

Slide 1 - Slide 1

Employer eServices®

Welcome to the Reinstatement Enrollment tutorial

Audience: Employers

Module Length: Approximately 7 minutes

Last Updated: 04/04/2007

1. Introduction 3. Reinstatement

2. Select

Highlight Box
(385 x 110)
(X:0; Y:450)

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

Slide notes

Text Captions

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

Welcome to the Reinstatement Enrollment tutorial

Audience: Employers

Module Length: Approximately 7 minutes

Last Updated: 04/04/2007

Slide 2 - Slide 2

Employer eServices®

Welcome to the Reinstatement Enrollment tutorial

Audience: Employers

Module Length: Approximately 7 minutes

Last Updated: 04/04/2007

1. Introduction 3. Reinstatement

2. Select

Highlight Box
(385 x 110)
(X:0; Y:450)

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 Reinstatement Enrollment tutorial

Audience: Employers

Module Length: Approximately 7 minutes

Last Updated: 04/04/2007

Slide 3 - Slide 3

Employer eServices®

Welcome to the Reinstate Enrollment tutorial

Audience: Employers

Module Length: Approximately 7 minutes

Last Updated: 04/04/2007

1. Introduction 3. Reinstate

2. Select

Highlight Box
(385 x 110)
(X:0; Y:450)

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

Slide notes

Text Captions

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

Welcome to the Reinstate Enrollment tutorial

Slide 4 - Slide 4

Employer eServices®

Welcome to the Reinstatement Enrollment tutorial

Audience: Employers

Module Length: Approximately 7 minutes

Last Updated: 04/04/2007

1. Introduction 3. Reinstatement

2. Select

Highlight Box
(385 x 110)
(X:0; Y:450)

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 Reinstatement Enrollment tutorial

Audience: Employers

Module Length: Approximately 7 minutes

Last Updated: 04/04/2007

Slide 5 - Slide 5

Employer eServices®

Welcome to the Reinstatement Enrollment tutorial

Audience: Employers

Module Length: Approximately 7 minutes

Last Updated: 04/04/2007

1. Introduction 3. Reinstatement
2. Select Highlight Box
 (385 x 110)
 (X:0; Y:450)

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 Reinstatement Enrollment tutorial

Audience: Employers

Module Length: Approximately 7 minutes

Last Updated: 04/04/2007

Slide 6 - Slide 6

Slide notes

Text Captions

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

Slide 7 - Slide 7

Employer eServicesSM UnitedHealthcare[®]
A UnitedHealth Group Company

Enrollment ID Cards Help Training Tutorials Log Out

Welcome Mohammed,

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:
[New e-Newsletter for Member in 2007: Healthy Mind, Healthy Body](#)
[New Definity HSA Enrollment Materials and Process](#)
[Employer eServices System Enhancement Making It Easier For You to Work Within Multiple Policy Periods](#)
[Employer eServices@ Compatibility with Internet Explorer 7.0](#)
[ALERT: Delay with Online Invoice Display](#)

Resources Click here to access: Administrative Guides Benefit Plan Coverage Documents Brochures & Forms Communication Resource Center Contact Us Help	Network Information Click here to access: Network Changes Network Fact Sheets Network Maps Provider Directory Provider Directory - Medica Provider Directory - Michigan	Programs & Services Click here to access: Behavioral Health Care Coordination Care24 Definity HRA-HSA Healthy Pregnancy Program Pharmacy Program
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1. Introduction **3. Reinstate**
2. Select Highlight Box (385 x 110) (X:0; Y:450)

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.

Slide notes

Text Captions

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.

Slide 8 - Slide 8

The screenshot shows the Employer eServices website. At the top left is the logo "Employer eServicesSM". At the top right is the "UnitedHealthcare[®]" logo with the tagline "A UnitedHealth Group Company". Below the logo is a blue navigation bar with the text "Enrollment ID Cards" on the left and "Help Training Tutorials" on the right. A "Log Out" button is located in the top right corner of the page. The main content area starts with a "Welcome Mohammed," message. Below this is a paragraph: "Employer eServices is your online, real-time gateway to eligibility and enrollment changes, claim status, reporting, billing and much more." This is followed by a "Hot Topics!" section with several hyperlinks: "New e-Newsletter for Member in 2007: Healthy Mind, Healthy Body", "New Definity HSA Enrollment Materials and Process", "Employer eServices System Enhancement Making It Easier For You to Work Within Multiple Policy Periods", "Employer eServices@ Compatibility with Internet Explorer 7.0", and "ALERT: Delay with Online Invoice Display". Below the hot topics are three columns of links under the headings "Resources", "Network Information", and "Programs & Services". Each column has a "Click here to access:" prompt followed by several hyperlinks. At the bottom of the page, there is a navigation menu with three buttons: "1. Introduction", "2. Select", and "3. Reinstate". The "3. Reinstate" button is highlighted with a blue border. To the right of the navigation menu, there is a text box containing the text: "In this example, we'll show the process to reinstate an employee." Below the navigation menu, there is a small text box that says "Highlight Box (385 x 110) (X:0; Y:450)".

Slide notes

Text Captions

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

Slide 9 - Slide 9

The screenshot shows the Employer eServices website. At the top left, the logo 'Employer eServicesSM' is displayed. To its right is the 'UnitedHealthcare[®]' logo with the tagline 'A UnitedHealth Group Company'. Below the logo is a navigation bar with 'ID Cards', 'Help', 'Training', and 'Tutorials'. A 'Log Out' button is in the top right corner. A red box highlights the 'ID Cards' link, with a blue arrow pointing to a white callout box containing the text 'Select Enrollment'. Below the navigation bar, there is a main content area with a heading 'W...' and a paragraph: 'Employer eServices is your online, real-time gateway to eligibility and enrollment changes, claim status, reporting, billing and much more.' Below this is a 'Hot Topics!' section with several links: 'New e-Newsletter for Member in 2007: Healthy Mind, Healthy Body', 'New Definity HSA Enrollment Materials and Process', 'Employer eServices System Enhancement Making It Easier For You to Work Within Multiple Policy Periods', 'Employer eServices@ Compatibility with Internet Explorer 7.0', and 'ALERT: Delay with Online Invoice Display'. At the bottom, there are three columns of links under the headings 'Resources', 'Network Information', and 'Programs & Services'. A grey box at the bottom left contains a numbered list: '1. Introduction', '2. Select', and '3. Reinstate'. A white box at the bottom right contains the text: 'To begin, select the Enrollment menu option.'

Slide notes

Text Captions

Select Enrollment

To begin, select the Enrollment menu option.

Slide 10 - Slide 10

The screenshot shows the Employer eServices website interface. At the top, there is a navigation bar with 'Enrollment' and 'ID Cards' tabs. Below this, a secondary menu bar contains 'Add', 'Terminate', 'Reinstatement', 'Change', and 'Inquire' options. The 'Reinstatement' option is highlighted with a red box, and a mouse cursor is pointing at it. A callout box with a blue border and white background points to the 'Reinstatement' option, containing the text 'Select Reinstatement'. Below the navigation bar, there is a 'Welcome Moham' message and a 'Log Out' button. The main content area includes a 'Hot Topics!' section with several links and three columns of resource links: 'Resources', 'Network Information', and 'Programs & Services'. At the bottom of the screenshot, there is a navigation bar with buttons for '1. Introduction', '2. Select', '3. Reinstatement', and '4. Summary'. A text box on the right side of the screenshot contains the instruction: 'A second menu bar appears. Click the Reinstatement menu option.'

Slide notes

Text Captions

Select Reinstatement

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

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Slide notes

Text Captions

The Select Group screen displays.

Slide 12 - Slide 12

The screenshot shows the 'Employer eServices' interface for the 'Reinstatement' process. The page header includes the UnitedHealthcare logo and navigation links for 'Enrollment', 'ID Cards', 'Help', 'Training', and 'Tutorials'. The main navigation bar contains 'Add', 'Terminate', 'Reinstatement', 'Change', and 'Inquire' buttons, along with a 'Log Out' button. The main content area is titled 'Select Group from list, enter Employee Search criteria and select Search.' It features a 'Select Group' dropdown menu with the text 'ACIS FILE 5_Customer 1 0711585' and a red square highlighting the dropdown arrow. Below this are 'Employee Search' options: 'By Employee ID' (selected) and 'By Last Name', each with an input field. There is also a 'Select Enrollee' dropdown menu. A 'Search' button is located to the right of the search criteria. At the bottom of the form are 'Help' and 'Continue' buttons. A blue callout box with a white background and a blue border points to the 'Select Group' dropdown menu, containing the text 'Select the **Select Group** drop-down menu'. Below the form, there is a navigation bar with buttons for '1. Introduction', '2. Select', and '3. Reinstatement'. A 'Highlight Box' with coordinates (385 x 110) and (X:0; Y:450) is positioned over the '3. Reinstatement' button. A separate white box with a blue border contains the text 'Click the Select Group drop-down menu.'

Slide notes

Text Captions

Click the Select Group drop-down menu.

Select the **Select Group** drop-down menu

Slide 13 - Slide 13

Employer eServicesSM UnitedHealthcare[®]
A UnitedHealth Group Company

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: ACIS FILE 5_Customer 1 0711585
ACIS FILE 5_Customer 1 0711585

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 **3. Reinstate**
2. Select

Highlight Box
(385 x 110)
(X:0; Y:450)

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

Slide notes

Text Captions

Select the **Group Name**

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

Slide 14 - Slide 14

Employer eServicesSM UnitedHealthcare[®]
A UnitedHealth Group Company

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 ACIS FILE 5_Customer 1 0711585

Employee Search By Employee ID (SSN or Alternate ID)

By Last Name (X:20; Y:178) First Initial

Select Enrollee

Select an Employee Search method

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1. Introduction 2. Select 3. Reinstate

Highlight Box (385 x 110) (X:0; Y:450)

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.

Slide notes

Text Captions

Select an Employee Search method

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.

Slide 15 - Slide 15

Employer eServicesSM UnitedHealthcare[®]
A UnitedHealth Group Company

Enrollment ID Cards Help Training Tutorials

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

Scroll Up-U Scroll Down-D

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

Select Group: ACIS FILE 5_Customer 1 0711585

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

Select Enrollee

Select an **Employee Search** method

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1. Introduction **3. Reinstatement**
2. Select Highlight Box (385 x 110) (X:0; Y:450)

In this example, we will search by employee Last Name.

Slide notes

Text Captions

Select an **Employee Search** method

In this example, we will search by employee Last Name.

Slide 16 - Slide 16

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. Click the Search button.

Slide 17 - Slide 17

Slide notes

Text Captions

Click the **Search** button

Click the Search button.

Slide 18 - Slide 18

Slide notes

Text Captions

Select the **Select Employee** drop-down menu

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

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Employer eServicesSM UnitedHealthcare[®]
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Enrollment ID Cards Help Training Tutorials

Add Terminate **Reinstatement** Change Inquire Log Out

Scroll Up-U Scroll Down-D

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

Select Group ACIS FILE 5_Customer 1 0711585

Employee Search By Employee ID (SSN or Alternate ID)

By Last Name DOE First Initial Search

Select Enrollee

DOE, JANE (Employee) 00019283746

DOE, JANE (Employee) 00019283746

Select the an **Employee**

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1. Introduction 3. Reinstatement

2. Select Highlight Box (385 x 110) (X:0; Y:450)

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

Slide notes

Text Captions

Select the an **Employee**

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

Slide 20 - Slide 20

Employer eServicesSM UnitedHealthcare[®]
A UnitedHealth Group Company

Enrollment ID Cards Help Training Tutorials

Add Terminate **Reinstatement** Change Inquire Log Out

Scroll Up-U Scroll Down-D

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

Select Group: ACIS FILE 5_Customer 1 0711585

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

Select Enrollee: DOE, JANE (Employee) 00019283746

Help Highlight Box

Click the **Continue** button

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1. Introduction 3. Reinstatement
2. Select Highlight Box (385 x 110) (X:0; Y:450)

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

Slide notes

Text Captions

Click the **Continue** button

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

Slide 21 - Slide 21

Employer eServicesSM UnitedHealthcare[®]
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Enrollment ID Cards Help Training Tutorials

Add Terminate Reinstatement Change Inquire Log Out

Scroll Up-U Scroll Down-D

Enrollee: JANE DOE Group: 0711585 Insured ID: 00019283746-00

Reinstatement Employee

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

Effective Date* 05 / 31 / 2007

Enrolling in COBRA?* Yes No

COBRA Admin Type (Only needed if enrolling in COBRA)

Help Continue

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1. Introduction 2. Select 3. Reinstatement

Highlight Box (385 x 110) (X:0; Y:450)

The Reinstatement screen displays...

Slide notes

Text Captions

The Reinstatement Employee screen displays.

Slide 22 - Slide 22

Employer eServicesSM UnitedHealthcare[®]
A UnitedHealth Group Company

Enrollment ID Cards Help Training Tutorials

Add Terminate Reinstatement Change Inquire Log Out

Scroll Up-U Scroll Down-D

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

Select Group: ACIS FILE 5_Customer 1 0711585

Employee Search: By Employee ID (SSN or Alternate ID) By Last Name

By Last Name: DOE First Initial: Search

Select Enrollee: DOE, JANE (Employee) 00019283746

Help Highlight Box Continue

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1. Introduction 2. Select 3. Reinstatement

Highlight Box (385 x 110) (X:0; Y:450)

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.

Slide notes

Text Captions

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.

Slide 23 - Slide 23

Employer eServicesSM UnitedHealthcare[®]
A UnitedHealth Group Company

Enrollment ID Cards Help Training Tutorials

Add Terminate **Reinstatement** Change Inquire Log Out

Scroll Up-U Scroll Down-D

Enrollee: JANE DOE Group: 0711585 Insured ID: 00019283746-00

Reinstatement Employee

Step 1 Enter information and select Continue.
*Required fields

Effective Date* 05 / 30 / 2007

Enrolling in COBRA No Yes

COBRA Admin Type (Only needed if enrolling in COBRA)

Help Continue

By using this web site you agree to our Internet Service Agreement. Contact Us

1. Introduction 2. Select 3. Reinstatement

Highlight Box (385 x 110) (X:0; Y:450)

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

Slide notes

Text Captions

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

Slide 24 - Slide 24

The screenshot shows the 'Reinstatement Employee' form in the Employer eServices system. The form is titled 'Reinstatement Employee' and is at 'Step 1: Enter information and select Continue.' The user is JANE DOE, Group 0711585, Insured ID 00019283746-00. The form fields include: Effective Date* (05 / 30 / 2007), Enrolling in COBRA?* (Yes/No radio buttons), and COBRA Admin Type (dropdown menu). A 'Highlight Box' annotation is placed over the 'Continue' button, with a callout bubble saying 'Click Continue'. A navigation pane on the left shows '1. Introduction', '2. Select', and '3. Reinstatement' buttons. A text box at the bottom right contains the instruction 'Click the Continue button.'

Slide notes

Text Captions

Click the Continue button.

Click Continue

Slide 25 - Slide 25

Employer eServicesSM UnitedHealthcare[®]
A UnitedHealth Group Company

Enrollment ID Cards Help Training Tutorials

Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up-U Scroll Down-D

Enrollee: JANE DOE Group: 0711585 Insured ID: 00019283746-00

Employee Information Demographic Information Product Information Other Insurance

Step 2 Enter employee information changes and Continue.

MISSING PRIMARY PROVIDER: CLAIMS WILL BE DENIED UNLESS PRIMARY PROVIDER IS ENTERED

*Required fields

Original Date of Hire* 03 / 01 / 2007 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

1. Introduction 2. Select 3. Reinstate

Highlight Box (385 x 110) (X:0; Y:450)

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

Slide notes

Text Captions

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

Slide 26 - Slide 26

Slide notes

Text Captions

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

Slide 27 - Slide 27

The screenshot displays the 'Employer eServices' interface for a 'Reinstate' action. At the top, the user is logged in as 'JANE DOE' with group '0711585' and insured ID '00019283746-00'. The main form area is titled '*Required fields' and contains several input fields: 'Original Date of Hire*' (03 / 30 / 2007), 'Date of Retirement' (MM / DD / CCY), and 'Date of Death' (MM / DD / CCY). Below these is a section for 'Alternate Payee' information, including an indicator (Yes/No), ID, and name fields. A 'Highlight Box' is positioned over the 'Continue' button, with a callout box stating 'Click the Continue button'. A navigation menu at the bottom left shows '1. Introduction', '2. Select', and '3. Reinstate'. A text box at the bottom right says 'When you have finished, click the Continue button.'

Slide notes

Text Captions

Click the **Continue** button

When you have finished, click the Continue button.

Slide 28 - Slide 28

The screenshot shows the 'Employer eServices' interface. At the top, there are navigation links for 'Enrollment', 'ID Cards', 'Help', 'Training', and 'Tutorials'. Below this, there are buttons for 'Add', 'Terminate', 'Reinstate', 'Change', and 'Inquire', along with a 'Log Out' button. The user's information is displayed: Enrollee: JANE DOE, Group: 0711585, Insured ID: 00019283746-00. The 'Demographic Information' tab is selected, showing a form for 'Step 3: Enter demographics information changes and Continue.' The form includes fields for 'Original Effective' (04/30/2007), 'Last Updated' (03/26/2007), 'Employee ID*' (00019283746), 'Date of Birth *' (01 / 01 / 1972), 'Last Name*' (DOE), 'First Name*' (JANE), 'Address 1*' (100 MAIN STREET), 'Termination', 'SSN', 'Relationship*' (EE EMPLOYEE), and 'Middle Initial'. A 'Highlight Box' is overlaid on the bottom left of the form, containing navigation buttons for '1. Introduction', '2. Select', and '3. Reinstate'. A text box on the right contains the text 'The Demographic Information tab displays.'

Slide notes

Text Captions

The Demographic Information tab displays.

Slide 29 - Slide 29

Slide notes

Text Captions

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

Slide 30 - Slide 30

The screenshot shows the 'Employer eServices' website interface. At the top, there's a navigation bar with 'Enrollment' and 'ID Cards' tabs, and a 'Log Out' button. Below that, there are buttons for 'Add', 'Terminate', 'Reinstate', 'Change', and 'Inquire'. The main content area displays enrollment details for 'JANE DOE' in group '0711585' with insured ID '00019283746-00'. The form includes fields for 'Last Name*', 'First Name*', 'Address 1*', 'Address 2', 'City*', 'State*', 'Home Phone', 'Gender*', and 'Late Enrollee*'. A 'Continue' button is highlighted with a red box, and a callout bubble points to it with the text 'Click the Continue button'. A 'Highlight Box' label is also visible near the button.

Slide notes

Text Captions

Click the **Continue** button

When you have finished, click the Continue button.

Slide 31 - Slide 31

Employer eServicessm UnitedHealthcare[®]
UnitedHealth Group Company

Enrollment ID Cards Help Training Tutorials
Add Terminate **Reinstate** Change Inquire Log Out
Scroll Up-U Scroll Down-D

Enrollee: JANE DOE Group: 0711585 Insured ID: 00019283746-00

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

Step 4 Enter product information changes and Continue or Submit.

Product	Effective Date	Termination Date
*MEDICAL	05/15/2007	
MEDICAL	04/30/2007	05/01/2007

Enroll Copy Remove Modify Coverage Line Assign Primary Provider

Policy Number 0711585
Coverage 0001 0001 GILMY View Coverage Detail
Group Name GROUP 1

1. Introduction 2. Select 3. Reinstate
Highlight Box (385 x 110) (X:0; Y:450)

Next, the Product Information Tab displays.

Slide notes

Text Captions

Next, the Product Information Tab displays.

Slide 32 - Slide 32

Employer eServicessm UnitedHealthcare[®]
Enrollment ID Cards Help Training Tutorials
Add Terminate **Reinstate** Change Inquire Log Out
Scroll Up-U Scroll Down-D

Enrollee: JANE DOE Group: 0711585 Insured ID: 00019283746-00

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

Step 4 Enter product information changes and Continue or Submit.

Product	Effective Date	Termination Date
*MEDICAL	05/15/2007	
MEDICAL	04/30/2007	05/01/2007

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

Policy Number 0711585
Coverage 0001 0001 GILMY View Coverage Detail
Group Name GROUP 1

1. Introduction 2. Select 3. Reinstate
Highlight Box (385 x 110) (X:0; Y:450)

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

Slide notes

Text Captions

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

Slide 33 - Slide 33

Employer eServicessm UnitedHealthcare[®]
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Enrollment ID Cards Help Training Tutorials

Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up-U Scroll Down-D

Enrollee: JANE DOE Group: 0711585 Insured ID: 00019283746-00

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

Step 4 Enter product information changes and Continue or Submit.

Product	Effective Date	Termination Date
*MEDICAL	05/15/2007	
MEDICAL	04/30/2007	05/01/2007

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

Policy Number 0711585

Coverage 0001 0001 GILMY View Coverage Detail

Group Name GROUP 1

1. Introduction 2. Select **3. Reinstate**

Highlight Box (385 x 110) (X:0; Y:450)

You have a number of options on this tab.

Slide notes

Text Captions

You have a number of options on this tab.

Slide 34 - Slide 34

Employer eServicessm UnitedHealthcare[®]
Enrollment ID Cards Help Training Tutorials
Add Terminate Reinstatement Change Inquire Log Out
Scroll Up-U Scroll Down-D

Enrollee: JANE DOE Group: 0711585 Insured ID: 00019283746-00

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

Step 4 Enter product information changes and Continue or Submit.

Product	Effective Date	Termination Date
*MEDICAL	05/15/2007	
MEDICAL	04/30/2007	05/01/2007

Enroll Copy Remove Modify Coverage Line Assign Primary Provider

Policy Number 0711585

Coverage 0001 0001 GILMY View Coverage Detail

Group Name GROUP 1

1. Introduction 2. Select 3. Reinstatement 4. Complete

Highlight Box (385 x 110) (X:0; Y:450)

For example, you may wish to edit existing product information.

Slide notes

Text Captions

For example, you may wish to edit existing product information.

Slide 35 - Slide 35

Employer eServicessm UnitedHealthcare[®]
Enrollment ID Cards Help Training Tutorials
Add Terminate **Reinstate** Change Inquire Log Out
Scroll Up-U Scroll Down-D

Enrollee: JANE DOE Group: 0711585 Insured ID: 00019283746-00

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

Step 4 Enter product information changes and Continue or Submit.

Product	Effective Date	Termination Date
*MEDICAL	05/15/2007	
MEDICAL	04/30/2007	05/01/2007

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

Policy Number 0711585
Coverage 0001 0001 GILMY View Coverage Detail
Group Name GROUP 1

1. Introduction 2. Select 3. Reinstate
Highlight Box (385 x 110) (X:0; Y:450)

To do so, highlight the product you would like to change, and click the Modify Coverage Line button.

Slide notes

Text Captions

To do so, highlight the product you would like to change, and click the Modify Coverage Line button.

Slide 36 - Slide 36

Employer eServicessm UnitedHealthcare[®]
UnitedHealth Group Company

Enrollment ID Cards Help Training Tutorials

Add Terminate **Reinstatement** Change Inquire Log Out

Scroll Up-U Scroll Down-D

Enrollee: JANE DOE Group: 0711585 Insured ID: 00019283746-00

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

Step 4 Enter product information changes and Continue or Submit.

Product	Effective Date	Termination Date
*MEDICAL	05/15/2007	
MEDICAL	04/30/2007	05/01/2007

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

Policy Number 0711585

Coverage 0001 0001 GILMY View Coverage Detail

Group Name GROUP 1

1. Introduction 2. Select 3. Reinstatement

Highlight Box (385 x 110) (X:0; Y:450)

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 37 - Slide 37

Employer eServicessm UnitedHealthcare[®]
UnitedHealth Group Company

Enrollment ID Cards Help Training Tutorials

Add Terminate **Reinstatement** Change Inquire Log Out

Scroll Up-U Scroll Down-D

Enrollee: JANE DOE Group: 0711585 Insured ID: 00019283746-00

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

Step 4 Enter product information changes and Continue or Submit.

Product	Effective Date	Termination Date
*MEDICAL	05/15/2007	
MEDICAL	04/30/2007	05/01/2007

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

Policy Number 0711585

Coverage 0001 0001 GILMY View Coverage Detail

Group Name GROUP 1

1. Introduction 2. Select 3. Reinstatement

Highlight Box (385 x 110) (X:0; Y:450)

For more information on modifying coverage, see the Change Enrollment tutorial.

Slide notes

Text Captions

For more information on modifying coverage, see the Change Enrollment tutorial.

Slide 38 - Slide 38

The screenshot shows the 'Employer eServices' interface for the 'Reinstate' tab. At the top, the user is logged in as 'JANE DOE' with group '0711585' and insured ID '00019283746-00'. The 'Product Information' tab is selected, showing a table of products:

Product	Effective Date	Termination Date
*MEDICAL	05/15/2007	
MEDICAL	04/30/2007	05/01/2007

Below the table are buttons for 'Enroll', 'Copy', 'Highlight Box', 'Modify Coverage Line', and 'Assign Primary Provider'. The 'Enroll' and 'Highlight Box' buttons are highlighted with red boxes. Below the buttons are input fields for 'Policy Number' (0711585), 'Coverage' (0001 0001 GILMY), and 'Group Name' (GROUP 1). A blue box at the bottom right contains the text: 'You can also add or remove products while on this tab.'

Slide notes

Text Captions

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

Slide 39 - Slide 39

Slide notes

Text Captions

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

Slide 40 - Slide 40

Employer eServicessm UnitedHealthcare[®]
UnitedHealth Group Company

Enrollment ID Cards Help Training Tutorials
Add Terminate **Reinstatement** Change Inquire Log Out
Scroll Up-U Scroll Down-D

Enrollee: JANE DOE Group: 0711585 Insured ID: 00019283746-00

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

Step 4 Enter product information changes and Continue or Submit.

Product	Effective Date	Termination Date
*MEDICAL	05/15/2007	
MEDICAL	04/30/2007	05/01/2007

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

Policy Number 0711585
Coverage 0001 0001 GILMY View Coverage Detail
Group Name GROUP 1

1. Introduction 3. Reinstatement
2. Select Highlight Box (385 x 110) (X:0; Y:450)

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

Slide notes

Text Captions

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

Slide 41 - Slide 41

The screenshot displays the 'Employer eServices' interface for the 'Reinstate' process. At the top, the user is logged in as 'JANE DOE' with group ID '0711585' and insured ID '00019283746-00'. The plan is 'MEDICA ALLINA' and the market is 'MEDICA ALLINA ADVANTAGE HMO'. The enrollment status is 'Positively Enrolled' (YES) and 'Eligibility Status' is 'ACTIVE'. The members covered are 'Employee Only' and the market number is '0022502'. There are input fields for 'New Coinsurance', 'Salary Deductible', 'COBRA Admin Type', 'Primary Provider', 'COBRA Paid-Date', and 'Salary Year'. The 'Effective Date' is shown as a date picker. A red box highlights the 'Highlight Box' button. At the bottom, a navigation menu includes '1. Introduction', '2. Select', and '3. Reinstate'. A text box on the right says: 'For assistance with this process, click the Help button at the bottom of the screen.'

Slide notes

Text Captions

For assistance with this process, click the Help button at the bottom of the screen.

Slide 42 - Slide 42

The screenshot displays the 'Employer eServices' interface for a 'Reinstate' enrollment. At the top, the user is logged in as 'JANE DOE' with group ID '0711585' and insured ID '00019283746-00'. The plan is 'MEDICA ALLINA' and the market is 'MEDICA ALLINA ADVANTAGE HMO'. The enrollment status is 'Positively Enrolled' and 'Active'. A callout bubble with a blue border and white background points to the 'Continue' button, which is highlighted with a red box. Below the form, there is a 'Highlight Box' button and a 'Help' button. A footer area contains navigation buttons for '1. Introduction', '2. Select', and '3. Reinstate', along with a 'Highlight Box' button and its coordinates (385 x 110, X:0; Y:450). A text box on the right side of the footer area contains the instruction: 'Verify the information you have entered is correct, then click the Continue button.'

Slide notes

Text Captions

Click the **Continue** button

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

Slide 43 - Slide 43

Employer eServicesSM UnitedHealthcare[®]
A UnitedHealth Group Company

Enrollment ID Cards Help Training Tutorials

Add Terminate **Reinstate** Change Inquire Log Out

Scroll Up-U Scroll Down-D

Enrollee: JANE DOE Group: 0711585 Insured ID: 00019283746-00

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

Step 5 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 plan through this carrier?

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)

Type B: Employee is awarded custody of this dependent, and no other individual is required to pay for this

1. Introduction 2. Select 3. Reinstate

Highlight Box (385 x 110) (X:0; Y:450)

The Other Insurance tab displays.

Slide notes

Text Captions

The Other Insurance tab displays.

Slide 44 - Slide 44

The screenshot shows the 'Employer eServices' interface. At the top, there are navigation tabs for 'Enrollment' and 'ID Cards', and a 'Log Out' button. Below this, the user's name 'JANE DOE', group '0711585', and insured ID '00019283746-00' are displayed. The 'Other Insurance' tab is selected, leading to 'Step 5: Enter other insurance information changes and Submit.' The form asks if the enrollee will be covered under another plan, with 'UNKNOWN' entered in the 'Other Insurance' field. There are also fields for 'Effective Date' and 'Expiration Date'. Below the form, there are radio button options for 'Type A' and 'Type B' custody types. A blue highlight box is overlaid on the '3. Reinstate' button and a text box that says: 'Make any necessary updates to this information, then click the Submit button.'

Slide notes

Text Captions

Make any necessary updates to this information, then click the Submit button.

Slide 45 - Slide 45

The screenshot displays the 'Employer eServices' interface for enrolling an employee, JANE DOE, into Medicare. The page header includes the UnitedHealthcare logo and navigation links for 'Enrollment', 'ID Cards', 'Help', 'Training', and 'Tutorials'. The main navigation bar contains 'Add', 'Terminate', 'Reinstate', 'Change', and 'Inquire' options, along with a 'Log Out' button. The employee's details are shown as Enrollee: JANE DOE, Group: 0711585, and Insured ID: 00019283746-00. The form is divided into sections for Medicare Part A, Part B, and Part D, each with radio button options for enrollment status and date pickers for effective and expiration dates. There are also dropdown menus for Medicare Eligibility and a text input for HIC Number. A 'Submit' button is located at the bottom right of the form, highlighted with a red box and a callout bubble. A navigation menu at the bottom left shows '1. Introduction', '2. Select', and '3. Reinstate' buttons.

Slide notes

Text Captions

Click the **Submit** button

Slide 46 - Slide 46

The screenshot displays the Employer eServices interface. At the top, the logo for Employer eServices and UnitedHealthcare is visible. Below the logo, there are navigation tabs for 'Enrollment' and 'ID Cards', and links for 'Help', 'Training', and 'Tutorials'. A secondary navigation bar includes 'Add', 'Terminate', 'Reinstate', 'Change', and 'Inquire' buttons, along with a 'Log Out' button and 'Scroll Up-U' and 'Scroll Down-D' options. The main content area shows the following information:

- Enrollee: JANE DOE
- Group: 0711585
- Insured ID: 00019283746-00

Below this information are four tabs: 'Employee Information' (selected), 'Demographic Information', 'Product Information', and 'Other Insurance'. The 'Employee Information' section displays a red-bordered box containing the text 'Transaction Successful.' followed by a warning: 'Warning: Members covered value has been derived.' Below this, a red message states: 'MISSING PRIMARY PROVIDER: CLAIMS WILL BE DENIED UNLESS PRIMARY PROVIDER IS ENTERED'. A section for '*Required fields' includes input boxes for 'Original Date of Hire*' (03/30/2007), 'Date of Retirement', and 'Date of Death'. At the bottom left, there are four buttons: '1. Introduction', '2. Select', '3. Reinstate', and a 'Highlight Box' with coordinates (385 x 110) and (X:0; Y:450). A blue-bordered box on the right contains the text: 'An inquiry-only screen will display a "Transaction Successful" message.' with a mouse cursor pointing to it.

Slide notes

Text Captions

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

Slide 47 - Slide 47

Slide notes

Text Captions

Congratulations! You've completed the Reinstate Enrollment tutorial. In this tutorial, you learned how to reinstate an enrollee using Employer eServices.

Congratulations!

You have completed the Reinstate Enrollment tutorial.

Slide 48 - Slide 48

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 Reinstate Enrollment tutorial.

Slide 49 - Slide 49

The screenshot shows a window titled "Employer eServices®" with a blue header bar. The main content area displays the text "Congratulations! You have completed the Reinstate Enrollment tutorial." Below this, there is a grey navigation bar with three buttons: "1. Introduction", "2. Select", and "3. Reinstate". A blue-bordered box highlights the "3. Reinstate" button, with a text box next to it stating "Click the close button at the upper right-hand corner of this window to return to the tutorial menu." A small text box next to the "3. Reinstate" button reads "Highlight Box (385 x 110) (X:0; Y:450)".

Slide notes

Text Captions

Click the close button at the upper right-hand corner of this window to return to the tutorial menu.

Congratulations!
You have completed the Reinstate Enrollment tutorial.