

Employer Service Portal Quick Guide

How to reinstate a subscriber (member)

1. Click on eligibility on the left navigation menu.
2. Search for the intended subscriber on the subscriber search tab by name or ID.
3. Select the inactive subscriber from the results table.
4. The subscriber overview page will open.
5. Select the + reinstate button just below the subscriber's contact information.
6. The reinstate window will open.
7. Select the effective date.
8. If the subscriber has had dependents on record, the names will display.
 - a. Select the family members that are to be reinstated with the same effective date.
 - b. The subscriber will already be selected.
9. Select submit.
10. The subscriber and selected dependents will now display in active status.
11. Entering a future dated reinstatement will prompt an acknowledgment. The reinstatement request can be viewed on the subscribers history tab.
12. Click cancel to return to the subscriber overview without reinstating.
13. Upon submit, the subscriber will be displayed in active status on subscriber overview.
14. The subscriber will also be reflected as active in search results with the effective date reflected.