

Slide 1 - Slide 1

Employer eServices®

Welcome to the Change Enrollment tutorial

Audience: Employers

Module Length: Approximately 7 minutes

Last Updated: 04/04/2007

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

Welcome to the Change Enrollment tutorial. In this tutorial, you'll learn how to change an enrollee's information using Employer eServices.

Slide notes

Text Captions

Welcome to the Change Enrollment tutorial. In this tutorial, you'll learn how to change an enrollee's information using Employer eServices.

Audience: Employers

Module Length: Approximately 7 minutes

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Welcome to the Change Enrollment tutorial

Slide 2 - Slide 2

The screenshot shows a presentation slide with a blue header bar containing the text 'Employer eServices®'. The main content area is white and contains the following text: 'Welcome to the Change Enrollment tutorial', 'Audience: Employers', 'Module Length: Approximately 7 minutes', and 'Last Updated: 04/04/2007'. At the bottom, there is a navigation bar with four buttons: '1. Introduction', '2. Select', '3. Change', and '4. Try It!'. To the right of the navigation bar is a text box with a blue border containing the text: 'As you proceed, you may use the controls at the bottom of this window to rewind, pause, or skip ahead during playback.'

Slide notes

Text Captions

As you proceed, you may use the controls at the bottom of this window to rewind, pause, or skip ahead during playback.

Welcome to the Change Enrollment tutorial

Audience: Employers

Module Length: Approximately 7 minutes

Last Updated: 04/04/2007

Slide 3 - Slide 3

The screenshot shows a presentation slide with a blue header bar containing the text 'Employer eServices®'. The main content area is white and contains the following text: 'Welcome to the Change Enrollment tutorial', 'Audience: Employers', 'Module Length: Approximately 7 minutes', and 'Last Updated: 04/04/2007'. At the bottom, there is a grey navigation bar with four buttons: '1. Introduction', '2. Select', '3. Change', and '4. Try It!'. To the right of the navigation bar is a blue-bordered box containing the text: 'To move from one section to another, click the menu buttons found above the playback controls.'

Slide notes

Text Captions

Welcome to the Change Enrollment tutorial

To move from one section to another, click the menu buttons found above the playback controls.

Audience: Employers

Module Length: Approximately 7 minutes

Last Updated: 04/04/2007

Slide 4 - Slide 4

The screenshot shows a presentation slide with a blue header bar containing the 'Employer eServices®' logo. The main content area is white and contains the following text: 'Welcome to the Change Enrollment tutorial', 'Audience: Employers', 'Module Length: Approximately 7 minutes', and 'Last Updated: 04/04/2007'. At the bottom left, there is a navigation menu with four buttons: '1. Introduction', '2. Select', '3. Change', and '4. Try It!'. At the bottom right, there is a blue-bordered box containing the text: '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.'

Slide notes

Text Captions

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.

Welcome to the Change Enrollment tutorial

Audience: Employers

Module Length: Approximately 7 minutes

Last Updated: 04/04/2007

Slide 5 - Slide 5

Employer eServices®

Welcome to the Change Enrollment tutorial

Audience: Employers

Module Length: Approximately 7 minutes

Last Updated: 04/04/2007

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

Finally, remember that all sample information you'll see in this tutorial is fictitious. Any resemblance to existing individuals or companies is purely coincidental.

Slide notes

Text Captions

Finally, remember that all sample information you'll see in this tutorial is fictitious. Any resemblance to existing individuals or companies is purely coincidental.

Welcome to the Change Enrollment tutorial

Audience: Employers

Module Length: Approximately 7 minutes

Last Updated: 04/04/2007

Slide 6 - Slide 6

The screenshot shows the Employer eServices website interface. At the top left is the logo with a mouse cursor pointing to it. Below the logo is a navigation bar with links for Enrollment, ID Cards, and Billing. On the right side of the navigation bar are links for Help, Training, and Tutorials, and a Log Out button. The main content area starts with a 'Welcome User,' message followed by a paragraph describing the service. Below this is a 'Hot Topics!' section with three links: 'EMPLOYEE COMMUNICATION: Create your own employee health and wellness newsletter!', 'Hot Topic Link - Frontier', and 'Personal Health Manager on myuhc.com'. Another link, 'Plan Cost Estimator - click here to see how it can help you and your employees', is also present. The page is divided into three columns of links: 'Resources' (Administrative Guides, Benefit Plan Coverage Documents, Brochures & Forms, Communication Resource Center, Contact Information, Help), 'Network Information' (Network Changes, Network Fact Sheets, Network Maps, Physician Directory, UnitedHealth Premium Designation Program), and 'Programs & Services' (Behavioral Health, Care24, Care Coordination, Complementary Medicine, Healthy Pregnancy Program, iPlan® Health Savings Account Demo). At the bottom left, a diagram shows four steps: 1. Introduction, 2. Select, 3. Change, and 4. Try It!. A text box on the right of the diagram states: 'The change process involves a series of pages on which you may update an enrollee's information.'

Slide notes

Text Captions

The change process involves a series of pages on which you may update an enrollee's information.

Slide 7 - Slide 7

The screenshot shows the Employer eServices website interface. At the top left is the logo "Employer eServices®". Below it is a blue navigation bar with tabs for "Enrollment", "ID Cards", and "Billing" on the left, and "Help", "Training", and "Tutorials" on the right. A "Log Out" button is located in the top right corner. The main content area has a grey background and starts with a "Welcome User," message. Below this is a paragraph explaining the site's purpose. A "Hot Topics!" section follows, with three links: "EMPLOYEE COMMUNICATION: Create your own employee health and wellness newsletter!", "Hot Topic Link - Frontier", and "Personal Health Manager on myuhc.com". Below the hot topics are three columns of resource links under the headings "Resources", "Network Information", and "Programs & Services". At the bottom left, there is a grey box containing four buttons: "1. Introduction", "2. Select", "3. Change", and "4. Try It!". To the right of this box is a white box with a blue border containing the text: "Keep in mind that an enrollee may be either an employee or an employee's dependent."

Slide notes

Text Captions

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

Slide 8 - Slide 8

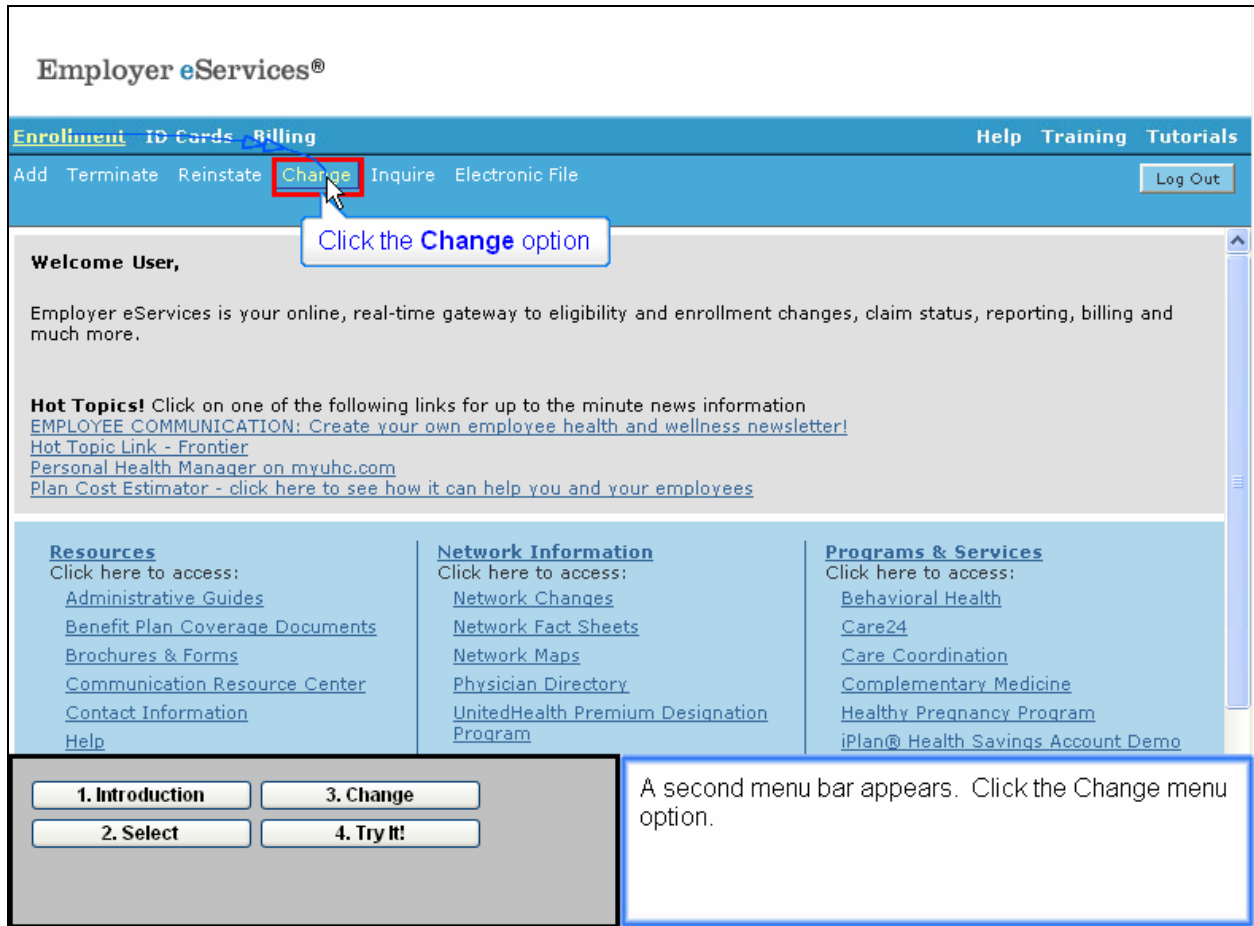
Slide notes

Text Captions

To begin, select the Enrollment menu option.

Select the **Enrollment** option

Slide 9 - Slide 9



The screenshot shows the Employer eServices website interface. At the top, there is a navigation bar with links for **Enrollment**, **ID Cards**, **Billing**, **Help**, **Training**, and **Tutorials**. Below this, a secondary menu bar contains **Add**, **Terminate**, **Reinstate**, **Change** (highlighted with a red box and a mouse cursor), **Inquire**, and **Electronic File**. A **Log Out** button is also present. The main content area includes a **Welcome User,** message, a brief description of the service, and a **Hot Topics!** section with several links. Below this are three columns of **Resources**, **Network Information**, and **Programs & Services**, each with a list of links. At the bottom of the screenshot, there is a navigation bar with four buttons: **1. Introduction**, **2. Select**, **3. Change**, and **4. Try It!**. A text box on the right side of the screenshot contains the instruction: "A second menu bar appears. Click the Change menu option."

Slide notes

Text Captions

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

Click the **Change** option

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Slide notes

Text Captions

The Select Group screen displays.

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Slide notes

Text Captions

Click the Select Group drop-down menu.

Click the **Select Group** menu

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Slide notes

Text Captions

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

Select Group Name

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Slide notes

Text Captions

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.

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Slide notes

Text Captions

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

Click the **Last Name** button

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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 GENEVA PHARMACEUTICALS, INC. 0700051

Employee Search By Employee ID (SSN or Alternate ID)

By Last Name First Initial Search

Select Enrollee

Help Continue

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

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.

Slide notes

Text Captions

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 **Last Name**

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Slide notes

Text Captions

Click the Search button.

Click the **Search** button

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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 GENEVA PHARMACEUTICALS, INC. 0700051

Employee Search By Employee ID (SSN or Alternate ID)

By Last Name DOE First Initial Search

Select Enrollee DOE, JOHN (Employee) 00123456789

Help Con

Click **Select Enrollee** menu

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

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

Slide notes

Text Captions

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

Click **Select Enrollee** menu

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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 GENEVA PHARMACEUTICALS, INC. 0700051

Employee Search By Employee ID (SSN or Alternate ID)

By Last Name DOE First Initial Search

Select Enrollee

- DOE, JOHN (Employee) 00123456789
- DOE, JOHN (Employee) 00123456789

Help Continue

Select Employee

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

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

Slide notes

Text Captions

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

Select Employee

Slide 19 - Slide 19

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 GENEVA PHARMACEUTICALS, INC. 0700051

Employee Search By Employee ID (SSN or Alternate ID)

By Last Name DOE First Initial Search

Select Enrollee **DOE, JOHN (Employee ID: 0123456789)**

Help Highlight Box

Click the **Continue** button

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

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

Slide notes

Text Captions

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

Click the **Continue** button

Slide 20 - Slide 20

Slide notes

Text Captions

While in the change mode, you may update data on any of the four tabs shown here.

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Slide notes

Text Captions

In this example, we'll begin by updating an enrollee's address.

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Employer eServices®

Enrollment ID Cards Billing Help Training Tutorials

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

Enrollee: JOHN DOE Group: 0700051 Insured ID: 00123456789-00

Employee Information **Demographic Information** Product Information Other Insurance

Step 1

*Required fields

Original Date of Hire* 04 / 15 / 2006 Date of Retirement MM / DD / CCYY

Date of Death MM / DD / CCYY

Complete Alternate Payee information only when the payee is not the employee.

Alternate Payee Indicator Yes No

Alternate Payee ID - -

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

To make this change, begin by clicking the Demographic Information tab.

Slide notes

Text Captions

To make this change, begin by clicking the Demographic Information tab.

Click the **Demographic Information** tab

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Employer eServices®

Enrollment ID Cards Billing Help Training Tutorials

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

Scroll Up-U Scroll Down-D

Enrollee: **JOHN DOE** Group: **0700051** Insured ID: **00123456789-00**

Employee Information **Demographic Information** Product Information Other Insurance

Step 2 Enter demographic information changes and Continue or Submit.

**Required fields*

Original Effective	<input type="text" value="05/01/2006"/>	Termination	<input type="text"/>
Last Updated	<input type="text" value="05/01/2006"/>	SSN	<input type="text"/> - <input type="text"/> - <input type="text"/>
Employee ID*	<input type="text" value="00123456789"/>	Relationship*	<input type="text" value="EE EMPLOYEE"/>
Date of Birth *	<input type="text" value="04"/> / <input type="text" value="21"/> / <input type="text" value="1967"/>	Middle Initial	<input type="checkbox"/>
Last Name*	<input type="text" value="DOE"/>		
First Name*	<input type="text" value="JOHN"/>		
Address 1*	<input type="text" value="123 MAIN ST"/>		

1. Introduction **3. Change**
2. Select **4. Try It!**

The Demographic Information tab displays. Note that only fields displayed in white are eligible for updates while in change mode.

Slide notes

Text Captions

The Demographic Information tab displays. Note that only fields displayed in white are eligible for updates while in change mode.

Slide 24 - Slide 24

Employer eServices®

Enrollment ID Cards Billing Help Training Tutorials

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

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 0700051 Insured ID: 00123456789-00

Employee Information **Demographic Information** Product Information Other Insurance

Step 2 Enter demographic information changes and Continue or Submit.

**Required fields*

Original Effective	<input type="text" value="05/01/2006"/>	Termination	<input type="text"/>
Last Updated	<input type="text" value="05/01/2006"/>	SSN	<input type="text" value=""/> - <input type="text" value=""/> - <input type="text" value=""/>
Employee ID*	<input type="text" value="00123456789"/>	Relationship*	<input type="text" value="EE EMPLOYEE"/>
Date of Birth *	<input type="text" value="04"/> / <input type="text" value="21"/> / <input type="text" value="1967"/>	Middle Initial	<input type="checkbox"/>
Last Name*	<input type="text" value="DOE"/>		
First Name*	<input type="text" value="JOHN"/>		
Address 1*	<input type="text" value="123 MAIN ST"/>		

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

(X:0; Y:470)

Update information as necessary.

Slide notes

Text Captions

Update information as necessary.

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Employer eServices®

Enrollment ID Cards Billing Help Training Tutorials

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

Scroll Up-U Scroll Down-D

Enrollee: **JOHN DOE** Group: **0700051** Insured ID: **00123456789-00**

First Name* Middle Initial

Address 1*

Address 2

City* Foreign Address Yes No

State* Zip* -

Home Phone - -

Work Phone - -

Gender*

Address Start Date / /

Late Enrollee*

Help **Highlight Box** Submit

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1. Introduction **3. Change**

2. Select **4. Try It!**

Next, we will update product information for this enrollee.

Slide notes

Text Captions

Next, we will update product information for this enrollee.

Slide 26 - Slide 26

Employer eServices®

Enrollment ID Cards Billing Help Training Tutorials

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

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 0700051 Insured ID: 00123456789-00

Employee Information Demographic Information **Product Information** Other Insurance

Step 3 Enter product information changes and Continue or Submit.

Product	Effective Date	Termination Date
MEDICAL	10/01/2006	
MEDICAL	09/01/2006	09/30/2006

Enroll Copy Remove **Modify Coverage Line** Assign Primary Provider

Policy Number 0700051

Coverage 0034 0034 PPOZN View Coverage Detail

Group Name 003 ACTIVE EMPLOYEES

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

The Product Information tab displays.

Slide notes

Text Captions

The Product Information tab displays.

Slide 27 - Slide 27

The screenshot shows the 'Employer eServices' interface. At the top, there are navigation tabs: 'Enrollment', 'ID Cards', and 'Billing'. The 'Change' tab is selected. Below the navigation, there are links for 'Add', 'Terminate', 'Reinstate', 'Change', 'Inquire', and 'Electronic File'. A 'Log Out' button is in the top right. The main header area displays 'Enrollee: JOHN DOE', 'Group: 0700051', and 'Insured ID: 00123456789-00'. Below this, there are four tabs: 'Employee Information', 'Demographic Information', 'Product Information' (which is active), and 'Other Insurance'. The 'Product Information' section is titled 'Step 3 Enter product information changes and Continue or Submit.' It contains a table with columns for 'Product', 'Effective Date', and 'Termination Date'. The table lists two 'MEDICAL' products with effective dates of 10/01/2006 and 09/01/2006, and a termination date of 09/30/2006. Below the table are buttons for 'Enroll', 'Copy', 'Remove', 'Modify Coverage Line', and 'Assign Primary Provider'. There are also input fields for 'Policy Number' (0700051) and 'Coverage' (0034 0034 PPOZN), along with a 'View Coverage Detail' link. At the bottom left, there is a navigation menu with buttons for '1. Introduction', '2. Select', '3. Change', and '4. Try It!'. A text box on the right side of the slide contains the text: 'From this tab, you may add, edit, or remove product selections.'

Slide notes

Text Captions

From this tab, you may add, edit, or remove product selections.

Slide 28 - Slide 28

Employer eServices®

Enrollment ID Cards Billing Help Training Tutorials

Add Terminate Reinstater Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 0700051 Insured ID: 00123456789-00

Employee Information Demographic Information **Product Information** Other Insurance

Step 3 Enter product information changes and Continue or Submit.

Product	Effective Date	Termination Date
MEDICAL	10/01/2006	
MEDICAL	09/01/2006	09/30/2006

Enroll Copy Remove **Modify Coverage Line** Assign Primary Provider

Policy Number 0700051

Coverage 0034 0034 PPOZN View Coverage Detail

Group Name: 000 ACTIVE EMPLOYEES

1. Introduction 2. Select 3. **Change** 4. Try It!

Keep in mind that changes to coverage are subject to the terms of your contractual agreement.

Slide notes

Text Captions

Keep in mind that changes to coverage are subject to the terms of your contractual agreement.

Slide 29 - Slide 29

Employer eServices®

Enrollment ID Cards Billing Help Training Tutorials

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

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 0700051 Insured ID: 00123456789-00

Employee Information Demographic Information **Product Information** Other Insurance

Step 3 Enter product information changes and Continue or Submit.

Product	Effective Date	Termination Date
MEDI	10/01/2006	
MEDI	09/01/2006	09/30/2006

Enroll Copy Remove **Modify Coverage Line** Assign Primary Provider

Policy Number 0700051

Coverage 0034 0034 PPOZN View Coverage Detail

Group Name 003 ACTIVE EMPLOYEES

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

In this example, we'll update the enrollee's medical plan by clicking the Modify Coverage line button.

Slide notes

Text Captions

In this example, we'll update the enrollee's medical plan by clicking the Modify Coverage line button.

Click the **Modify Coverage Line** button

Slide 30 - Slide 30

Employer eServices®

Enrollment ID Cards Billing Help Training Tutorials

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

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 0700051 Insured ID: 00123456789-00

Modify Product Enter Coverage, Positively Enrolled and Continue

** Required Field*

Policy * 0700051 Coverage Type * MEDICAL Effective Date * 10/01/2006

Coverage*	Group Name	Plan Name
0034 0034 PP0ZN 01/01/2002 -	GP2 ACTIVE EMPLOYEES	OPTIONS PPO

Market Name PCP/WIDE ACCESS Coverage Lookup

Termination Date

Positively Enrolled * Yes

Eligibility Status * ACTIVE Members Covered * Employee Only

New Coinsurance Market Number 0020494

Salary Deductible COBRA Paid-Date

Salary Year

1. Introduction **2. Select** **3. Change** **4. Try It!**

To change plan selection, click the drop-down arrow to the right of the current coverage selection.

Slide notes

Text Captions

To change plan selection, click the drop-down arrow to the right of the current coverage selection.

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Employer eServices®

Enrollment ID Cards Billing Help Training Tutorials

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

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 0700051 Insured ID: 00123456789-00

Modify Product Enter Coverage, Positively Enrolled and Continue

* Required Field

Policy * 0700051 Coverage Type * MEDICAL Effective Date * 10/01/2006

Coverage*	Group Name	Plan Name
0034 0034 PPOZN 01/01/2002 -	GP2 ACTIVE EMPLOYEES	OPTIONS PPO
0034 0034 PPOZN 01/01/2002 -	GP2 ACTIVE EMPLOYEES	OPTIONS PPO
0035 0035 PPOZN 01/01/2003 -	GP2 ACTIVE EMPLOYEES	OPTIONS PPO
0036 0036 PPOZN 01/01/2004 -	GP2 ACTIVE EMPLOYEES	OPTIONS PPO

Positively Enrolled * Yes Members

Eligibility Status * ACTIVE Market Number 0020494

New Coinsurance COBRA Paid-Date

Salary Deductible Salary Year

1. Introduction **3. Change**

2. Select **4. Try It!**

Select Plan

Select a new plan from the list.

Slide notes

Text Captions

Select a new plan from the list.

Select Plan

Slide 32 - Slide 32

The screenshot shows the 'Employer eServices' interface for changing enrollment. The top navigation bar includes 'Enrollment', 'ID Cards', and 'Billing'. The main header shows 'Enrollment' selected, with other options like 'Add', 'Terminate', 'Reinstate', 'Change', 'Inquire', and 'Electronic File'. A 'Log Out' button is in the top right. Below the header, the user information is displayed: 'Enrollee: JOHN DOE', 'Group: 0700051', and 'Insured ID: 00123456789-00'. The form fields include 'Policy * 0700051', 'Coverage Type * MEDICAL', and 'Effective Date * 10/01/2006'. A table shows the selected coverage: '0035 0035 PPOZN 01/01/2003 - GP2 ACTIVE EMPLOYEES OPTIONS PPO'. Other fields include 'Market Name PCP/WIDE ACCESS', 'Termination Date', 'Positively Enrolled * Yes', 'Eligibility Status * ACTIVE', 'New Coinsurance', 'Salary Deductible', 'COBRA Admin', 'Members Covered * Employee Only', 'Market Number 0024508', 'COBRA Paid-Date', and 'Salary Year'. A blue callout box with an arrow points to the 'Continue' button, with the text 'Click the Continue button'. A red box highlights the 'Highlight Box' button. At the bottom left, a navigation menu shows '1. Introduction', '2. Select', '3. Change', and '4. Try It!'. A blue-bordered box on the right contains the text: 'When you have finished, click the Continue button.'

Slide notes

Text Captions

When you have finished, click the Continue button.

Click the **Continue** button

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Employer eServices®

Enrollment ID Cards Billing Help Training Tutorials

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

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 0700051 Insured ID: 00123456789-00

Policy * 0700051 Coverage Type * MEDICAL Effective Date * 10/01/2006

Coverage*	Group Name	Plan Name
0035 0035 PPOZN 01/01... -	GP2 ACTIVE EMPLOYEES	OPTIONS PPO

Market Name PCP/WIDE ACCESS

Termination Date

Positively Enrolled * Yes

Eligibility Status **Highlight Box**

Members Covered * **Employee Only Highlight Box**

Market Number 0024508

New Coinsurance

COBRA Paid-Date / /

Salary Deductible

Salary Year

COBRA Admin Type

Help Back Cancel Submit

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

On the following page, you may update Eligibility Status and Members Covered information.

Slide notes

Text Captions

On the following page, you may update Eligibility Status and Members Covered information.

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Employer eServices®

Enrollment ID Cards Billing Help Training Tutorials

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

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 0700051 Insured ID: 00123456789-00

Policy * 0700051 Coverage Type * MEDICAL Effective Date * 10/01/2006

Coverage*	Group Name	Plan Name
0035 0035 PPO2N 01/01... -	GP2 ACTIVE EMPLOYEES	OPTIONS PPO

Market Name PCP/WIDE ACCESS

Termination Date

Positively Enrolled * Yes Members Covered * Employee Only

Eligibility Status * ACTIVE Market Number 0024508

New Coinsurance COBRA Paid-Date / /

Salary Deductible Year

COBRA Admin Type

Help Back Cancel **Submit**

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

When you have finished, click the Submit button.

Slide notes

Text Captions

When you have finished, click the Submit button.

Click the **Submit** button

Slide 35 - Slide 35

The screenshot shows the Employer eServices interface. At the top, there's a navigation bar with 'Enrollment', 'ID Cards', and 'Billing' tabs. Below that, a blue bar contains 'Add', 'Terminate', 'Reinstate', 'Change', 'Inquire', and 'Electronic File' buttons. A 'Log Out' button is on the right. Below the navigation bar, a grey bar displays 'Enrollee: JOHN DOE', 'Group: 0700051', and 'Insured ID: 00123456789-00'. A tabbed interface shows 'Employee Information', 'Demographic Information', 'Product Information' (selected), and 'Other Insurance'. Below the tabs, a message says 'Step 3 Enter product information changes and Continue or Submit.' A red box highlights a 'Transaction Successful' message. Below this is a table with columns 'Product', 'Effective Date', and 'Termination Date'. The table contains two rows: 'MEDICAL' with '10/01/2006' and 'MEDICAL' with '09/01/2006' and '09/30/2006'. Below the table are buttons for 'Enroll', 'Copy', 'Remove', 'Modify Coverage Line', and 'Assign Primary Provider'. At the bottom left, there are four numbered buttons: '1. Introduction', '2. Select', '3. Change', and '4. Try It!'. A blue box on the right contains the text: 'Back on the Product Information tab, a Transaction Successful message confirms that the coverage updates have been completed.'

Slide notes

Text Captions

Back on the Product Information tab, a Transaction Successful message confirms that the coverage updates have been completed.

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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: JOHN DOE Group: 0700051 Insured ID: 00123456789-00

Market Name: PCP/WIDE ACCESS PARALLEL

Positively Enrolled: YES Members Covered: Employee Only

Eligibility Status: ACTIVE Market Number: 0022502

New Coinsurance: COBRA Paid-Date: / /

Salary Deductible: Salary Year: / /

COBRA Admin Type: Physician: Click the Continue button Effective Date: / /

Help Highlight Box Submit

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

Click the Continue button at the bottom of the page.

Slide notes

Text Captions

Click the Continue button at the bottom of the page.

Click the **Continue** button

Slide 37 - Slide 37

Employer eServices®

Enrollment ID Cards Billing Help Training Tutorials

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

Scroll Up-U Scroll Down-D

Enrollee: JOHN DOE Group: 0700051 Insured ID: 00123456789-00

Employee Information Demographic Information Product Information **Other Insurance**

Step 4 Enter other insurance information changes and Submit.

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

Other Insurance UNKNOWN

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

If the dependent is covered, please select one of the following custody types:
 Type A: Dependent is covered under both employee's insurance plan and employee's spouse's insurance plan (married)

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

The Other Insurance tab displays.

Slide notes

Text Captions

The Other Insurance tab displays.

Slide 38 - Slide 38

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', 'Reinstate', 'Change', 'Inquire', and 'Electronic File'. A 'Log Out' button is in the top right. The main form area is titled 'Medicare Part D' and contains three radio button options: 'Enrolled in Medicare Part D', 'Ineligible for Medicare Part D', and 'Not Enrolled in Medicare Part D'. There are input fields for 'Effective Date' and 'Expiration Date', both in MM/DD/YYYY format. Below these are a 'Medicare Eligibility' dropdown menu and a 'HIC Number' input field. At the bottom of the form are 'Carrier 1' and 'Carrier 2' checkboxes. A 'Submit' button is highlighted with a red box, and a blue callout bubble points to it with the text 'Click the Submit button'. Below the form is a 'Help' button and a 'Submit' button. At the bottom of the page, there is a navigation menu with buttons for '1. Introduction', '2. Select', '3. Change', and '4. Try It!'. A blue-bordered box on the right side of the page contains the text: 'Update this information as necessary, then click the Submit button.'

Slide notes

Text Captions

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

Click the **Submit** button

Slide 39 - Slide 39

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: JOHN DOE Group: 0700051 Insured ID: 00123456789-00

Employee Information Demographic Information Product Information Other Insurance

Employee Information

Transaction Successful.

*Required fields

Original Date of Hire* 04/15/2006 Date of Retirement

Date of Death

Complete Alternate Payee information only when the payee is not the employee.

Alternate Payee Indicator NO

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

An inquiry-only screen displays a Transaction Successful message, confirming that your updates to this enrollee have been completed.

Slide notes

Text Captions

An inquiry-only screen displays a Transaction Successful message, confirming that your updates to this enrollee have been completed.

Slide 40 - Slide 40

The slide content area features a blue header bar with the "Employer eServices®" logo on the left. The main body of the slide is white and contains the following text:

Congratulations!
You have completed the Change Enrollment tutorial.

At the bottom of the slide, there is a grey rectangular area on the left and a white rectangular area on the right with a blue border. The white area contains the following text:

Congratulations! You've completed the Change Enrollment tutorial. In this tutorial, you learned how to change an enrollee's information using Employer eServices.

Slide notes

Text Captions

Congratulations! You've completed the Change Enrollment tutorial. In this tutorial, you learned how to change an enrollee's information using Employer eServices.

Congratulations!
You have completed the Change Enrollment tutorial.

Slide 41 - Slide 41

Employer eServices®

Congratulations!

You have completed the Change Enrollment tutorial.

Online Training Feedback

Please take a moment to provide feedback on this tutorial. A link is provided on the tutorial menu page.

Slide notes

Text Captions

Please take a moment to provide feedback on this tutorial. A link is provided on the tutorial menu page.

Congratulations!

You have completed the Change Enrollment tutorial.