

# Changing to a Medicare Plan (For a Dependent)

Some screenshots in these instructions may appear slightly different on your computer. This is due to browser differences (i.e. Internet Explorer vs Chrome, etc.). It should not affect how you set up insurance. However, if you see a different screen and are unsure how to proceed, please contact an NHRS Medical Benefits representative at (603) 410-3675 for further assistance.

1. When a spouse or dependent acquires a Medicare Card, click **Edit** in the Dependents section next to the person whose record you intend to update.

**Payee Benefit Information**  
Add, Edit or Terminate benefit information below or call a Medical Benefit Representative at (603) 410-3675 for assistance

SSN: [REDACTED]

Name: [REDACTED] DOB: [REDACTED] Gender: Male

Medicare#: [REDACTED] Part A Eligible Date: 03/01/2015 Part B Eligible Date: 01/01/2016

Update Medicare Information

**Dependents**

Name	SSN	DOB	Relationship	Medicare	Effective Date	
[REDACTED]	[REDACTED]	[REDACTED]	Wife	N	02/01/2016	Terminate

Add Dependent

2. You will be brought to this screen. Fill in the Medicare #, Part A Elig Date, and Part B Elig Date. The Effective Date will stay as is. (This is when the dependent record was created). Then click **Save Dependent Info**.

**Dependent Information for [REDACTED]**  
Edit Dependent Information

Relationship: Husband

First: [REDACTED] Last: [REDACTED] SSN: [REDACTED] Birth Date: [REDACTED]

Disabled:  Full Time Student:

Medicare #: [REDACTED]

Part A Elig Date: 04/01/2017

Part B Elig Date: 04/01/2017

Effective Date: 06/01/2015

Termination Date: Termination Reason:

Back to Payee Save Dependent Info

- The command buttons on the screen will change. To upload the Medicare card, click on **Upload Files**. (You can also print the screen for your records.)

**Dependent Information Result for [REDACTED]**  
 A Medical Benefit representative will review the queued changes for approval. Please print screen for your records. Select "Upload Files" to upload the required document(s) supporting this change.

Relationship: \* Medicare #:   
 First: \* Part A Elig Date:   
 Last: \* Part B Elig Date:   
 SSN: \* Effective Date: \*  
 Birth Date: \* Termination Date:   
 Disabled:  Termination Reason:   
 Full Time Student:

- When you click on **Upload Files** you will see a screen that looks like this. Click on **Choose File** and select the file saved on your computer. Once you have selected the file, click on **Upload File**.

**Note:** The file must be saved as one of the following file types: .BMP, .JPEG, .JPG, .PDF, .PNG, .TIF, .TIFF, or .TXT.

**Medicare File Upload**  
 Select the file(s) supporting the desired change (Medicare Card or Letter from Soc Sec). If more than one file is needed, you will be prompted after uploading this file.

No file chosen

**Note:** If the file upload was successful, you will see the following screen. This item has now been queued and is awaiting approval from a Medical Benefits representative at NHRS.

- From this screen, you will have the choice to go **Back to Payee**, upload **More Files** or **Print Screen**. When you are done, click on **Back to Payee** to return to the Payee Benefit Information screen and change the insurance coverage for the dependent.

**File Upload Successful**

File [REDACTED].pdf was uploaded and associated to this queued action.  
 If you need to upload another file to support this change, click on "More Files".  
 Please print screen for your records. A Medical Benefit representative will review the queued changes and uploaded documents for approval. Return to the Payee Benefit Information screen by selecting Back to Payee.

6. Since the spouse has turned 65, he or she will likely be changing to a Medicare Supplemental plan. Click **Terminate** on the insurance premium that is currently attached to the spouse.

Insurance									
	Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
<a href="#">Add Ins</a>	Service Retirement	06/01/2015							
			██████	Health	GROUP A-MEDI	\$ 428.36	N	02/01/2016	<a href="#">Terminate</a>
			██████	Health	GROUP A-1PER	\$ 710.05	N	02/01/2016	<a href="#">Terminate</a>
			██████	Dental	GROUP D-2PER	\$ 106.60	N	02/01/2016	<a href="#">Terminate</a>

**Note:** Please be aware that ANYTIME you terminate a premium you will receive the message below. If you are not setting up a new premium, or there will be a gap in coverage, this message explains that the member will no longer be eligible to receive the NHRS Medical Subsidy. If you are terminating one premium to replace it with another, you must make both changes in succession.

**Rates**

- Change
- Terminate
- Reactivate
- Add Brand New

**Authorizations**

- Search for SSN
- Queued Items
- All Queued Items

**Reports**

- Ins Deduction Register
- Insurance Active Rate

**Terminate Insurance Verify for ██████████**

**PLEASE NOTE:**

Qualified retirees who decline the Medical Subsidy because of health insurance coverage through another employer-sponsored plan will be permitted to return to the former employer's plan in order to receive the medical subsidy when the retiree is no longer eligible for the other employer-sponsored health insurance coverage.

Qualified retirees who discontinue coverage under the plan sponsored by the former employer for any other reason will **not** be eligible for the medical subsidy if the retiree subsequently returns to coverage.

Terminate insurance: 1 Person Health Insurance GROUP I - 1 PER? Click **Yes** to terminate, **No** to cancel.

- Your **Termination Date** will always be the first of the month that the change is taking effect.

**Note:** The program will automatically revert the date to the last day of the previous month.

When a member or a dependent turns 65 or becomes Medicare eligible, choose **Age Ineligible** from the drop-down menu as the reason for termination. Click **Save Insurance Info**. The screen will refresh, then click **Back to Payee**.

**Insurance Information Result for** [Redacted]  
Insurance information has been successfully updated. No further action required.

Insurance Premium For: [Redacted] Premium Type: 1 Person  
Effective Date: 02/01/2016 Member Premium: 710.05  
Ins Type: Health Insurance Subsidy Only:   
Coverage Code: GROUP A-1PER Termination Date: 03/31/2017  
Description: 1000063 GROUP A ONE PERSON Termination Reason: Age Ineligible  
Collection ID: GROUP A Retro Date: [Redacted]  
Retro Note: [Redacted]

Buttons: Back to Payee, **Save Insurance Info**

- Click **Add Ins** to set up the new Medcomp premium.

**Note:** If the termination is in the current payroll period, you will see that there is no longer insurance information listed for the person you terminated. If you are making the change for a future date, the insurance information will be listed until the effective date of the termination.

Insurance									
	Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
<b>Add Ins</b>	Service Retirement	06/01/2015							
			[Redacted]	Health	GROUP A-MEDI	\$ 428.36	N	02/01/2016	Terminate
			[Redacted]	Dental	GROUP D-2PER	\$ 106.60	N	02/01/2016	Terminate

- From the Insurance Premium For field, choose the spouse's name from the drop-down menu. Type in the **Effective Date** (always the first of a month). For the **Insurance Type** field, choose "Health" from the drop-down menu. Click **Continue**.

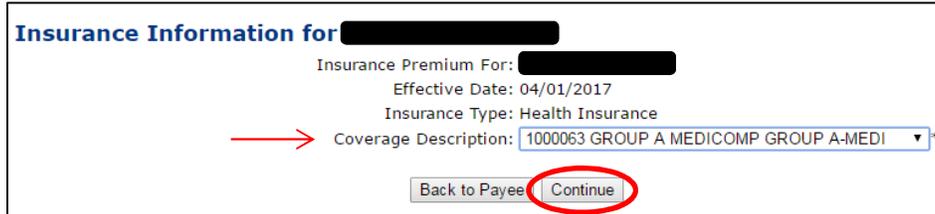
**Insurance Information for** [Redacted]

Insurance Premium For: [Redacted]\*  
Effective Date: 04/01/2017\*  
Insurance Type: Health\*

Buttons: Back to Payee, **Continue**

10. From the drop-down menu, select the **Coverage Description** that matches the premium for the person you selected on the previous screen. Click **Continue**.

**Note:** If you are unsure of the Coverage Description please refer back to your Insurance Active Rate report listed in the Reports section on the left-hand side of your screen.

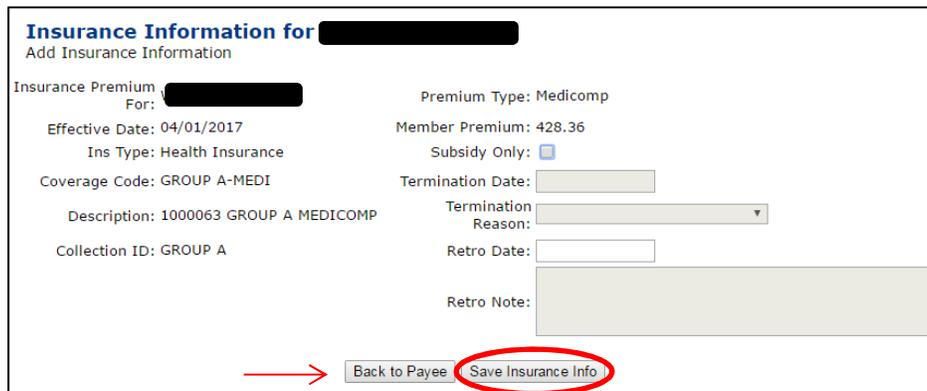


**Insurance Information for** [REDACTED]  
Insurance Premium For: [REDACTED]  
Effective Date: 04/01/2017  
Insurance Type: Health Insurance  
Coverage Description: 1000063 GROUP A MEDICOMP GROUP A-MEDI ▼\*

Back to Payee Continue

11. If the information on the results screen is correct, first click **Save Insurance Info**, then click **Back to Payee**.

**Note:** If you hit **Back to Payee** before saving, the changes will be lost.



**Insurance Information for** [REDACTED]  
Add Insurance Information

Insurance Premium For: [REDACTED] Premium Type: Medicomp  
Effective Date: 04/01/2017 Member Premium: 428.36  
Ins Type: Health Insurance Subsidy Only:   
Coverage Code: GROUP A-MEDI Termination Date:   
Description: 1000063 GROUP A MEDICOMP Termination Reason:   
Collection ID: GROUP A Retro Date:   
Retro Note:

Back to Payee Save Insurance Info

## STOP

All Medcomp plans will be queued for an NHRS Medical Benefits representative to review and approve. Once approved, you will see the new changes in the Payee's record. As you can see in the Dependents section, there is now a **Y** indicating that there is a Medicare card on file for this dependent.

**Note:** Users will only receive notification of queued items that have been **Denied** or **Need More Information**. No notifications are sent out for **Approved** items.

You will also notice that there is a **Delete** option next to the premium you just added. If you have added the incorrect premium or attached it to the wrong person, click **Delete** and begin again.

Dependents									
	Name	SSN	DOB	Relationship	Medicare	Effective Date			
<a href="#">Edit</a>	[REDACTED]	[REDACTED]	[REDACTED]	Wife	Y	02/01/2016	<a href="#">Terminate</a>		
<input type="button" value="Add Dependent"/>									
Insurance									
	Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
<a href="#">Add Ins</a>	Service Retirement	06/01/2015							
			[REDACTED]	Health	GROUP A-MEDI	\$ 428.36	N	02/01/2016	<a href="#">Terminate</a>
			[REDACTED]	Dental	GROUP D-2PER	\$ 106.60	N	02/01/2016	<a href="#">Terminate</a>
			[REDACTED]	Health	GROUP A-MEDI	\$ 428.36	N	04/01/2017	<a href="#">Delete</a>