employee Search By Employee ID Highlight Box (633 x 66) (SSN or Alternate ID)

By Last Name (X:20; Y:176) First Initial Search

Select Enrollee

Help Continue

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Next, identify the employee. There are 2 ways to search for an employee: By Employee ID or By Last Name. We will demonstrate the default search method, By Employee ID.

Next, identify the employee. There are 2 ways to search for an employee: By Employee ID or By Last Name. We will demonstrate the default search method, By Employee ID.

Terminate Enrollee

Employer eServices®

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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 REED'S BUSINESS 02311110

Employee Search By Employee ID (SSN or Alternate ID)

By Last Name First Initial Search

Select Enrollee

Help Continue

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Notice the By Employee radio button is already selected.

Notice the By Employee radio button is already selected.

Terminate Enrollee

The screenshot shows the 'Employer eServices' interface. At the top, there is a navigation bar with links for 'Enrollment', 'ID Cards', 'Claims', 'Billing', 'Reports', and 'ManageAccess'. Below this is a secondary navigation bar with '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 'Select Group' dropdown menu set to 'REED'S BUSINESS 0231110'. Under 'Employee Search', the 'By Employee ID' radio button is selected. A red box highlights the 'By Employee ID' label and the text '(SSN or Alternate ID)'. A blue callout box with an arrow points to the input field, containing the text 'Enter Employee ID'. To the right of the input field is a 'Search' button. Below the search options is a 'Select Enrollee' dropdown menu. At the bottom of the form area are 'Help' and 'Continue' buttons. A footer section contains legal disclaimers and copyright information.

Enter the Employee ID (SSN or Alternate ID) into the By Employee ID field.

Terminate Enrollee

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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 REED'S BUSINESS 0231110

Employee Search By Employee ID 365365365 (SSN or Alternate ID) By Last Name First Initial Search

Select Enrollee

Help Continue

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Click the Search button.

Click the Search button.

Terminate Enrollee

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Add Terminate Reinstate 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 REED'S BUSINESS 0231110

Employee Search By Employee ID 365365365 (SSN or Alternate ID)

By Last Name First Initial Search

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

Help Continue

Click the **Select Enrollee** menu

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When the employee search is complete, the results that match the search criteria will appear in the Select Enrollee drop down menu. Select the appropriate enrollee.

Terminate Enrollee

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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 REED'S BUSINESS 0231110

Employee Search By Employee ID 365365365 (SSN or Alternate ID)

By Last Name First Initial Search

Select Enrollee

SMITH, JON (Employee: 365365365 - Alternate ID: 986748812)
SMITH, JON (Employee: 365365365 - Alternate ID: 986748812)
SMITH, JONELLE
SMITH, JOHNNA

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Note the Select Enrollee drop down menu lists the employee's name as well as the employee's covered dependents.

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Terminate Enrollee

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Add [Terminate](#) [Reinstate](#) [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: REED'S BUSINESS 0231110

Employee Search: By Employee ID: 365365365 (SSN or Alternate ID) By Last Name: First Initial: [Search](#)

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

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You can terminate coverage of a dependent without terminating coverage for an employee. However, when you terminate coverage for an employee, coverage for all dependents is automatically terminated as well.

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Terminate Enrollee

Click the Continue button.

Terminate Enrollee

Employer eServicesSM

Enrollment ID Cards Claims GroupSelect Billing Help Training Tutorial

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

Scroll Up - U Scroll Down - D

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

Terminate [Dependent or Employee]

Enter the 1st day that the enrollee should not have coverage according to your contract guidelines. * Required Fields

Example: Employee's last day of employment was 5/17
Contract stating date of event = termination date of 5/18
Contract stating the end of the month = termination date as of 6/1

Termination Date* MM / DD / YYYY
(479 x 73)

Termination Reason * (X:25; Y:313)

Help Terminate

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You must enter a termination date and reason.

You must enter a termination date and reason.

Terminate Enrollee

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Enrollment ID Cards Claims GroupSelect Billing Help Training Tutorial

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

Scroll Up - U Scroll Down - D

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

Terminate [Dependent or Employee]

Enter the 1st day that the enrollee should not have coverage according to your contract guidelines. * Required Fields

Example: Employee's last day of employment was 5/1/11
Contract stating date of event = termination (667 x 111)
Contract stating the end of the month = termination date as of 6/1 (6/10/11)

Termination Date* MM / DD / CCYY
Termination Reason *

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The Termination Date is the first day that the enrollee should not have coverage according to your contract guidelines.

The Termination Date is the first day that the enrollee should not have coverage according to your contract guidelines.

Terminate Enrollee

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Enrollment ID Cards Claims GroupSelect Billing Help Training Tutorial

Add Terminate Reinstatement Change Inquire Electronic File Log Out

Scroll Up - U Scroll Down - D

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

Terminate [Dependent or Employee]

Enter the 1st day that the enrollee should not have coverage according to your contract guidelines. * Required Fields

Example: Employee's last day of employment was 5/17
Contract stating date of event = termination date of 5/18
Contract stating the end of the month = termination date as of 6/1

Termination Date*

Termination Reason*

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If you are not sure of the date to enter, contact your eligibility analyst or other designated representative.

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Terminate Enrollee

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Enrollment ID Cards Claims GroupSelect Billing Help Training Tutorial

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

Scroll Up -U Scroll Down

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

Terminate [Dependent or Employee]

Enter the 1st day that the enrollee should not have coverage according to your contract guidelines. * Required Fields

Example: Employee's last day of employment was 5/17
Contract stating date of event = termination date of 5/18
Contract stating the end of the month = termination date as of 6/1

Termination Date* 07 / 01 / 2007

Termination Reason *

Help Terminate

Click Termination Reason menu

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Next, select a termination reason from the drop-down menu.

Next, select a termination reason from the drop-down menu.

Terminate Enrollee

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Add Terminate Reinstatement Change Inquire Electronic File Log Out

Scroll Up - U Scroll Down - D

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

Terminate [Dependent or Employee]

Enter the 1st day that the enrollee should not have coverage according to your contract guidelines. * Required Fields

Example: Employee's last day of employment was 5/17
Contract stating date of event = termination date of 5/18
Contract stating the end of the month = termination date as of 6/1

Termination Date* 07 / 01 / 2007

Termination Reason *

Select Termination Reason

- TERMINATION OF EMPLOYMENT
- CHANGE FROM FULL TIME TO PART TIME STATUS
- LOSS OF DEPENDENT STATUS
- CHANGE TO ANOTHER INSURANCE CARRIER
- RETIREMENT
- VOLUNTARY COVERAGE DROP
- DEATH OF INSURED

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Next, select a termination reason from the drop-down menu.

Next, select a termination reason from the drop-down menu.

Terminate Enrollee

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Enrollment ID Cards Claims GroupSelect Billing Help Training Tutorial

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

Scroll Up -U Scroll Down

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

Terminate [Dependent or Employee]

Enter the 1st day that the enrollee should not have coverage according to your contract guidelines. * Required Fields

Example: Employee's last day of employment was 5/17
Contract stating date of event = termination date of 5/18
Contract stating the end of the month = termination date as of 6/1

Termination Date* 07 / 01 / 2007
Termination Reason * TERMINATION OF EMPLOYMENT

Help **Highlight Box**

Click the **Terminate** button

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Click the Terminate button to complete the termination process.

Click the Terminate button to complete the termination process.

Terminate Enrollee

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[Add](#) [Terminate](#) [Reinstate](#) [Change](#) [Inquire](#) [Electronic File](#) [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 * Employee ID (SSN) *
Date of Retirement Alternate ID

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A Transaction Successful message will appear. If you receive an error message, follow the instructions to correct the error.

A Transaction Successful message will appear. If you receive an error message, follow the instructions to correct the error.

Terminate Enrollee

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

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You can then click the Print button to print the entire enrollment record, or click the Continue button to Inquire about the employee.

You can then click the Print button to print the entire enrollment record, or click the Continue button to Inquire about the employee.

Terminate Enrollee

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[Add](#) [Terminate](#) [Reinstate](#) [Change](#) [Inquire](#) [Electronic File](#) [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 * Employee ID (SSN) *
Date of Retirement Alternate ID

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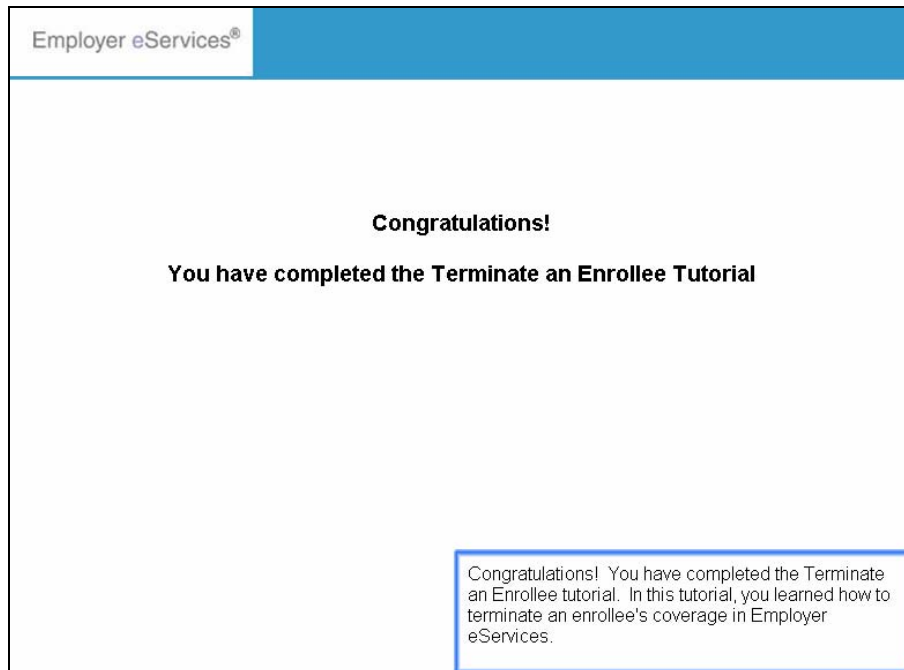
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If you still have questions about the termination process, you can click the Help button to go to the Training page.

If you still have questions about the termination process, you can click the Help button to go to the Training page.



Congratulations! You have completed the Terminate an Enrollee tutorial. In this tutorial, you learned how to terminate an enrollee's coverage in Employer eServices.