

Employer eServices®

**Welcome to the COBRA Employee & Dependent Tutorial**

Audience: Employers

Module Length: Approx. 10 min.

Last Updated: 9/13/06

1. Introduction    3. Add'l Info  
2. Enrollment    4. Try It!

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.

Welcome to the COBRA Employee & Dependent Tutorial

Audience: Employers

Module Length: Approx. 10 min.

Last Updated: 9/13/06

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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1. Introduction    3. Add'l Info  
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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 COBRA Employee & Dependent Tutorial

Audience: Employers

Module Length: Approx. 10 min.

Last Updated: 9/13/06

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

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**Welcome to the COBRA Employee & Dependent Tutorial**

Audience: Employers

Module Length: Approx. 10 min.

Last Updated: 9/13/06

1. Introduction    3. Add'l Info  
2. Enrollment    4. Try It!

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

Welcome to the COBRA Employee & Dependent Tutorial

Audience: Employers

Module Length: Approx. 10 min.

Last Updated: 9/13/06

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

The screenshot shows the top of a web page with the 'Employer eServices®' logo in the top left corner. 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: 9/13/06'. At the bottom left, there are four buttons: '1. Introduction', '2. Enrollment', '3. Add'l Info', and '4. Try It!'. A blue-bordered box on the right contains a disclaimer: '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 COBRA Employee & Dependent Tutorial

Audience: Employers

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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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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 Billing Reports Banking ManageAccess 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 information  
[EMPLOYEE COMMUNICATION: Create your own employee health and wellness newsletter!](#)  
[Hot Topic Link - Frontier](#)  
[Personal Health Manager on myuhc.com](#)  
[Plan Cost Estimator - click here to see how it can help you and your employees](#)  
[Tommy Test](#)

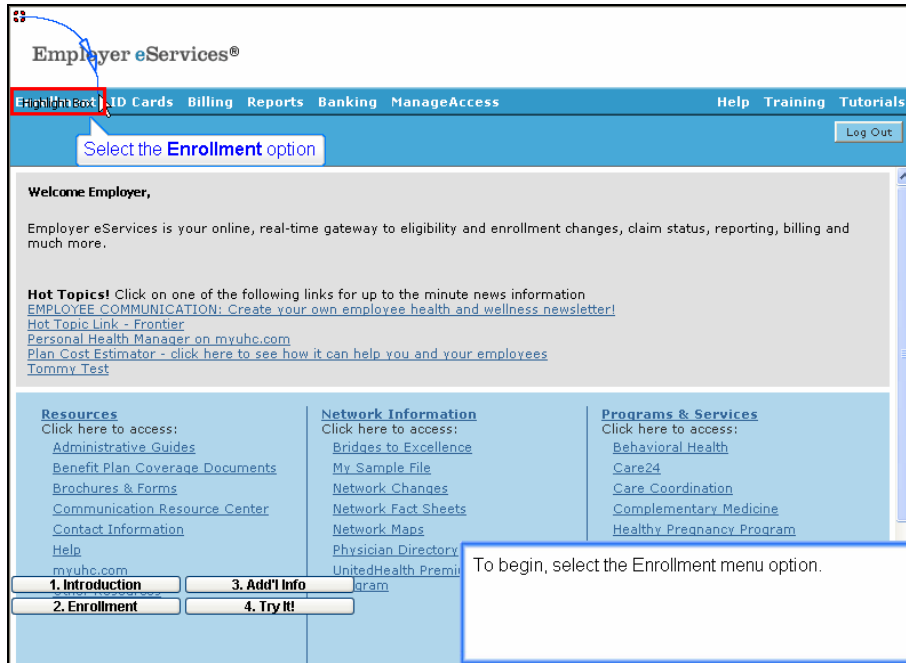
<b>Resources</b> Click here to access: <a href="#">Administrative Guides</a> <a href="#">Benefit Plan Coverage Documents</a> <a href="#">Brochures &amp; Forms</a> <a href="#">Communication Resource Center</a> <a href="#">Contact Information</a> <a href="#">Help</a> <a href="#">myuhc.com</a>	<b>Network Information</b> Click here to access: <a href="#">Bridges to Excellence</a> <a href="#">My Sample File</a> <a href="#">Network Changes</a> <a href="#">Network Fact Sheets</a> <a href="#">Network Maps</a> <a href="#">Physician Directory</a> <a href="#">UnitedHealth Premier</a>	<b>Programs &amp; Services</b> Click here to access: <a href="#">Behavioral Health</a> <a href="#">Care24</a> <a href="#">Care Coordination</a> <a href="#">Complementary Medicine</a> <a href="#">Healthy Pregnancy Program</a>
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**1. Introduction**    **3. Add'l Info**  
**2. Enrollment**    **4. Try It!**

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.

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.

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.



To begin, select the Enrollment menu option.

Select the Enrollment option



The screenshot shows the Employer eServices website interface. At the top, there is a navigation bar with the following links: Enrollment, ID Card, Billing, Reports, Banking, and ManageAccess. On the right side of this bar are links for Help, Training, and Tutorials. Below this is a secondary menu bar with options: Add, Terminate, Reinstatement (highlighted with a red box), Change, Inquire, and Electronic File. A 'Log Out' button is also present. A callout box points to the 'Reinstatement' link with the text 'Click the Reinstatement option'. The main content area includes a 'Welcome Employer,' message, a brief description of the service, and a 'Hot Topics!' section with several links. Below this are three columns of resource links: 'Resources', 'Network Information', and 'Programs & Services'. At the bottom, there is a progress bar with four steps: 1. Introduction, 2. Enrollment, 3. Add'l Info, and 4. Try It! A callout box on the right side of the page contains the text: '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.

Click the Reinstatement option

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Enrollment ID Cards Billing Reports Banking ManageAccess Help Training Tutorials

Add Terminate Reinstated 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 (Select Group)

GENEVA PHARMACEUTICALS, INC. 0700051 Alternate ID)

LYNN'S BAKERY, INC. 0402836

ZOMBA RECORDING CORP. 0701699

By Last Name First Initial Search

Select Enrollee

Help Highlight Box

Click the Continue button

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1. Introduction 3. Add'l Info

2. Enrollment 4. Try It!

Select the appropriate Group and click the Continue button.

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Select the appropriate Group and click the Continue button.

Click the Continue button

The screenshot displays the 'Employer eServices' web application interface. At the top, there is a navigation bar with links for 'Enrollment', 'ID Cards', 'Billing', 'Reports', 'Banking', and 'ManageAccess'. Below this is a secondary navigation bar with 'Add', 'Terminate', 'Reinstater', 'Change', 'Inquire', and 'Electronic File' buttons, along with a 'Log Out' button and 'Scroll Up-U' / 'Scroll Down-D' controls. The main content area is titled 'Select Group from list, enter Employee Search criteria and select Search.' It features a 'Select Group' dropdown menu currently set to 'GENEVA PHARMACEUTICALS, INC. 0700051'. Below this, there are two search options: 'By Employee ID' (selected) and 'By Last Name'. The 'By Employee ID' option includes a 'Highlight Box' input field with a '(624 x:66)' format and '(SSN or Alternate ID)' label. The 'By Last Name' option includes a text input field with an '(X:27; Y:211)' format and a 'First Initial' field. A 'Search' button is located to the right of the 'By Last Name' input. Below the search options is a 'Select Enrollee' dropdown menu. At the bottom of the search area are 'Help' and 'Continue' buttons. A blue-bordered text box on the right side of the screenshot contains the instruction: '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.' At the bottom of the page, there is a disclaimer: 'By using this web site you agree to our Internet Service Agreement Contact Us' and a list of numbered steps: '1. Introduction', '2. Enrollment', '3. Add'l info', and '4. Try It!'. The footer of the page includes the page number '11 of 41', the 'Employer eServices' logo, the date '6/19/2007', and the copyright notice '© 2006 UnitedHealth Group. All rights reserved'.

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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Add Terminate Reinstated 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

Select Enrollee:

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

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

Enter the Employee ID



The screenshot shows the 'Employer eServices' interface. At the top, there are navigation tabs: 'Enrollment', 'ID Cards', 'Billing', 'Reports', 'Banking', and 'ManageAccess'. Below these are links for '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 'GENEVA PHARMACEUTICALS, INC. 0700051'. Under 'Employee Search', there are two radio buttons: 'By Employee ID' (selected) with a text input field containing '555555555' 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, the 'Select Enrollee' dropdown menu is open, showing a list of results with 'SMITH, JAN (Employee) 555555555' highlighted. A red box highlights the dropdown arrow, and a blue callout box points to it with the text 'Click Select Enrollee menu arrow'. At the bottom of the page, there are links for 'Internet Service Agreement' and 'Contact Us', a privacy notice, and a numbered list of steps: '1. Introduction', '2. Enrollment', '3. Add'l info', and '4. Try it!'. A copyright notice for 'Employer eServices' is also visible.

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

Click Select Enrollee menu arrow

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

Select the correct employee

The screenshot shows the 'Employer eServices' interface. At the top, there are navigation tabs for 'Enrollment', 'ID Cards', 'Billing', 'Reports', 'Banking', and 'ManageAccess'. Below these are links for '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 includes a 'Select Group' dropdown set to 'GENEVA PHARMACEUTICALS, INC. 0700051'. The 'Employee Search' section has two radio buttons: 'By Employee ID' (selected) with a text input containing '555555555' and '(SSN or Alternate ID)', and 'By Last Name' with a text input and 'First Initial' field. A 'Search' button is next to the 'By Last Name' field. The 'Select Enrollee' dropdown is open, showing 'SMITH, JAN (Employee) 555555555'. A 'Help' button is located below the dropdown. A red box highlights the 'Highlight Box' text, and a blue callout points to the 'Continue' button. At the bottom, there is a disclaimer and a progress bar with steps: '1. Introduction', '2. Enrollment', '3. Add'l info', and '4. Try It!'. A blue callout box at the bottom right contains the text: 'The employee name you selected now appears in the Select Enrollee field. Click the Continue button.'

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

Click the Continue button



The Reinstate Employee screen displays. The Effective Date indicates when COBRA coverage begins. It's automatically populated based on the Termination Date to ensure no lapse in coverage.

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Enrollment ID Cards Billing Reports Banking ManageAccess Help Training Tutorials

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

Scroll Up-U Scroll Down-D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

**Reinstate Employee**

Step 1 Enter information and select Continue.  
\*Required fields

Effective Date\* 10 / 01 / 2006

Enrolling in COBRA?\* Yes  No

COBRA Admin Type (Only) [Dropdown] COBRA Definitions

Help Continue

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1. Introduction 2. Enrollment 3. Add'l Info 4. Try It!

After verifying that the Effective Date is correct, be sure to click the "Yes" radio button for "Enrolling in COBRA?" to properly enroll the employee in COBRA coverage.

After verifying that the Effective Date is correct, be sure to click the "Yes" radio button for "Enrolling in COBRA?" to properly enroll the employee in COBRA coverage.

Select the Yes radio button

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

Scroll Up-U Scroll Down-D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

**Reinstate Employee**

Step 1 Enter information and select Continue.

\*Required fields

Effective Date\* 10 / 01 / 2006

Enrolling in COBRA?\* Yes  No

COBRA Admin Type  [COBRA Definitions](#)

(Only needed if enrolling in COBRA)

Help

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1. Introduction 2. Enrollment 3. Add'l Info 4. Try It!

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Click the COBRA Admin Type drop-down menu to select the appropriate option.

Click the COBRA Admin Type menu arrow

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Add Terminate Reinstate Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

**Reinstate Employee**

Step 1 Enter information and select Continue.

\*Required fields

Effective Date\* 10 / 01 / 2006

Enrolling in COBRA?\* Yes  No

COBRA Admin Type [COBRA Definitions](#)

COBRA - CUSTOMER OR THIRD PARTY ADMINISTERED

COBRA - CARRIER ADMINISTERED

Help Continue

Click the highlighted option

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1. Introduction 2. Enrollment 3. Add'l Info 4. Try It!

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In this example, we'll select the "COBRA - CARRIER ADMINISTERED" option. Clicking the Cobra Definitions link provides definitions of the available options.

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Click the highlighted option

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Enrollment ID Cards Billing Reports Banking ManageAccess Help Training Tutorials

Add Terminate Reinstate Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

### Reinstate Employee

Step 1 Enter information and select Continue.

\*Required fields

Effective Date\* 10 / 01 / 2006

Enrolling in COBRA?\* Yes  No

COBRA Admin Type COBRA - CARRIER ADMINISTERED COBRA Definitions  
(Only needed if enrolling in COBRA)

Help Continue

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1. Introduction 2. Enrollment 3. Add'l Info 4. Try It!

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Click the Continue button.

Click the Continue button

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Enrollment ID Cards Billing Reports Banking ManageAccess Help Training Tutorials

Add Terminate Reinstated Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

Employee Information Demographic Information Product Information Other Insurance

Step 2 Enter employee information changes and Continue.

\*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

Help Highlight Box

Click the Continue button

1. Introduction 2. Enrollment 3. Add'l Info 4. Try It!

The Employee Information tab displays. This information prefills based on previous entries. Review this data and correct it as necessary, then click the Continue button.

The Employee Information tab displays. This information prefills based on previous entries. Review this data and correct it as necessary, then click the Continue button.

Click the Continue button

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Enrollment ID Cards Billing Reports Banking ManageAccess Help Training Tutorials

Add Terminate Reinstated Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

First Name\* JAN Middle Initial

Address 1\* 123 MAIN

Address 2

City\* ANYTOWN Foreign Address Yes  No

State\* MISSOURI Zip\* 63301 -

Home Phone - - Work Phone - -

Gender\* FEMALE Address

Late Enrollee\* NEW HIRE

Help

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1. Introduction 3. Add Info

2. Enrollment 4. Try It!

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Click the Continue button

Highlight Box

The Demographic Information tab displays. This information also prefills based on previous entries. Scroll down to review this data and correct it as necessary, then click the Continue button.

The Demographic Information tab displays. This information also prefills based on previous entries. Scroll down to review this data and correct it as necessary, then click the Continue button.

Click the Continue button

The screenshot shows the 'Employer eServices' web application. At the top, there is a navigation bar with links for 'Enrollment', 'ID Cards', 'Billing', 'Reports', 'Banking', and 'ManageAccess'. Below this is a secondary navigation bar with 'Add', 'Terminate', 'Reinstate', 'Change', 'Inquire', and 'Electronic File' buttons, along with a 'Log Out' button. The main content area displays employee information: 'Enrollee: JAN SMITH', 'Group: 0700051', and 'Insured ID: 0055555555-00'. A tabbed interface is visible, with the 'Product Information' tab selected and highlighted in red. Below the tabs, the page indicates 'Step 4 Enter product information changes and Continue.' A table lists product details:

Product	Effective Date	Termination Date
MEDICAL	05/01/2006	09/30/2006
*MEDICAL	10/01/2006	

Below the table are buttons for 'Enroll', 'Copy', 'Remove', 'Modify Coverage Line', and 'Assign Physician'. Further down, there are input fields for 'Policy Number' (0700051), 'Coverage' (0079 0079 PPOZN), and 'Group Name' (GPTC DISABLED PARTICIPANTS). At the bottom, there are four numbered steps: '1. Introduction', '2. Enrollment', '3. Add'l Info', and '4. Try It!'. A 'Positively Enrolled' checkbox is checked. A blue callout box on the right side of the screenshot contains the text: 'Next, the Product Information tab displays.'

Next, the Product Information tab displays.



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Enrollment ID Cards Billing Reports Banking ManageAccess Help Training Tutorials

Add Terminate Reinstatement Change Inquire Electronic File Log Out

Scroll Up -U Scroll Down -D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

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

Step 4 Enter product information changes and Continue.

Product	Effective Date	Termination Date
MEDICAL	05/01/2006	09/30/2006
*MEDICAL	10/01/2006	

Enroll Copy Remove Modify Coverage Line Assign Physician

Policy Number: 0700051

Coverage: 0079 0079 PPOZN

Group Name: GPTC DISABLED PARTICIPANTS

Plan Name: OPTIMUM 800

1. Introduction 3. Add'l Info

2. Enrollment 4. Try It!

Positively Enrolled YES

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.

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Enrollment ID Cards Billing Reports Banking ManageAccess Help Training Tutorials

Add Terminate Reinstatement Change Inquire Electronic File Log Out

Scroll Up -U Scroll Down -D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

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

Step 4 Enter product information changes and Continue.

Product	Effective Date	Termination Date
MEDICAL	05/01/2006	09/30/2006
*MEDICAL	10/01/2006	

Enroll Copy Remove Modify Coverage Line Assign Physician

Policy Number: 0700051

Coverage: 0079 0079 PPOZN

Group Name: GPTC DISABLED PARTICIPANTS

Plan Name: OPTIMUM 800

1. Introduction 3. Add'l Info

2. Enrollment 4. Try It!

Positively Enrolled: YES

You have a number of options on this tab.

You have a number of options on this tab.

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Enrollment ID Cards Billing Reports Banking ManageAccess Help Training Tutorials

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

Scroll Up-U Scroll Down-D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

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

Step 4 Enter product information changes and Continue.

Product	Effective Date	Termination Date
MEDICAL	05/01/2006	09/30/2006
*MEDICAL	Highlight Box	10/01/2006

Enroll Copy Remove Modify Coverage Line Assign Physician

Policy Number: 0700051

Coverage: 0079 0079 PPOZN

Group Name: GPTC DISABLED PARTICIPANTS

Plan Name: OPTIMUM 900

1. Introduction 3. Add'l info

2. Enrollment 4. Try It!

Positively Enrolled YES

For example, you may wish to edit existing product information. To do so, click the product you would like to change.

For example, you may wish to edit existing product information. To do so, click the product you would like to change.

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Add Terminate Reinstater Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

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

Step 3 Enter product information changes and Continue or Submit.

Product	Effective Date	Termination Date
MEDICAL	05/01/2006	09/30/2006
*MEDICAL	10/01/2006	

Enroll Copy Remove **Modify Coverage Line** Assign Physician

Policy Number: 9999999

Coverage: 0001 0001 POSZN

Group Name:

Plan Name:

1. Introduction 3. Add'l Info

2. Enrollment 4. Try It!

Positively Enrolled: YES Me

Click the Modify Coverage Line button to make necessary changes. Refer to the Change Enrollment tutorial for more information.

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Add Terminate Reinstater Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

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

Step 4 Enter product information changes and Continue.

Product	Effective Date	Termination Date
MEDICAL	05/01/2006	09/30/2006
*MEDICAL	10/01/2006	

Enroll Copy Highlight Box Modify Coverage Line Assign Physician

Policy Number 0700051

Coverage 0079 0079 PPOZN

Group Name GPTC DISABLED PARTICIPANTS

Plan Name

1. Introduction 3. Add'l info

2. Enrollment 4. Try It!

Positively Enrolled YES

You can also add or remove products while on this tab.

You can also add or remove products while on this tab.

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Enrollment ID Cards Billing Reports Banking ManageAccess Help Training Tutorials

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

Scroll Up-U Scroll Down-D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

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

Step 4 Enter product information changes and Continue.

Product	Effective Date	Termination Date
MEDICAL	05/01/2006	09/30/2006
*MEDICAL	10/01/2006	

Enroll Copy Remove Modify Coverage Line Assign Physician

Policy Number 0700051

Coverage 0079 0079 PPOZN

Group Name GPTC DISABLED PARTICIPANTS

Plan Name

1. Introduction 3. Add'l info

2. Enrollment 4. Try It!

Positively Enrolled YES

For more detailed information on these procedures, please see the Add Employee or Add Dependent tutorials.

For more detailed information on these procedures, please see the Add Employee or Add Dependent tutorials.

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

Scroll Up-U Scroll Down-D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

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

Step 4 Enter product information changes and Continue.

Product	Effective Date	Termination Date
MEDICAL	05/01/2006	09/30/2006
*MEDICAL	10/01/2006	

Enroll Copy Remove Modify Coverage Line **As HighLighted**

Policy Number 0700051

Coverage 0079 0079 PPOZN

Group Name GPTC DISABLED PARTICIPANTS

Plan Name

1. Introduction 3. Add'l info

2. Enrollment 4. Try It!

Positively Enrolled YES Me

Please note that for some products you may need to assign a Primary Physician.

Please note that for some products you may need to assign a Primary Physician.

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Scroll Up-U Scroll Down-D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

Market Name: PCP/WIDE ACCESS

[Positively Enrolled](#) YES [Members Covered](#) Employee Only

[Eligibility Status](#) ACTIVE [Market Number](#) 0024508

[New Coinsurance](#) [COBRA Paid-Date](#)

[Salary Deductible](#) [Salary Year](#)

[COBRA Admin Type](#) COBRA - CARRIER ADMINISTERED

[Physician](#) [Effective Date](#) / /

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

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[1. Introduction](#) [3. Add'l Info](#)

[2. Enrollment](#) [4. Try It!](#)

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For assistance with this process, click the Help button at the bottom of the screen or refer to the Quick Reference Cards online.

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Employer eServices®

Enrollment ID Cards Billing Reports Banking ManageAccess Help Training Tutorials

Add Terminate Reinstatement Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

Market Name: PCP/WIDE ACCESS

Positively Enrolled: YES Members Covered: Employee Only

Eligibility Status: ACTIVE Market Number: 0024508

New Coinsurance: COBRA Paid-Date: Salary Year: Salary Deductible: Effective Date: / /

COBRA Admin Type: COBRA - CARRIER ADMINISTERED

Physician: Effective Date: / /

Help Continue

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1. Introduction 2. Enrollment 3. Add'l Info 4. Try It!

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Verify the information you have entered is correct, then click the Continue button.

Verify the information you have entered is correct, then click the Continue button.

Click the Continue button

The screenshot shows the 'Employer eServices' interface. At the top, there is a navigation bar with links for 'Enrollment', 'ID Cards', 'Billing', 'Reports', 'Banking', and 'ManageAccess'. Below this is a secondary navigation bar with 'Add', 'Terminate', 'Reinstate', 'Change', 'Inquire', and 'Electronic File'. The user is logged in as 'JAN SMITH' with group '0700051' and insured ID '0055555555-00'. The 'Other Insurance' tab is selected, and the page is at 'Step 5: Enter other insurance information changes and Submit.' The form contains a question about other medical plans, a dropdown menu for 'Other Insurance' (set to 'UNKNOWN'), and fields for 'Effective Date' and 'Expiration Date'. There are also radio buttons for 'Type A' and 'Type B' custody types. A red box highlights the scroll bar on the right, with a blue arrow pointing to it and a callout box that says 'Click the scroll bar'. Another callout box at the bottom right says 'The Other Insurance tab displays. Use the scroll bar on the right to Continue.' At the bottom of the form, there are four buttons: '1. Introduction', '2. Enrollment', '3. Add'l Info', and '4. Try It!'.

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

Click the scroll bar

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

Click the Submit button

The screenshot displays the Employer eServices® interface. At the top, there is a navigation bar with links for Enrollment, ID Cards, Billing, Reports, Banking, and ManageAccess. Below this, a secondary navigation bar includes links for Add, Terminate, Reinstatement, Change, Inquire, and Electronic File, along with a Log Out button. The main content area shows the following information:

- Enrollee: JAN SMITH
- Group: 0700051
- Insured ID: 0055555555-00

The "Employee Information" tab is selected, and a message box states: "Transaction Successful." Below this, there are fields for "Original Date of Hire\*" (04/15/2006), "Date of Retirement", and "Date of Death". A note indicates: "Complete Alternate Payee information only when the payee is not the employee." Below this, there are fields for "Alternate Payee Indicator" (NO) and "Alt Payee Last Name". A blue callout box on the right side of the form contains the text: "After you click the Submit button you should see a message like this one. It confirms the transaction was successful. However, if you receive an error message, follow the instructions to correct the error."

After you click the Submit button you should see a message like this one. It confirms the transaction was successful. However, if you receive an error message, follow the instructions to correct the error.

Employer eServices®

Enrollment ID Cards Billing Reports Banking ManageAccess Help Training Tutorials

Add Terminate Reinstatement Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

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 3. Add'l Info

2. Enrollment 4. Try it!

Alt Payee Last Name

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.

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.

Employer eServices®

Enrollment ID Cards Billing Reports Banking ManageAccess Help Training Tutorials

Add Terminate Reinstatement Change Inquire Electronic File Log Out

Scroll Up-U Scroll Down-D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

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. Enrollment 3. Add'l Info 4. Try it!

Alt Payee Last Name

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.

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.

Employer eServices®

Enrollment ID Cards Billing Reports Banking ManageAccess Help Training Tutorials

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

Scroll Up-U Scroll Down-D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

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 3. Add'l Info

2. Enrollment 4. Try it!

Alt Payee Last Name

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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Employer eServices®

Enrollment ID Cards Billing Reports Banking ManageAccess Help Training Tutorials

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

Scroll Up-U Scroll Down-D

Enrollee: JAN SMITH Group: 0700051 Insured ID: 0055555555-00

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 3. Add'l Info

2. Enrollment 4. Try It!

Alt Payee Last Name

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

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



The screenshot shows a web interface for Employer eServices®. At the top left, the logo "Employer eServices®" is displayed. The main content area features a blue header bar. Below the header, the text reads: "Congratulations! You have completed the COBRA Employee & Dependent Tutorial". At the bottom left, there are four buttons: "1. Introduction", "2. Enrollment", "3. Add'l Info", and "4. Try It!". At the bottom right, a blue-bordered box contains the text: "Congratulations! You've completed the COBRA Employee & Dependent tutorial. In this tutorial, you learned how to enroll an existing employee and dependent for COBRA using Employer eServices."

Congratulations!

You have completed the COBRA Employee & Dependent Tutorial

Congratulations! You've completed the COBRA Employee & Dependent tutorial. In this tutorial, you learned how to enroll an existing employee and dependent for COBRA using Employer eServices.