

# Terminate/Reinstate Subscriber

Quick Reference Guide (QRG)

A photograph of a modern building with light blue and white horizontal siding and blue accents. The word "ConnectiCare" is visible in large, light blue letters on the upper right side of the building. The building has a glass entrance with a sign that says "Come In" and "No Gift Receipts". The foreground shows a concrete walkway and some landscaping with green bushes and yellow flowers.

ConnectiCare

This Quick Reference Guide (QRG) will provide an overview of the process for terminating/reinstating a subscriber.



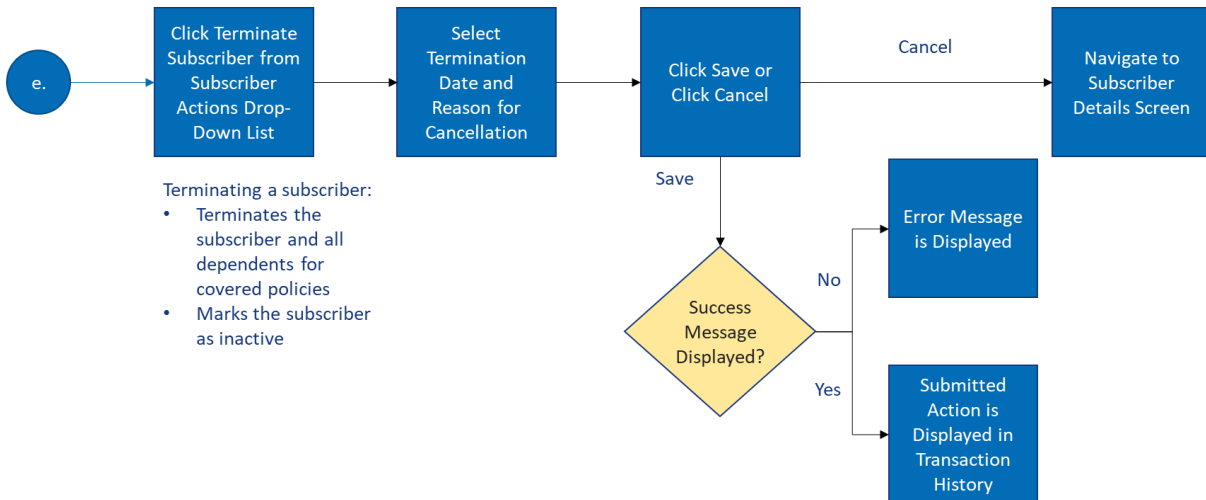
**Note:**  
*Subscriber Actions list is only displayed for active subscribers.  
 Reinstate Coverage is only displayed for inactive subscriber.*

**Subscriber Actions List (Non QLE):**

- a. Change Name
- b. Change Subscriber Address
- c. Change Date of Birth
- d. Change PCP
- e. Terminate Subscriber
- f. Terminate Coverage
- g. Change Language/Ethnicity/Race
- h. Reinstate Coverage

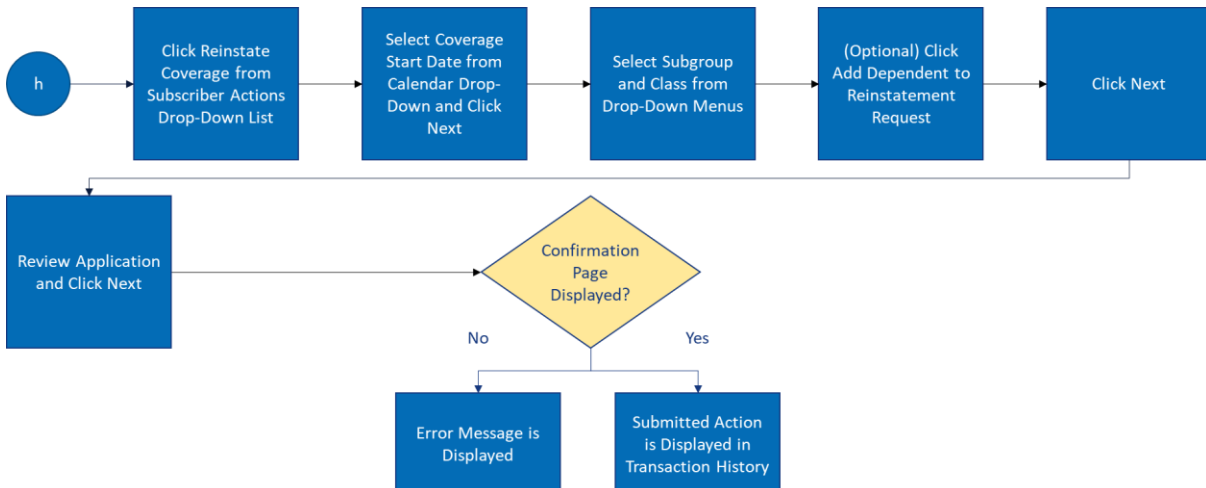
**Subscriber Actions List (QLE):**

- i. Add Dependent
- j. Change Marital Status
- k. Change Plan



Terminating a subscriber:

- Terminates the subscriber and all dependents for covered policies
- Marks the subscriber as inactive



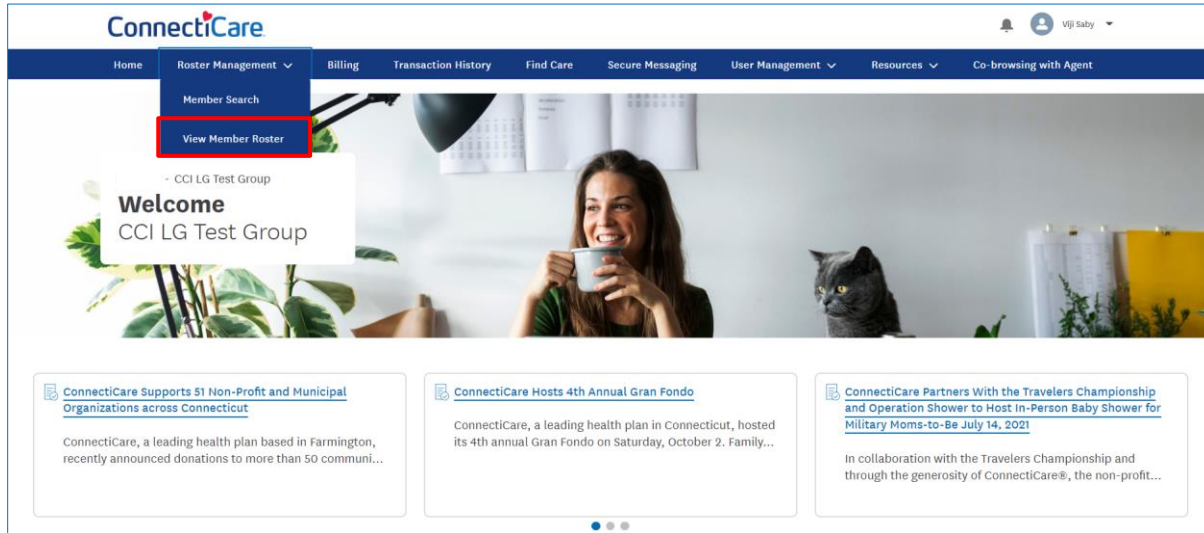
Let us look at the steps in detail to terminate and reinstate Subscriber.

**Purpose: To Reinstate and Terminate Subscriber**



**Step 1:**

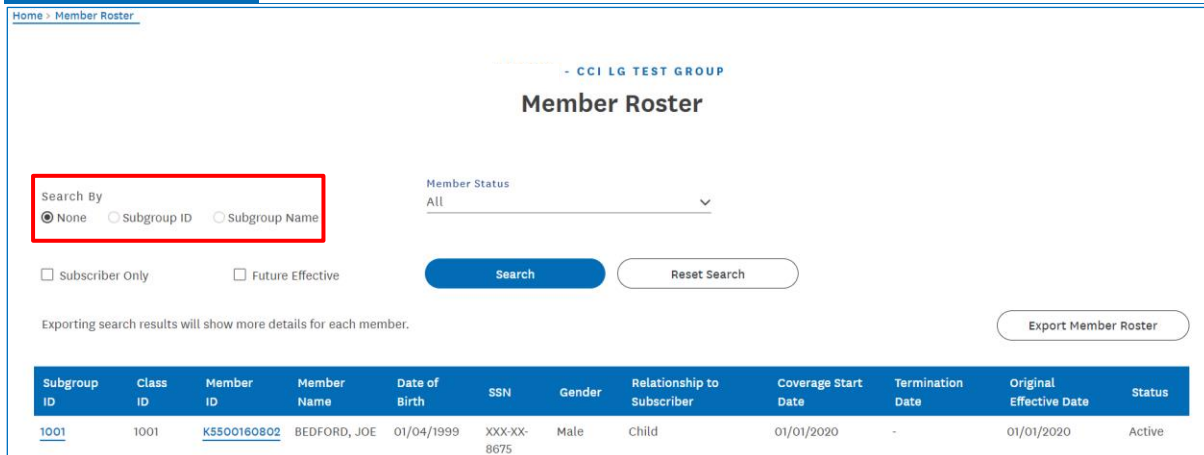
1. From the **ConnectiCare Home** page, select the **Roster Management** tab.
2. From the drop-down list, select **View Member Roster**.



**Step 2:**

The Member Roster screen displays.

1. In the **Search By** field, select desired option (**None**, **Subgroup ID**, or **Subgroup Name**).
2. If **Subgroup Name** or **Subgroup ID** are selected, then enter Subgroup Name or Subgroup ID in the **Search** field





### Step 3:

#### 1. Click **Search**.

**Note:** Check the **Subscriber Only** checkbox to search for Subscribers only (excluding Dependents). Check the **Future Effective** checkbox to search only for members whose coverage is Future Effective. The **Member Status** drop-down menu defaults to **All**. You can select **Active** or **Inactive**.

Search By  
 None  Subgroup ID  Subgroup Name

Member Status  
 All

Subscriber Only  Future Effective

Exporting search results will show more details for each member.

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Termination Date	Original Effective Date	Status
1001	1001	<a href="#">K5500160802</a>	BEDFORD, JOE	01/04/1999	XXX-XX-8675	Male	Child	01/01/2020	-	01/01/2020	Active
1001	1001	<a href="#">K5500160801</a>	BEDFORD, SARAH	01/01/1976	XXX-XX-8786	Female	Subscriber	01/01/2020	-	01/01/2020	Active
1001	1001	<a href="#">K5500162001</a>	COOK, ANDREW	08/06/1967	XXX-XX-0099	Male	Subscriber	01/01/2020	-	01/01/2020	Active
1001	1001	<a href="#">K5500162002</a>	COOK, BETH	09/08/1967	XXX-XX-7876	Female	Spouse	01/01/2020	-	01/01/2020	Active
1001	1001	<a href="#">K5500161901</a>	FRANCO, MATHEW	09/01/1967	XXX-XX-6545	Male	Subscriber	01/01/2020	-	01/01/2020	Active



### Step 4:

The results display.

#### 1. Click **Member ID** to view member details.

**Note:** Records can be sorted by desired field; by default, they are sorted by **Member Name**.

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Termination Date	Original Effective Date	Status
1001	1001	<a href="#">K5500160801</a>	BEDFORD, SARAH	01/01/1976	XXX-XX-8786	Female	Subscriber	01/01/2020	-	01/01/2020	Active
1001	1001	<a href="#">K5500162001</a>	COOK, ANDREW	08/06/1967	XXX-XX-0099	Male	Subscriber	01/01/2020	-	01/01/2020	Active
1001	1001	<a href="#">K5500161901</a>	FRANCO, MATHEW	09/01/1967	XXX-XX-6545	Male	Subscriber	01/01/2020	-	01/01/2020	Active
1001	1001	<a href="#">K2500001901</a>	HOC, Sridhar	01/05/1983	XXX-XX-6333	Male	Subscriber	01/01/2021	-	01/01/2021	Active
1001	1001	<a href="#">K5500161201</a>	JACKSON,	09/06/1965	XXX-	Female	Subscriber	01/01/2020	01/21/2021	01/01/2020	Inactive



### Step 5:

The Subscriber Details screen displays.

1. Click **Subscriber Actions**.
2. Click **Terminate Subscriber** from the drop-down menu to terminate subscriber.

### Subscriber Details

<b>Status</b> Active	<b>Termination Date</b> -	<b>Member Name</b> BEDFORD SARAH	<b>Member ID</b> K55001601	<div style="border: 1px solid red; padding: 2px;">Subscriber Actions</div> <ul style="list-style-type: none"> <li>Add Dependent</li> <li>Change Name</li> <li>Change Marital Status</li> <li>Change Subscriber Address</li> <li>Change Date of Birth</li> <li>Change PCP</li> <li>Change Plan</li> <li style="border: 1px solid red; padding: 2px;">Terminate Subscriber</li> <li>Terminate Coverage</li> <li>Change Language / Ethnicity / Race</li> </ul>
<b>Address</b> 11 FIRST STREET, New York, NY, 10011	<b>Email</b> -	<b>Mobile Phone Number</b> -	<b>DOB</b> 01/01/1976	
<b>Marital Status</b> Married	<b>SSN</b> XXX-XX-8786	<b>Gender</b> Female	<b>Referral P</b> No	
<div style="border: 1px solid gray; padding: 5px;"> <span style="font-size: 0.8em;">▼</span> Member Information         </div>				
<div style="border: 1px solid gray; padding: 5px;"> <span style="font-size: 0.8em;">▼</span> Member Information         </div>				
<div style="border: 1px solid gray; padding: 5px;"> <span style="font-size: 0.8em;">▼</span> Member Information         </div>				



### Step 6:

The Terminate Subscriber screen displays.

**Note:** First Name, Middle Name and the Last Name are prepopulated.

1. Enter **Termination Date**.
2. Select **Reason for Cancellation** from drop-down menu.  
**Note:** Cancelling coverage for Subscriber will cancel coverage for all the Subscriber's dependents. Additionally, the termination date cannot be before the effective date.
3. Click **Save**.

### Terminate Subscriber

<b>First Name</b> SARAH	<b>Middle Name</b> _____
<b>LastName</b> BEDFORD	<b>Suffix</b> MRS
<b>Termination Date*</b> <input type="text"/>	<b>Reason for Cancellation*</b> <input type="text"/>
<div style="border: 1px solid gray; padding: 5px;"> <p><span style="color: red;">!</span> Please note, canceling coverage for a subscriber will cancel coverage for all the subscriber's dependents.</p> <p><span style="color: red;">*</span>Required information</p> </div>	
<div style="border: 1px solid red; padding: 5px; display: inline-block;">Save</div>	

Cancel



Step 7:

The Confirmation Screen displays.  
Click **OK**.

[Home](#) > [Terminate Subscriber](#)



### Confirmation

There's something wrong with the submission. Please review your information and resubmit the request.  
If you continue to experience problems with the portal, please [report the issue to us](#) so we can help.

OK





### Step 1:

These are the steps to Reinstate Subscriber.

1. From the EmblemHealth **Home** page, select the desired subscriber from the **Quick Member Search by First and Last Name**.

The screenshot shows the ConnectiCare Home page. At the top, there is a navigation menu with items like Home, Roster Management, Billing, Transaction History, Find Care, Secure Messaging, User Management, Resources, and Co-browsing with Agent. Below the menu is a banner for the CCI LG Test Group with a 'Welcome' message. There are three news articles below the banner. The 'Quick Member Search by First and Last Name' section is active, showing search results for 'amy'. The results are:

- RAMY SAKTHIVEL K5500161102 13 FIRST STREET, New York, NY, 10011
- AMY JACKSON K5500161201 12 FIRST STREET, New York, NY, 10010

The second result, 'AMY JACKSON', is highlighted with a red border.



### Step 2:

The Subscriber Details page displays.

1. From the **Subscriber Actions** drop-down menu, select **Reinstate Coverage**.

The screenshot shows the 'Subscriber Details' page for the CCI LG Test Group. The page title is 'Subscriber Details' and the subtitle is '1001 - CCI LG TEST SUBGROUP'. On the right side, there is a 'Subscriber Actions' dropdown menu with 'Reinstate Coverage' selected and highlighted with a red border. Below the menu is a table of subscriber information:

<b>Status</b> Inactive	<b>Termination Date</b> 01/21/2021	<b>Member Name</b> AMY JACKSON	<b>Member ID</b> K5500161201
<b>Address</b> 12 FIRST STREET, New York, NY, 10010	<b>Email</b> -	<b>Mobile Phone Number</b> -	<b>DOB</b> 09/06/1965
<b>Marital Status</b> Married	<b>SSN</b> XXX-XX-8778	<b>Gender</b> Female	<b>Referral Required</b> No



**Step 3:**

The **Reinstate an employee's coverage** page displays.

1. Select a date from the **Coverage Start Date\*** drop-down calendar.
2. Click **Next**.

Home > Subscriber Reinstate

Get Started

### Reinstate an employee's coverage

Name  
AMY JACKSON

Address  
12 FIRST STREET, New York, NY, 10010

Coverage Start Date\*  
03/15/2022

\*Required information

Next

[Cancel](#)





### Step 4:

The **Employer Census** page displays.

1. Select a subgroup from the **Available Subgroups\*** drop-down menu.
2. Select a class from the **Class\*** drop-down menu.
3. Click **Next**.

Employer Census

Use the table below to confirm the plans you want reinstated for the employee and their dependents.

---

Existing Class

---

Existing Medical Plan  
MS030006 - FLEXPOS HSA \$3000/\$6000 CNT 07

---

Existing Subgroup  
1001 - CCI LG TEST SUBGROUP

---

Available Subgroups\*  
1001 - CCI LG TEST SUBGROUP

---

Class\*

---

Employee

First Name AMY	Last Name JACKSON	Gender Female	Birth Date 09/06/1965
Marital Status Married	Relationship Employee		
Street Address 12 FIRST STREET	Zip Code 10010	State NY	City New York
Home Phone Number 1712387868	Mobile Phone Number -	Personal Email	SSN XXX-XX-8778
Race -	Ethnicity Not Assigned	Language	
Status Active	Medical Plans None		
Coverage Start Date 03/15/2022			

Dependent

Add dependent to reinstatement request

First Name MICHEAL	Last Name JACKSON	Gender Male	Birth Date 01/08/1979
Relationship Spouse/Domestic Partner	<input type="checkbox"/> Disabled Dependent	Home Phone Number 1712387868	
Mobile Phone Number -	Student Status No	Personal Email	SSN XXX-XX-8787
Status Active	Ethnicity Not Assigned	Language	

\*Required information

Next

[Cancel](#)



### Step 5:

The **Review Application** page displays.

1. Review the information.
2. Click **Next**.

[Home](#) > [Subscriber Reinstatement](#)

Review Application

## Review Application

Please review and confirm the details of your application below. You can click on a step in the progress bar to make any changes.

▼ Review Application

First Name  
AMY

---

Last Name  
JACKSON

---

Zip Code  
10010

---

City  
New York

---

State  
NY

---

County  
New York

---

▼ Qualifying Life Event Information

Qualifying Event  
Reinstate Subscriber

---

▼ Employee information and Plan Selection

Existing Class

---

Existing Medical Plan  
MS030006 - FLEXPOS HSA \$3000/\$6000 CNT 07

---

Existing Subgroup  
1001 - CCI LG TEST SUBGROUP

---

Available Subgroups  
1001 - CCI LG TEST SUBGROUP

---

Class

---

> Employee

> Dependent

If the above information above is correct, hit "Next" to submit the application to ConnectiCare for review.

**Next**

[Cancel](#)



**Step 6:**

The **Confirmation** page displays.

1. Click **OK**.

[Home](#) > [Subscriber Reinstatement](#)

### Confirmation

Thank you for your submission. Your case number is 07528904. You can check the status of your request in your [Transaction History](#). It may take up to three (3) business days for your request to be reflected online.

There may be times when technical issues could prevent tasks from being completed. We thank you for your patience in these instances. Please see the transaction history page to confirm the initiation and status of your portal transactions. ConnectiCare is not responsible for the portal being temporarily unavailable due to technical issues.

**OK**

Thank  
You