

Employer Services Portal Quick Guide

How to reinstate a dependent

1. Click on eligibility on the left navigation menu.
2. Search for the subscriber on the subscriber search tab by name or ID.
3. Select the active subscriber from the results table.
4. The subscriber overview page will open.
5. Select the intended inactive dependent from the subscriber’s list of dependents at the bottom of the screen. Click on the dependent’s last name. *(Image 1)*

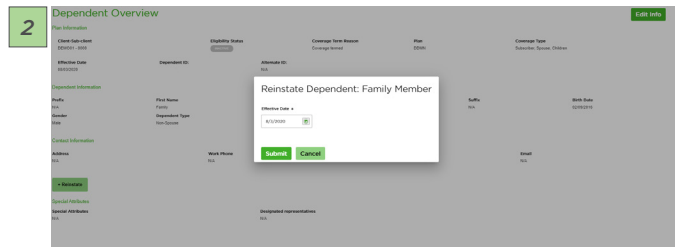
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Dependents

Dependent Type	Last Name	First Name	Middle Name	Birthdate	Eligibility Status	Effective Date
Spouse	Husband	New		05/11/1992	ACTIVE	08/03/2020
Non-Spouse	Member	Family		02/09/2016	INACTIVE	08/03/2020
Non-Spouse	Dependent	New		02/14/2017	ACTIVE	08/03/2020

Add Dependent

6. The dependent overview page will open.
7. Select the +Reinstate button just below the dependent’s contact information.
8. The Reinstate window will open. *(Image 2)*
9. Select the effective date.
10. Select submit.
11. Click cancel to return to the subscriber overview without reinstating.
12. The dependent will be displayed in active status on dependent overview page.
13. Select return to subscriber overview to see the dependent’s active status and on the subscriber dependent list. *(Image 3)*



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