## Index

#### 1. GETTING STARTED

Explains how to log into the DRS, generate insurance reports, look up members, and what documentation you will need for different changes to a retiree's account.

#### 2. ADDING INSURANCE FOR A RETIREE

Explains the process for adding insurance to a retiree's account.

#### 3. ADDING DEPENDENTS

Explains how to add dependents to a retiree's record.

#### 4. ADDING INSURANCE FOR A DEPENDENT

Explains how to add insurance for a dependent on a retiree's record.

#### 5. ADDING A MEDICARE CARD FOR A RETIREE OR DEPENDENT

Explains the process for adding Medicare information for retirees and dependents.

#### 6. CHANGING TO A MEDICARE PLAN FOR A DEPENDENT (AGE 65)

Explains how to change to a Medicare plan for a dependent once they turn 65.

#### 7. CHANGING FROM A TWO PERSON PLAN TO TWO SEPARATE PLANS

Explains the process of changing a benefit from a two-person plan into two separate plans.

#### 8. TERMINATING INSURANCE FOR A RETIREE OR DEPENDENT

Explains how to terminate insurance for a retiree or a dependent. If you are terminating insurance due to a death or divorce, see instructions below.

#### 9. DEATH OR DIVORCE OF A SPOUSE

Explains how to update the insurance information on the member's record due to a death or divorce of a spouse.

#### **10.** <u>CONTINUANCE BENEFIT – RETRO ADD (MEDICAL SUBSIDY)</u>

When a member passes away and leaves a monthly benefit for the surviving spouse, insurance deductions do not automatically carry over. These instructions explain how to add insurance deductions to a surviving spouse's new record. **Note**: For NHRS Medical Subsidy <u>only</u>.

#### 11. CHANGING FROM MEDICAL SUBSIDY ONLY TO HAVING DEDUCTIONS

Explains how to switch from a retiree just having the NHRS Medical Subsidy to having deductions.

#### 12. <u>CHANGING FROM ONE MEDICOMP PREMIUM OR GROUP NUMBER TO</u> <u>ANOTHER (TPAs)</u>

Explains the process of changing from one Medicare premium or group number to another one. **Note**: These instructions are for third party administrators (TPAs).

# **Getting Started**

## I. Logging into the DRS Insurance Module

- 1. To get started, click on the DRS Quicklink at the top of the <u>www.nhrs.org</u> homepage.
- 2. Click on Authorized on the Authorized Access Only screen and use your Username and Password to Login.

**Note:** If you do not have a username and password, or do not have access to the Insurance Module, please call NHRS at (603) 410-3508.

News	Meetings & Events   Con	tact   Social Media   F	orms   FAQs   DRS Quicklink	Text Size A A A
NH New Hampshire I	IRS Retirement System	My Acco Need an account?	unt Login Sign up here	Search Advanced Search
Members	Retirees	Employers	Funding & Investments	About NHRS
Γ	A	uthorized Acces	ss Only	
	You are about to log onto the Nev	w Hampshire Retirement Syst	em's Data Reporting System.	
	The Data Reporting System is onl System or their authorized Vendo	ly for Participating Employers ors or Third Party Administrat	of the New Hampshire Retirement ors (TPAs).	
	If you are not a Participating Emp Reporting System.	oloyer, Vendor, or TPA you are	prohibited from logging onto the Dat	a
	Violators will be prosecuted to th	e full extent of the law under	US Code Title 18, Section 1030.	
	I have read this disclaimer and I a Retirement System pursuant to R	am an authorized participatin ISA 100-A:20,I.	g Employer of the New Hampshire	
	Unauthoriz	ed	Authorized	
	Fund:       NH         Username:       Password:         Password:       Password:         If you are having difficult       please         Active Employee       Retiree Reporting         call 603-410       or toll free         1-877-600-0158       0	I Retirement System	2 Data Reporting System, ervices Is Data Reporting System, ervices Isurance issues: all 603-410-3675 or toll free at -600-0158 (ext. 3675)	
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	party, as expressly authout PensionGold, LRS and the Inc. All other product or bra respective holders.	ed under that contract. LRS diamond logo are registered t ind names mentioned are trademar	ademarks of Levi, Ray & Shoup, is or service marks of their	

- **3.** Click on the **Insurance Reporting** link.
  - a. From this module you will be able to submit or change insurance authorizations (i.e. annuity deduction authorizations) or update group insurance premium rates.



**Note:** New or infrequent users should review the key terms listed below before entering the module.

#### **KEY TERMS**

- **Carrier:** This is the vendor number. Most employers have one carrier; larger employers and third-party administrators (TPAs) can have multiple carriers.
- **Coverage Code:** Typically, this is the plan's coverage group (ex. Group A, Group B, etc.) followed by plan type (ex. 1-Per, 2-Per, FAM, MEDI).
  - Note: Rates ending in –M indicate a rate for a member and/or spouse receiving a Married Couple Double Subsidy.
- **Collection ID:** Typically the plan's group number, either listed alone or with the A, B, C from the coverage code included.
- Premium Type: This is the type of coverage 1-Person, 2-Person, Family, Medicomp.

• Rate: This is the premium rate for each coverage code.

## **II. Navigating the DRS Insurance Module Menu**

The menu on the left-hand side of the Insurance Module consists of four components.

- The Rates section is where employers and TPAs can change, terminate, reactivate, or add new premium rates for each coverage type offered. Typically, rate changes are made annually. For an instructional video on this process, see <u>https://www.nhrs.org/education</u>
- The **Authorizations** section is where employers and TPAs can add, modify, or terminate coverage at the individual level.
- The **Reports** section allows employers and TPAs to run an Insurance Deduction Register (this is the same report you receive in your End of Month File) or an Insurance Active Rate report. See below for instructions on running reports.

**Note:** Having these reports open will be useful when doing insurance authorizations.

#### Fund Options

Rates

Change

Authorizations

Search for SSN

Ins Deduction

Insurance Active Rate

Register

٠

Reports

Terminate

Reactivate Add Brand New

- Select Carrier
- Select Module
- Help
- Change Password
- Logout
- The **Fund Options** section allows employers and TPAs with multiple carriers to select a specific carrier. All users may also switch to a different DRS module (if authorized), access the help section, change a password, and log out of the DRS.

## **III. Generating Reports in the DRS Insurance Module**

### INSURANCE DEDUCTION REGISTER REPORT

The Insurance Deduction Register report is useful when submitting insurance authorizations (to know which retirees are attached to specific Collection IDs), or when terminating a rate (to show retirees associated with the rate).

1. Click on Ins Deduction Register.



2. The screen below will appear:

•	Check Issue Dates:	06/30/2017	
	Collection ID:		×
•	Premium Type:		•

- 3. Use the **Check Issue Dates** field to choose which month you wish to run a report for.
- 4. You can refine the report by choosing a specific Collection ID.
- 5. You can then further sort the report by **Premium Type**.
  - a. If you do not select a Premium Type, <u>all</u> retirees attached to the selected Collection ID will show. If you do not select a Collection ID, <u>all</u> retirees in the selected Check Issue Dates will show.
  - b. **Note:** When inputting insurance authorizations, you should sort by Collection ID. You can also further sort the report by Premium Type, if needed.
- **6.** After choosing the parameters of the report, click **Run Report**. The screen below will appear:



- 7. Click Download File. The report will open in a new browser window.
- 8. Here is an example of an Insurance Deduction Register report:

Run Date : 03/30/2017 Run Time : 8:07 AM		N Insi	Usi Pa	er Id : PGold Logon ge: 1			
Insurance Type: Al	Insurance Types		Check	Issue Date:	04/28/2017		
Insurance Carrier:			Payrol	Mode:	Trial Run		
Collection ID: 10	000340-AA Pro	emium Type:	One Person Premi	um Coverage Member			
Payee Name	SSN	I P	Plan	Deduction Amount	Employer Amount	NHRS Amount	Total Premium
		Employee	e - P. Subdivision	\$55.94	\$0.00	\$375.56	\$431.50
		Employee	e - P. Subdivision	\$55.94	\$0.00	\$375.56	\$431.50
Totals for Carrier By Pla	an						
Employee - P. Subdi	vision	2		\$111.88	\$0.00	\$751.12	\$863.00
Carrier Totals:		2		\$111.88	\$0.00	\$751.12	\$863.00
Totals for Insurance Typ	pe By Plan						
Employee - P. Subdi	vision	2		\$111.88	\$0.00	\$751.12	\$863.00

#### **INSURANCE ACTIVE RATE REPORT**

The Insurance Active Rate report is useful when you are selecting insurance premiums. You will use this report to reference the active rates for the payroll months you are working on.

1. Click on Insurance Active Rate.



2. The screen below will appear:



- 3. You can run this report to sort by either Coverage Code or Effective Date.
- 4. Here is an example of an Insurance Active Rate Report:

Run Date : 03/30/2017 Run Time : 7:56 AM	NH Ret Insurance	rement Syste Active Rate Re	m port	User Id : PGold Log Page				
Company Name: Carrier Code: 1	000340							
Coverage Code	Description	Collection ID	Total Premium	Employer Amount	Effective Date	Termination Date		
GROUP A - 1 PER	1000340 RED 35%	1000340-A	\$277.90	\$0.00	07/01/2016			
GROUP A - 2 PER	1000340 RED 35%	1000340-A	\$555.80	\$0.00	07/01/2016			
GROUP A - MEDI	1000340 MEDI WITH RX	1000340-A	\$438.54	\$0.00	01/01/2017			
GROUP A - MEDI-M	1000340 MEDI WITH RX	1000340-A	\$438.54	\$0.00	01/01/2017			
GROUP AA- 1 PER	1000340 GREEN 50%	1000340-AA	\$431.50	\$0.00	07/01/2016			
GROUP B - 1 PER	1000340 SINGLE DENTAL	1000340-B	\$45.03	\$0.00	07/01/2015			
GROUP B - 2 PER	1000340 2PERSON DENTAL	1000340-B	\$86.65	\$0.00	07/01/2015			
GROUP B - FAM	1000340 FAMILY DENTAL	1000340-B	\$138.74	\$0.00	07/01/2015			
GROUP BB- 1 PER	1000340 YELLOW 35%	1000340-BB	\$258.30	\$0.00	07/01/2016			
GROUP BB- 2 PER	1000340 YELLOW 35%	1000340-BB	\$516.60	\$0.00	07/01/2016			
GROUP D - 1 PER	1000340 BLUE 100%	1000340-D	\$949.50	\$0.00	07/01/2016			
GROUP D - 1 PER-M	1000340 BLUE 100%	1000340-D	\$949.50	\$0.00	07/01/2016			
GROUP E - 1 PER	1000340 YELLOW 50%	1000340-E	\$369.00	\$0.00	07/01/2016			
GROUP E- 1 PER	1000340 RED 100%	1000340-E	\$794.00	\$0.00	07/01/2016			
GROUP E- 2 PER	1000340 RED 100%	1000340-E	\$1,210.00	\$0.00	10/01/2014			
GROUP F - 1 PER	1000340 YELLOW 70%	1000340-F	\$516.60	\$0.00	07/01/2016			
GROUP G - 1 PER	1000340 POS 35% BUY UP 1 PERSON	1000340-G	\$363.62	\$0.00	07/01/2015			
GROUP G - 2 PER	1000340 POS 35% BUY UP 2 PERSON	1000340-G	\$727.25	\$0.00	07/01/2015			
GROUP H - 1 PER	1000340 BLUE 100%	1000340-H	\$888.50	\$0.00	07/01/2015			

## IV. Looking up an Individual Record

To add or change insurance premiums, you will need to access the record for the primary insured individual (i.e. the retiree or the retiree's spouse, if the retiree is deceased). The record is accessed by Social Security number.

The record will contain information for everyone who is receiving coverage (i.e. their spouse or other dependents, if any).

1. Click on Search for SSN in the Authorizations section.

**Note**: If you have multiple carriers, be sure you have selected the appropriate carrier for the member you are searching for.



Enter the retiree's Social Security number to view Medicare information (if any), dependents attached to the plan, and health, dental and/or vision insurance deductions.
 Note: If the Social Security number is not found, please double-check the number and try again. If needed, please contact an NHRS Medical Benefits representative at (603) 410-3675 for further assistance.

Search For SSN Enter SSN for the Payee	
SSN:	
Search	

**3.** Here is an example of an individual retiree's record page:

PENSIONGOLL RETIREMENT SOLUTION Software for Pension Administration	D IS N	NHRS Data R	eporting	System	4					
Rates • Change • Terminate • Reactivate	Paye Add, E SSN:	ee Benefit Inform dit or Terminate benef	<b>mation</b> it information	n below or call a	a Medical Be	nefit Representat	ive at (603)	410-3675	for assistance	
<ul> <li>Add Brand New</li> </ul>	N	lame:		Part A	DOB:			Part	Gender: Ma	le
Authorizations	Medica	are#:		FOILA	Date:			Farti	Date:	
<ul> <li>Search for SSN</li> <li>Queued Items</li> <li>All Queued Items</li> </ul>	Update Medicare Information									
Reports <ul> <li>Ins Deduction</li> </ul>	Depe	endents								
Register <ul> <li>Insurance Active Rate</li> </ul>		Name		SSN	SSN DOB		Relationship Medi		Effective Date	
	Edit					Wife		N	06/04/2008	Terminate
Fund Options Select Carrier Select Module Help Change Password Logout	Add De	ependent rance								
		Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
	Add Ins	Early Retirement	06/01/2008							
					Dental	GROUP B - 2 PER	\$ 86.65	N	06/01/2008	Terminate
					Health	GROUP AA- 1 PER	\$ <mark>4</mark> 31.50	N	08/01/2015	<u>Terminate</u>
					Health	GROUP AA- 1 PER	\$ <mark>4</mark> 31.50	N	08/01/2015	Terminate

- 4. From this page, you will be able to complete a number of tasks, including:
  - **a.** Setting up insurance for the first time; changing a benefit from a two-person plan into two separate plans; adding Medicare information and changing coverage to Medicomp; adding or removing dependents; etc.
  - **b.** Step-by-step instructions for the following processes are available:
    - i. Adding Insurance for a Retiree
    - ii. Adding Dependents

- iii. Adding Insurance for a Dependent
- iv. Adding a Medicare Card for a Retiree or Dependent
- v. Terminating Insurance for a Retiree or Dependent
- vi. <u>**Two-Person to Two Separate Plans**</u> (Use this to change a benefit from a two-person plan into two separate plans.)
- vii. Death or Divorce of a Spouse
- viii. Changing to a Medicare Plan (For a Dependent)
- *ix.* <u>Continuance Benefit- Retro Add</u> (Use this to set up a continuance benefit and add insurance deductions to a spouse's monthly survivor benefit when a retiree passes away. **Note:** For NHRS Medical Subsidy purposes only. NHRS cannot retroactively pay payee deductions.)
- x. <u>Changing from One Medicare Premium or Group Number to Another</u> (For TPAs only.)
- xi. <u>Changing from Medical Subsidy Only to Having Deductions</u> (Use this when an NHRS Medical Subsidy recipient with zero deductions will begin to have deductions.)

## **V. Supporting Documentation**

As you make deduction changes, some actions require supporting documents to be uploaded: **Note:** The file must be saved as one of the following file types: .BMP, .JPEG, .JPG, .PDF, .PNG, .TIF, .TIFF, or .TXT.

- To add Medicare information for a retiree or dependent, you will need:
  - Medicare card or letter from Social Security showing Part A and Part B, if applicable, dates.
- For first time setup of insurance or adding insurance after a gap in coverage, you will need:
  - Annuity Deduction Authorization Form and/or a letter from their previous employer showing coverage for time of break.
- To add a new dependent, you will need:
  - Marriage certificate for spouse, and doctor's note and tax information for a disabled dependent.
- To terminate insurance for reason of death or divorce, you will need:
  - Death certificate or divorce decree.

**Note:** To add a Medicomp supplemental insurance plan, an upload may not be required but it is always queued for approval by an NHRS Medical Benefits representative.

# **Adding Insurance for a Retiree**

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.** Search for the retiree by typing in their SSN:



2. Once the retiree is identified, you will see a screen with the retiree's benefit information. Health insurance is added under the Insurance section. Click on Add Ins. If there is more than one Benefit Type shown, make sure to choose the retirement benefit (service, deferred vested, early, disability). For a continuance, select continuance.

Payee Benefit Info Add, Edit or Terminate be assistance	ormation nefit informat	ion below or c	all a Medica	al Benefit Repres	sentative at (	(603) 410-	3675 for	
SSN:								
Name:			DOB:			Gender	Male	
Medicare#:	D	Part	A Eligible Date:	04/01/2017	Part	B Eligible Date:	04/01/20	17
Update Medicare Information	Ĺ							
Name		SSN	DOB	Relationship	Medicar	e Effe	ctive	a.
Edit				Wife	N	04/01	L/2017 I	erminate
Add Dependent								
Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	•
Add Ins Deferred Vested	02/01/2017							

3. When you click on Add Ins this screen will appear:

Insurance Information for	
Insurance Premium For:	]*
Effective Date: *	
Insurance Type: 🔹 *	
Back to Payee Continue	

- **4.** Select the retiree's name from the names listed in the drop-down menu field next to **Insurance Premium For:**
- 5. Type in the Effective Date. The effective date will be the month in which you are working in. For example, if you are keying insurance for April use "04/01/2017."
   Note: The "/01/" will automatically prefill; just type in the Month (04) and year (2017).
- **6.** Then select a plan from the **Insurance Type** drop-down menu. In some cases, there may be more than one option (i.e. "health," "dental," "vision," etc.) In this case select health. Click **Continue**.

Note: If you click on Back to Payee you will lose what you have done so far.



**7.** Choose the **Coverage Description** from the drop-down list of all coverage types associated with the employer. Click **Continue.** 

**Note**: If you are not sure what to select you can refer back to the Insurance Active Rate report listed in your Reports section. (See, "Getting Started").

Insurance Information for	
Insurance Premium For:	
Effective Date: 04/01/2017	
Insurance Type: Health Insurance	
> Coverage Description:	▼
Back to Payee Continue	

8. After you click **Continue**, the following screen will appear. Review all the information listed on this screen. If everything is correct, click on **Save Insurance Info**. If the information is incorrect, click on Back to Payee and re-enter the correct information

Insurance Information for Add Insurance Information	
Insurance Premium For:	Premium Type: Medicomp
Effective Date: 04/01/2017	Member Premium: 231.11
Ins Type: Health Insurance	Subsidy Only:
Coverage Code: GROUP C - MEDI	Termination Date:
Description: UNION MEDICOMP III W/OUT RX NON-	Termination Reason:
Collection ID: 1000070-C	Retro Date:
Back to Paye	ee Save Insurance Info

**9.** When you click on **Save Insurance Info**, you will have the ability to upload any necessary files. You may also print the screen from your records.

A Medical Benefit representative will review the queued changes upload the required document(s) supporting this change.	for approval. Please print screen for your records. Select "Upload Files" to
Insurance Premium For	Premium Type: Medicomp
Effective Date: 04/01/2017	Member Premium: 231.11
Ins Type: Health Insurance	Subsidy Only:
Coverage Code: GROUP C - MEDI	Termination Date:
Description: UNION MEDICOMP III W/OUT RX NON-	Termination Reason:
Collection ID: 1000070-C	Retro Date:
Upload F	Files Print Screen

**Note**: For a first time set-up, or to reinstate insurance, you will need to click on **Upload Files** and upload a copy of the NHRS *Annuity Deduction Authorization Form* (See: https://www.nhrs.org/employers/forms)

**10.** When you click on **Upload Files** you will see the following screen. Click **Choose File** and find the appropriate file on your computer.

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



**11.** Once you have selected the file, click on **Upload File.** If the file upload was successful, you will see this screen:

**Note**: This file upload will be reviewed by a Medical Benefits representative at NHRS. (Any time you add a Medicomp/supplemental insurance it will queue).



12. If you are finished uploading files, click Back to Payee.

#### **ADDITIONAL INFORMATION**

If you need to add dental or vision coverage, you will follow the same steps as above. If the NHRS *Annuity Deduction Authorization Form* uploaded for health insurance also contains dental/vision coverage information, you may re-upload that same form when prompted.

**Note:** Sometimes this may be done through another carrier. If you have multiple accounts with NHRS – for example your dental is a separate account – you can select your additional carrier account under fund options on the left-hand side. If you are not the carrier who administers the additional coverage, this will need to be done by that entity.

NHRS medical subsidy eligibility is determined by NHRS Medical Benefits representatives. If a retiree is eligible for the medical subsidy, NHRS will contact you.

# **Adding Dependents**

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.** Begin on the retiree's Payee Benefit Information screen. Click on **Add Dependent** under the Dependents section.

**Note**: In most instances you will only need to add a spouse, but approved Disabled Dependent Children may be included as well. Only add additional dependents if NHRS Medical Subsidy is needed.

Add, Ec assistar	e Benefit Info dit or Terminate be nce	ormation nefit informat	ion below or c	all a Medical	Benefit Repre	sentative at	(603) 410-	-3675 for	
SSN:									
Na	ame:			D	OB:			Gender: M	ale
Medica	ire#:			Part A Eligi Da	ble ite:		Part B	Eligible Date:	
Update	Medicare Information								
Depe	ndents								
	<mark>N</mark> ame		SSN	DOB	Relations	hip Medi	icare E	ffective Date	
Add De	pendent			12		19.			
Insur	rance								
Insur	rance Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	

2. When you click on Add Dependent, you will be taken to this screen. Fill in all of the required fields, which are denoted with an asterisk. Please use all CAPITAL letters. (If there is Medicare information for the dependent fill in the required fields, or see Adding a Medicare Card for a Retiree or Dependent.) Once you have finished, click on Save Dependent Info.

**Note:** The **Effective Date** will be the month in which you expect the change to occur. For example, if you are keying insurance for April use "04/01/2017." The "/01/" will automatically prefill; just type in the Month (04) and year (2017).

Relationship:	▼ *	Medicare #:	
First:	1	* Part A Elig Date:	
Last:	1	Part B Elig Date:	
	*	Effective Date:	*
Birth Date:	*	Termination Date:	
Disabled: 📃		Termination Reason:	•

- **3.** Once you have clicked on **Save Dependent Info.** The page will refresh and you will see a screen that looks like this. You will have the option of **Upload Files** or **Print Screen** for your records.
  - **a.** Some files you may need to upload include:
    - i. A marriage certificate if dependent is newly married to the retiree and you believe NHRS may not have it on file, or;
    - ii. A copy of the Medicare card, if applicable.
    - iii. Tax documents and a physician's statement are needed to add a Disabled Dependent Child.

**Note:** You can upload multiple files at once. If you click on **Upload Files** you would at that time upload any files that need to be uploaded.

Dependent Informat A Medical Benefit representa "Upload Files" to upload the	tion Result for ative will review the qui required document(s)	eued changes for approval. Please supporting this change.	e print screen for your records. Select
Relationship:	¥ *	Medicare #:	
First:	*	Part A Elig Date:	
Last:	*	Part B Elig Date:	
SSN:	280	Effective Date:	04/01/2017 *
Birth Date:	sie	Termination Date:	
Disabled:		Termination Reason:	T
Full Time Student: 🔲			
	Up	load Files Print Screen	

**4.** When you click on **Upload files**, you will be taken to this screen. Select the appropriate file, then click **Upload File**.

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



 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. Once you are done click on **Back to Payee**. You will be brought back to the Payee Benefit Information page.

File Upload Successful	
File pdf was uploaded and associated to this qu	ieued action.
If you need to upload another file to support this change, click on "M	ore Files".
Please print screen for your records. A Medical Benefit representative uploaded documents for approval. Return to the Payee Benefit Inform Payee.	will review the queued changes and nation screen by selecting Back to
Back to Payee More Files Print Scre	en

# **Adding Insurance 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. Begin at the retiree's Payee Benefit Information page.

Payee Add, Edit assistance	Benefit Info or Terminate be	ormation nefit informat	ion below or c	all a Medica	l Benefit Repres	entative at (	603) 410-	3675 for	
SSN:									
Nan	ne:			DOB:			Gender:	Male	
Medicare	e#:		Part	A Eligible Date:	04/01/2017	Part	B Eligible Date:	04/01/20	017
Update M	Update Medicare Information								
Depen	dents								
	Name		SSN	DOB	Relationship	Medicar	e Effe Da	ctive ate	
Edit					Wife	N	04/01	/2017	<u>Terminate</u>
Add Depe	Add Dependent								
	Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effectiv Date	e
Add Ins	Deferred Vested	02/01/2017							

 From the Insurance section, you can add coverage information for a spouse and other dependent listed in the Dependents section (See "Adding Dependents"). Click on Add Ins.

Insu	Insurance								
	Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
Add Ins	Deferred Vested	02/01/2017							
				Health	GROUP C - MEDI	\$ 231.11	N	04/01/2017	<u>Delete</u>

3. When you click on Add Ins this screen will appear:

Insurance Information for	
Insurance Premium For:	*
Effective Date: *	
Insurance Type: •	
Back to Payee Continue	

- **4.** Select the dependent's name from the names listed in the drop-down menu field next to **Insurance Premium For:**
- 5. Type in the Effective Date. The effective date will be the month in which you are working in. For example, if you are keying insurance for April use "04/01/2017."
   Note: The "/01/" will automatically prefill; just type in the Month (04) and year (2017).
- 6. For this example, we will select Health from the **Insurance Type** drop-down menu. Click **Continue**.

Note: If you click on Back to Payee you will lose what you have done so far.



**7.** Choose the **Coverage Description** from the drop-down list of all coverage types associated with the employer, and then click **Continue**.

**Note:** If you are not sure what to select you can refer back to the Insurance Active Rate report listed in your Reports section. (See, "Getting Started").

Insurance Information for	
Insurance Premium For:	
Effective Date: 04/01/2017	
Insurance Type: Health Insurance	
$\longrightarrow$ Coverage Description: $\begin{bmatrix} \\ & \\ & \\ & \end{bmatrix}$	. ▼
Back to Payee Continue	

8. After you click Continue, the following screen will appear. Review all the information listed on this screen. If everything is correct, click on Save Insurance Info. If the information is incorrect, click on Back to Payee and re-enter the correct information. Note: If any information requires review approval by an NHRS Medical Benefits Analyst, you will not see the changes until they are approved. The queue is checked throughout the day, however if you need an item approved right away, please call an NHRS Medical Benefits representative at (603) 410-3675.

nsurance Premium For:	Premium Type: 1 Person
Effective Date: 04/01/2017	Member Premium: 980.85
Ins Type: Health Insurance	Subsidy Only: 🔲
Coverage Code: GROUP B - 1 PER	Termination Date:
Description: 1000070 BLUECHOICE NON-UNION	Termination Reason:
Collection ID: 1000070-B	Retro Date:
	Retro Note:

9. Once your items have been approved, your screen will look like this:

CNI-	: or Terminate benefit	: <mark>information be</mark>	low or call a Me	dical Benefit	Representative at (	603) 410-367	5 for assist	ance	
Na Na Medicar	me:		Part A Eli	DOB:	04/01/2017	Part B Eli	Gender gible Date	: Male : 04/01/2017	
Update M	ledicare Information								
)epen	dents Name		SSN	DOB	Relationship	Medica	are Effec	tive Date	
Edit					Wife	N	04/	01/2017	<u>lermina</u>
Add Depe	ince Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
Add Depe nsura	ince Benefit Type Deferred Vested	Ben Eff Date 02/01/2017	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
Add Depe nsura dd Ins	INCE Benefit Type Deferred Vested	Ben Eff Date 02/01/2017	Associated	Ins Type Health	Cov Code GROUP C - MEDI	N N N N N N N N N N N N N N N N N N N	Subsidy Only	Effective Date	

# Adding a Medicare Card for a Retiree or 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.

#### FOR A RETIREE:

**1.** To add Medicare information for the retiree, click on the **Update Medicare Information** button.

Payee Benefit Information Add, Edit or Terminate benefit information be assistance	elow or call a Medical Benefit Represer	ntative at (603) 410-3675 for
Name:	DOB:	Gender: Male
Medicare#:	Part A Eligible Date:	Part B Eligible Date:
Update Medicare Information		

2. When you click **Update Medicare Information**, you will see a screen that looks like this. Type in the Medicare information listed on the card; the eligible dates will always be the first of a month:

Medicare Information for Enter Medicare Information		
Medicare#:	Part A Eligible Date: 04/01/2017	Part B Eligible Date: 04/01/2017

**3.** Once done, click **Save Medicare 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.)

Medicare Information A Medical Benefit representative "Upload Files" to upload the req	<b>Result for</b> e will review the queued changes for approval. Pl juired document(s) supporting this change.	ease print screen for your records. Select
Medicare#:	Part A Eligible Date: 04/01/2017	Part B Eligible Date: 04/01/2017
	Upload Files. Print Screen	

4. When you click on Upload Files you will see a screen that looks like this:



5. Click on Choose File and select the file saved on your computer.

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

- **6.** Once you have selected the file, click on **Upload File.** If the file upload was successful, you will see the following screen.
  - a. This item has now been queued and is awaiting approval from a Medical Benefits representative at NHRS.



- 7. From this screen, you will have the choice to go Back to Payee, upload More Files or Print Screen.
- **8.** When you are done, click on **Back to Payee** to return to the Payee Benefit Information screen.

#### FOR A DEPENDENT:

**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.

Rates • Change	Payee Benefit Informat Add, Edit or Terminate benefit in assistance	<b>tion</b> formation belo	w or call a Mee	dical Benefit Repr	esentative at	(603) 410-36	75 for	
Terminate     Reactivate	SSN:							
Add Brand New	Name:		DOB:		G	ender: Male		
Authorizations	Medicare#:	Par	t A Eligible Date: 0	)3/01/2015	Part B E	Date: 01/01/	2016	
<ul> <li>Search for SSN</li> <li>Queued Items</li> <li>All Queued Items</li> </ul>	Update Medicare Information							
Reports • Ins Deduction	Dependents					10		
Register <ul> <li>Insurance Active Rate</li> </ul>	Name	SSN	DOB	Relationship	Medicare	Effective Date		
	Edit			Wife	N	02/01/2016	Terminate	
Fund Options <ul> <li>Select Carrier</li> <li>Select Module</li> </ul>	Add Dependent						45	

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.

Relationship: Husband	* t		> Medicare #:		
First:		*		04/01/2017	
Last:		*	Part B Elig Date:	04/01/2017	
SSN:	24		Effective Date:	06/01/2015	265
Birth Date:	*		Termination Date:		
Disabled: 🗐			Termination Reason:		
Full Time					

3. 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.)

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

<b>Dependent Information Result for</b> 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:	Wife	*		Medicare #:			
First:			*	Part A Elig Date:	04/01/2017		
Last:			:#:	Part B Elig Date:	04/01/2017		
SSN:		*		Effective Date:	02/01/2016	*	
Birth Date:		*		Termination Date:		]	
Disabled:				Termination Reason:			]
Full Time Student:							
		(	Upload Files	Print Screen			

4. When you click on Upload Files you will see a screen that looks like this:

$\rightarrow$	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. Choose File No file chosen
->	Back to Payee

5. 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.

**a.** 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.

File Upload Successful	F
pdf was uploaded and associated to this queued action.	Fi
f you need to upload another file to support this change, click on "More Files".	If
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.	Pl uj Pa
Back to Payee More Files Print Screen	

- 6. From this screen, you will have the choice to go Back to Payee, upload More Files or Print Screen.
- **7.** When you are done, click on **Back to Payee** to return to the Payee Benefit Information screen.

# **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.

Rates • Change	Payee Benefit Informa Add, Edit or Terminate benefit ir assistance	<b>tion</b> nformation belo	w or call a Me	dical Benefit Repr	esentative at	(603) 410-36	75 for
Terminate     Reactivate	SSN:						
Add Brand New	Name:		DOB:		G	ender: Male	
Authorizations	Medicare#:	Par	t A Eligible Date:	03/01/2015	Part B E	Date: 01/01/	2016
<ul> <li>Search for SSN</li> <li>Queued Items</li> <li>All Queued Items</li> </ul>	Update Medicare Information						
Reports <ul> <li>Ins Deduction</li> </ul>	Dependents						
Register <ul> <li>Insurance Active Rate</li> </ul>	Name	SSN	DOB	Relationship	Medicare	Effective Date	
	Edit			Wife	N	02/01/2016	Terminate
Fund Options <ul> <li>Select Carrier</li> <li>Select Module</li> </ul>	Add Dependent						15

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.

Relationship: H	usband	¥ *			:	
First:			×	→ Part A Elig Date	: 04/01/2017	
Last:			se	→ Part B Elig Date	: 04/01/2017	
SSN:		C.		Effective Date	: 06/01/2015	*
Birth Date:		£		Termination Date	:	
Disabled: 🗐				Termination Reason	:	
Full Time						

**3.** 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.)

<b>Dependent Information Result for</b> 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:	Wife	*		Medicare #	
First:			*	Part A Elig Date	: 04/01/2017
Last:			:#:	Part B Elig Date	: 04/01/2017
SSN:		*		Effective Date	* 02/01/2016
Birth Date:		*		Termination Date	:
Disabled:				Termination Reason	· · · · · · · · · · · · · · · · · · ·
Full Time Student:					
		(	Upload Files	Print Screen	

 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.

<b>—</b>	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. Choose File No file chosen
$\rightarrow$	Upload File
$\rightarrow$	Back to Payee

**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 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.			
Back to Payee More Files Print Screen			

6. Since the spouse has turned 65, he or she will likely be changing to a Medicomp 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	
Add Ins	Service Retirement	06/01/2015							
				Health	GROUP A- MEDI	\$ 428.36	N	02/01/2016	<u>Terminate</u>
				Health	GROUP A- 1PER	\$ 710.05	N	02/01/2016	<u>Terminate</u>
				Dental	GROUP D- 2PER	\$ 106.60	N	02/01/2016	<u>Terminate</u>

**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.

	Terminate Insurance Verify for
Rates	
Change	PLEASE NOTE:
Ierminate	
Reactivate	Oualified retirees who decline the Medical Subsidy because of health insurance coverage through
Add Brand New	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-
Authorizations	sponsored health insurance coverage
Search for SSN	
Queued Items	Qualified retirees who discontinue coverage under the plan sponsored by the former employer for
All Queued Items	any other reason will <b>not</b> be eligible for the medical subsidy if the retiree subsequently returns to
	coverage.
Reports	
Ins Deduction	Terminate insurance: 1 Person Health Insurance GROUP I - 1 PER? Click Yes to terminate, No to cancel.
Register	
Insurance Active Rate	Yes No

**7.** 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 Resu Insurance information has been successfu	It for an and a second se
Insurance Premium For:	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 Age Ineligible
Collection ID: GROUP A	Retro Date:
	Retro Note:
	ack to Payee Save Insurance Info

8. Click Add Ins to set up the new Medicomp 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.

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

**9.** 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**.



**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	
Insurance Premium For:	
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 Add Insurance Information		
Insurance Premium For:	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:	T
Collection ID: GROUP A	Retro Date:	
	Retro Note:	
> Back	to Payee Save Insur	urance Info

#### **STOP**

All Medicomp 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.

Dep	endents								
	Name	Name SSN DOB		Relations	ihip Me	dicare	Effective Date		
<u>Edit</u>	Edit			10-2-2-5	Wife		Y	02/01/2016	Terminate
Add D	Pependent Irance Benefit Type	Ben Eff	Associated	Ins	Cov Code	Mbr	Subsidy	Effective	
Add Ins	Service Retirement	06/01/2015	10	туре		Prem		Date	
				Health	GROUP A- MEDI	\$ 428,36	N	02/01/2016	Terminate
				Dental	GROUP D- 2PER	\$ 106.60	N	02/01/2016	Terminate
				Health	GROUP A- MEDI	\$ 428.36	N	04/01/2017	Delete

# **Change from a 2-Person Plan to 2 Separate Plans**

To change a benefit from a two person plan into two separate plans, follow the steps below.

**Note:** If this change is due to a member or dependent acquiring a Medicare card, work top to bottom and add the Medicare card first.

 To add Medicare information for a retiree, click Update Medicare Information. To update Medicare information for a dependent, click Edit next to the dependent's name. See, Adding a Medicare Card for a Retiree or Dependent for additional instructions.

Rates Change Terminate	Paye Add, I assist	ee Benefit In Edit or Terminate I ance	formatio benefit inform	<b>n</b> nation below	or call a M	ledical Benefit	Representa	a <mark>tiv</mark> e at (6	603) 410-367	5 for
Reactivate     Add Brand New		Name:			DOP				Condor: For	nale
nus prens new		Name.		Dar				Dart D	Eligible	liale
Authorizations	Media	are#:		Par	Date	e 11		Parto	Date:	
Search for SSN     Queued Items     All Queued Items	Upda	te Medicare Informatio	on							
Reports <ul> <li>Ins Deduction</li> </ul>	Dep	endents								
Register     Insurance Active Rate		Name		SSN	DOB	Relations	hip Mea	licare	Effective Date	
·	Edit					Husband	d	N	09/01/2009	<u>Terminate</u>
Fund Options Select Carrier Select Module Help Change Password Logout	Add E	Dependent								
		Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
	Add Ins	Early Retirement	07/01/2009							
					Health	363006037- 2-PER	\$ 1,257.66	N	11/01/2016	<u>Terminate</u>
	Add Ins	Additional Annuity	07/01/2009							

2. Once the Medicare card has been added, click **Terminate** next to the two person insurance premium.

Insu	urance								
	Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
Add Ins	Early Retirement	07/01/2009							
				Health	363006037- 2-PER	\$ 1,257.66	N	11/01/2016	<u>Terminate</u>
Add Ins	Additional Annuity	07/01/2009							

- 3. a. Use the current, or a future, payroll date for the Termination Date.
  - b. Because the person in this example is eligible for Medicare, enter a **Termination Reason**
  - of "Age Ineligible."
  - c. Click Save Insurance Info and then Back to Payee.

**Note:** If the spouse is eligible for the Medical Subsidy, you will encounter an additional screen. If you are terminating one premium to replace it with another, you must make both changes at the same time. If there is a gap in coverage, the member will no longer be eligible to receive the NHRS Medical Subsidy. See, *Terminating Insurance* for more information.

Insurance Information for Update Insurance Termination Informati	on
Insurance Premium For:	Premium Type: 2 Person
Effective Date: 11/01/2016	Member Premium: 1,257.66
Ins Type: Health Insurance	Subsidy Only:
Coverage Code: 363006037- 2-PER	Termination Date: 04/01/2017
Description:	Termination Age Ineligible
Collection ID: 363006037	Retro Date:
	Retro Note:
$\longrightarrow$	Back to Payee Save Insurance Info

4. Click Add Ins and follow the prompts. Change the retiree coverage first.

**Note:** If there is more than one Benefit Type listed, always use the retirement benefit when adding new insurance premiums. If you are unsure of which benefit to use, call a Medical Benefits representative at 603-410-3675.

Insu	Insurance											
	Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date				
Add Ins	Early Retirement	07/01/2009										
Add Ins	Additional Annuity	07/01/2009										

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



**6.** 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 side of your screen.

Insurance Information for	
Insurance Premium For:	
Effective Date: 04/01/2017	
Insurance Type: Health Insurance	
Coverage Description:	•
Back to Payeer Continue	

- 7. After you click Continue, the screen will refresh to show the information you entered. If all the information on the results screen is correct, click Save Insurance Info. If the change you made was for Medicomp, it will be queued for review by an NHRS Medical Benefits representative. Click Back to Payee to continue with the insurance premium change for the dependent.
- 8. Once you have completed the process for the dependent and all items have been approved from the queue, you will see the new coverage information on the Payee's Benefit Information screen.

	Name:			DOB:			Ger	<b>ider:</b> Fema	le
Medio	care#:		Part	A Eligible Date:			Part B Elig C	gible Date:	
Upda	te Medicare Informatior	1							
Dep	endents		- 14			- 14			
	Name		SSN	DOB	Relationshi	p Medic	are Eff	ective Date	
Edit	Edit								
						Y	09/0	01/2009	erminate
Add I	Dependent		<u> </u>			Y	09/0	01/2009 I	erminate
Add I	Jrance Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	erminate
Add I Insu	Dependent Jrance Benefit Type Early Retirement	Ben Eff Date 07/01/2009	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
Add I	Jrance Benefit Type Early Retirement	Ben Eff Date 07/01/2009	Associated	Ins Type Health	Cov Code 363006037- 1-PER	Mbr           Prem           \$ 628.83	Subsidy Only	Effective Date	<u>Prminate</u>
Add I Insu	Dependent ITANCE Benefit Type Early Retirement	Ben Eff Date 07/01/2009	Associated To	Ins Type Health Health	Cov Code 363006037- 1-PER 363006038- MEDI	Mbr           Prem           \$ 628.83           \$ 522.32	Subsidy Only N	Effective Date 04/01/2017 04/01/2017	Delete

## **Terminating Insurance for a Retiree or 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.

For terminating a dependent's insurance due to death or divorce of a spouse, see "Death or Divorce of Spouse."

- **1.** To terminate a retiree or dependent's insurance, go to the Insurance section on the Payee Benefit Information page.
- 2. Click **Terminate** on the appropriate retiree or dependent's coverage. In this example, we are terminating the retiree's health insurance.

Insu	irance								
	Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
Add Ins	Early Retirement	07/01/2009							
				Dental	GROUP B - 2 PER	\$ 86.65	N	07/01/2009	<u>Terminate</u>
				Health	GROUP I - 1 PER	\$ 863.00	Y	06/01/2016	<u>Terminate</u>
				Health	GROUP I - 1 PER	\$ 863.00	Y	06/01/2016	<u>Terminate</u>

**3.** Please note that anytime you **Terminate** a premium you will receive the following message. Click **Yes** to proceed.

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 <b>not</b> 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.
Yes No

**Note:** If you are terminating one premium to replace it with another, you should make both changes at the same time to avoid a potential gap in coverage. (This is particularly important in regard to retirees and beneficiaries receiving the NHRS

Medical Subsidy.) If you are not setting up a new premium or there will be a gap in coverage, this message explains the potential impact on the retiree or beneficiary. If you have questions regarding this message, please contact an NHRS Medical Benefits representative at (603) 410-3675.

- 4. After selecting Yes, you will be brought to this screen.
  - a. Enter a Termination Date.

**Note:** Always use the 1st day of the payroll month you are working in. For terminations, the system will automatically adjust it the last day of the previous month. (ex: 04/01/2017 reverts to 03/31/2017).

- **b.** Enter the **Termination Reason** from the drop-down menu, in this case we will use **Member Requested Cancellation**.
- c. Click Save Insurance Info.
- d. Click Back to Payee to return to the Payee Benefit Information page.



## **Death or Divorce of Spouse**

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.

When a spouse or dependent passes away, or in the event of a divorce, you will follow the same process. You will need to update the insurance information on the member's record.

Always use the current payroll, except: for retro (NHRS Subsidy) purposes, you will want to use a Retro Date of the month in which the event happened (unless it happened on the last business day of the month).

Ex: Date of Death 03/21/2017, Retro Date 03/01/2017.

**Note:** For this process, you must start from the bottom of the Payee Benefit Information screen under insurance and work your way up. You will receive the error message below if you attempt to terminate the dependent before terminating the insurance.



**1.** Start with terminating the insurance for the spouse or dependent.

Rates Change Terminate Reactivate Add Brand New	Pay Add, assist	ee Benefit In Edit or Terminate B ance	formatio	<b>n</b> mation below	or call a № DO	Medical Benefit	Representa	ative at (6	03) 410-367 Gender: Fer	5 for nale
Authorizations	Medio	are#:		Par	t A Eligib Dat	le te:		Part B	Eligible Date:	
Search for SSN     Queued Items     All Queued Items	Upda	te Medicare Informatic	n							
Ins Deduction	Dep	endents								
Register <ul> <li>Insurance Active Rate</li> </ul>		Name		SSN	DOB	Relations	hip Med	licare	Effective Date	
Fund Options Select Carrier Select Module Help Change Password Logout	Add [	Dependent				- Husball	<u> </u>			
		Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
	Add Ins	Early Retirement	07/01/2007							
					Health	363056024- 1 PER	\$ 770.55	N	06/01/2016	Terminate
					Health	363056036- MEDI	\$ 197.97	N	06/01/2016	Terminate

a. Here you will want to use the current, or a future, payroll date for the Termination Date.b. Include the Termination Reason.

**Note:** If the event happened prior to the payroll date, include a **Retro Date** and **Retro Note** with a brief explanation as to why you are requesting the retro NHRS subsidy payment.

c. If all the information appears correct, click **Save Insurance Info**.

Insurance Information for Update Insurance Termination Informatio	n
Insurance Premium For:	Premium Type: Medicomp
Effective Date: 06/01/2016	Member Premium: 197.97
Ins Type: Health Insurance	Subsidy Only:
Coverage Code: 363056036- MEDI	
Description:	Termination     Reason:     Divorce     Termination
Collection ID: 363056036	
	Retro Note: Divorce decree effective 2/17/2017. Retro subsidy
	Back to Payee Save Insurance Info

**3.** Once saved, click **Upload Files**. Here you will want to include a divorce decree or death certificate as these items are needed for review by a Medical Benefits representative.

Insurance Information Result for 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.						
Insurance Premium For:	Premium Type:	Medicomp				
Effective Date: 06/01/2016	Member Premium:	197.97				
Ins Type: Health Insurance	Subsidy Only:					
Coverage Code: 363056036- MEDI	Termination Date:	04/01/2017				
Description: 0314-900-07	Termination Reason:	Divorce v				
Collection ID: 363056036	Retro Date:	02/01/2017				
	Retro Note:	Divorce decree effective 2/17/2017. Retro subsidy for spouse.				
Upload Files Print Screen						

4. a. Click **Choose File** and select the appropriate file from your computer.

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

b. Click Upload File.

c. Once you have uploaded the file, click **Back to Payee** to return to the Payee Benefit Information screen and continue updating the insurance information.

_	
De	pendent File Upload
Sele	ct the file(s) supporting the desired change (Medicare Card or Letter from Soc Sec). If more than one file is
Ob	Jed, you will be prompted after uploading this me.
Cho	pose rile .pdr
Uple	pad File
Bas	k ta Pavaa
Dat	in to Fayee

5. In the Dependents section, click **Terminate** next to the appropriate name.

Dep	Dependents							
	Name	SSN	DOB	Relationship	Medicare	Effective Date		
Edit				Husband	Y	07/01/2007	<u>Terminate</u>	

6. Fill in the Termination Date and Termination Reason, then click Save Dependent Info. (The date will revert back to the last business day of the previous month).



**Note:** All terminations of coverage due to death or divorce will be queued for a NHRS Medical Benefits representative to review and approve. Once approved, you will see the changes in the Payee record.

Rates • Change • Terminate • Reactivate	Paye Add, I assist	ee Benefit In Edit or Terminate b ance	formatio benefit inform	<b>n</b> mation below o	or call a M	1edical Benefit I	Represent	ative at (60	)3) 410-367	5 for
Add Brand New	Medio	Name: <b>Mana</b>		Par	DC t A Eligit Dai	)B:	)	( Part B	Sender: Fen Eligible Date:	nale
Search for SSN     Queued Items     All Queued Items	Updat	te Medicare Informatic	n						butch	
Reports     Ins Deduction     Register     Insurance Active Rate	Dep	endents <sub>Name</sub>		SSN	DOB	Relation	1ship	Medicare	Effective Date	
Fund Options  Select Carrier  Select Module Help Change Password	Add [	)ependent								
Logout		Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
	<u>Add</u> <u>Ins</u>	Early Retirement	07/01/2007							
					Health	363056024- 1 PER	\$ 770.55	N	06/01/2016	<u>Terminate</u>

## **Continuance Benefit - Retro Add (Medical Subsidy)**

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.

When a member dies and leaves a monthly benefit for the surviving spouse, the insurance deductions do not automatically carry over. Once the Continuance Benefit is set up by NHRS, you will be able to add the insurance deductions to the surviving spouse's new record.

**Note:** Retroactive application is for NHRS Medical Subsidy purposes ONLY. NHRS cannot retroactively pay payee deductions.

1. Go to the Insurance section on the Payee Benefit Information page. Click Add Ins.

**Note:** For Group II (Police and Fire) surviving spouses, always use Automatic Spouse Continuance as the benefit type, even if there is more than one benefit type.

Rates • Change • Terminate • Reactivate • Add Bened New	Paye Add, E assista	ee Benefit Inf Edit or Terminate b ance	ormation enefit inform	ation below or	<sup>r</sup> call a Medi	cal Benefit Rep	resentative	at (603)	410-3675 fc	or.
Authorizations  Search for SSN Queued Items	f Medic	Name: <b>Care</b> #:		Р	DC art A Eligil Da	DB: Dle te:		Part B	Gender: Ma Eligible Date:	ale
All Queued Items     Reports     Ins Deduction     Register     Insurance Active Rate	Updat Depo	e Medicare Information							ffective	
Insurance Active Nate  Fund Options     Select Carrier     Select Module     Help     Change Password     Logout	Add D	Name rependent		SSN	DOB	Relationshi	p Medi	icare t	Date	
		Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
	Add Ins	Continuance	01/01/2017							

- 2. You will be brought to the Insurance Information for ... screen.
  - a. Specify who the Insurance Premium is for.
  - b. Enter the Effective Date.

**Note:** Always use the current payroll date as the **Effective Date**. If you use the retroactive date to add insurance, you will receive an error message. (See below).



- c. Enter the Insurance Type.
- d. Click Continue.

Insurance Information for	
In In	surance Premium For:
	-> Effective Date: 04/01/2017 *
	→ Insurance Type: Health ▼ *
	Back to Payee Continue

**3.** Choose the **Coverage Description** from the drop-down list of all coverage types associated with the employer. Click **Continue.** 

**Note**: If you are not sure what to select you can refer back to the Insurance Active Rate report listed in your Reports section. (See, "Getting Started").

Insurance Information for	
Insurance Premium For:	
Effective Date: 04/01/2017	
Insurance Type: Health Insurance	
Coverage Description:	▼
Back to Payee Continue	

- 4. You will be brought to this screen.
  - a. Enter the Retro Date.

Note: Retro Date should be the first of the month that the life event happened in.

**b.** In the **Retro Note** section provide a brief explanation as to why you are requesting retro NHRS subsidy payments.

**Note:** Once approved by an NHRS Medical Benefits representative, this note will be automatically added to the payee's permanent record.

c. Click Save Insurance Info.

Rates	Insurance Information for Add Insurance Information	
Change     Terminate	Insurance Premium For:	Premium Type: Medicomp
Reactivate     Add Brand Now	Effective Date: 04/01/2017	Member Premium: 428.36
- Add brand New	Ins Type: Health Insurance	Subsidy Only: 🔲
Authorizations	Coverage Code: GROUP AA - MEDI	Termination Date:
<ul><li>Search for SSN</li><li>Queued Items</li></ul>	Description: 1000060	Termination Reason:
All Queued Items	Collection ID: 1000060-AA	
Reports • Ins Deduction		Retro Note: Member passed away 1/28/17. Retro <u>NHRS</u> subsidy
Register <ul> <li>Insurance Active Rate</li> </ul>		Back to Payee C Save Insurance Info

5. Once the retro date and retro note are saved, the command buttons on the screen will change. You will need to upload a signed *Annuity Deduction Authorization* form, which is required for all new insurance additions. Click **Upload Files**.

Rates • Change	Insurance Information Resu A Medical Benefit representative will revi Select "Upload Files" to upload the requir	It for ew the queued changes for red document(s) supportin	or approval. Please print screen for your records.
Terminate     Reactivate     Add Brand New	Insurance Premium For: Effective Date: 04/01/2017	Premium Type: Member Premium:	Medicomp 428.36
·	Ins Type: Health Insurance	Subsidy Only:	
Authorizations     Search for SSN	Coverage Code: GROUP AA - MEDI	Termination Date:	
Queued Items     All Queued Items	Description: 1000060	Termination Reason:	T
	Collection ID: 1000060-AA	Retro Date:	01/01/2017
Reports <ul> <li>Ins Deduction</li> <li>Register</li> </ul>		Retro Note:	Member passed away 1/28/17. Retro NHRS subsidy for surviving spouse.
Insurance Active Rat	e	Upload Files Print S	Screen

6. When you click on Upload Files you will see a screen that looks like this:



7. 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.

a. 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.



8. Click Back to Payee to return to the Payee Benefit Information page.

# **Changing From Medical Subsidy Only to Having Deductions**

When a member has ZERO insurance deductions from his or her pension benefit, but is in receipt of the NHRS Medical Subsidy, you will see a Y indicator in the Subsidy Only column. These instructions show how to change a member from Subsidy Only to having deductions.

**1.** Start by terminating the current premiums that will now require deductions. Click **Terminate**.

Insu	Irance								
	Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
Add Ins	Early Retirement	07/01/2009							
				Dental	GROUP B - 2 PER	\$ 86.65	N	07/01/2009	<u>Terminate</u>
				Health	GROUP I - 1 PER	\$ 863.00	Y	06/01/2016	<u>Terminate</u>
				Health	GROUP I - 1 PER	\$ 863.00	Y	06/01/2016	<u>Terminate</u>

**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 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.



#### 2. a. Enter a Termination Date.

b. Enter a Termination Reason.

c. Click **Save Insurance Info.** (The date will revert back to the last business day of the previous month).

**Note:** If you click on Back to Payee before saving you will lose what you have done so far.

d. Click Back to Payee.

Rates	Insurance Information for Update Insurance Termination Information		
Change     Terminate     Reactivate     Add Brand New	Insurance Premium For: Effective Date: 06/01/2016 Ins Type: Health Insurance	Premium Type: Member Premium: Subsidy Only:	1 Person 863.00 @
Authorizations Search for SSN Queued Items All Queued Items	Coverage Code: GROUP I - 1 PER Description: 1000340 GREEN 100% Collection ID: 1000340-I	Termination Date: Termination Reason: Retro Date:	04/01/2017 Member Requested Cancellation
Reports     Ins Deduction     Register     Insurance Active Rate	> [	Retro Note: Back to Payee Save Insu	irance Info

3. Once you are back to the payee's record, click on Add Ins.

Insurance							
	Benefit Type	Ben Eff Date					
Add Ins	Early Retirement	07/01/2009					

4. a. Specify who the Insurance Premium is for.

b. Enter the **Effective Date.** (The **Effective Date** is always the current, or a future, payroll date).

c. Enter the Insurance Type.

d. Click Continue.



5. Select the **Coverage Description** that matches the premium for the person you selected on the previous screen.

**Note:** If you are unsure of the **Coverage Description** please refer back to your Insurance Active Rate report. See *Getting Started* for instructions to access this report.

Insurance Premium For:	
Effective Date:	04/01/2017
Insurance Type:	Health Insurance
Coverage Description:	
Back to Paye	1000340 BLUE 100% GROUP D - 1 PER 1000340 BLUE 100% GROUP D - 1 PER-M 1000340 BLUE 100% GROUP H - 1 PER
	1000340 BLUE 100% DEPENDENT GROUP I - 1 PER 1000340 BLUE 40% GROUP W - 1 PER 1000340 GREEN 100% GROUP I - 1 PER
	1000340 GREEN 100% GROUP I - 1 PER-M 1000340 GREEN 100% DEPENDENT GROUP IA- 1 PER DEP 1000340 GREEN 35% GROUP N - 1 PER 1000340 GREEN 35% GROUP N - 1 PER
	1000340 GREEN 35% GROUP K - 1 PER 1000340 GREEN 40% GROUP K - 1 PER 1000340 GREEN 50% GROUP AA- 1 PER 1000340 GREEN 70% GROUP S - 1 PER
	1000340 MEDI NO RX GROUP M - MEDI 1000340 MEDI WITH RX GROUP A - MEDI 1000340 MEDI WITH RX GROUP A - MEDI
	1000340 POS 35% BUY UP 1 PERSON GROUP G - 1 PER 1000340 POS 35% BUY UP 2 PERSON GROUP G - 2 PER 1000340 RED 100% GROUP E - 1 PER

6. Click Continue.

Insurance Information for
Insurance Premium For:
Effective Date: 06/01/2017
Insurance Type: Health Insurance
Coverage Description: 1000340 MEDI WITH RX GROUP A - MEDI 🔹 💌
Back to Payee Continue

7. Click Save Insurance Info.

Insurance Information for Add Insurance Information	
Insurance Premium For: I	Premium Type: Medicomp
Effective Date: 06/01/2017	Member Premium: 438.54
Ins Type: Health Insurance	Subsidy Only:
Coverage Code: GROUP A - MEDI	Termination Date:
Description: 1000340 MEDI WITH RX	Termination Reason:
Collection ID: 1000340-A	Retro Date:
	Retro Note:
	Back to Payee Save Insurance Info

**8.** Once the insurance is added, click **Back to Payee** to see the new premiums in the Insurance Grid.

**Note:** If the premium information you entered is incorrect, you have the option to **Delete** the premium before the 20<sup>th</sup> of the month and enter corrected information.

Rates	Insurance Information Resu Insurance information has been successf	It for all the second s	
Change     Terminate     Reactivate	Insurance Premium For.	Premium Type: 1 Person	
<ul> <li>Add Brand New</li> </ul>	Ins Type: Health Insurance	Subsidy Only:	
Authorizations	Coverage Code: GROUP W - 1 PER	Termination Date:	
<ul><li>Search for SSN</li><li>Queued Items</li></ul>	Description: 1000340 BLUE 40%	Termination Reason:	¥
All Queued Items	Collection ID: 1000340-W	Retro Date:	
Reports <ul> <li>Ins Deduction</li> </ul>		Retro Note:	1
Insurance Active Rate		Back to Payee Print Screen	

		Health	GROUP W - 1 PER	\$ 431.70	Ν	04/01/2017	Delete
		Health	GROUP W - 1 PER	\$ 431.70	N	04/01/2017	<u>Delete</u>

## **Changing from one Medicomp Premium or Group Number to Another (for TPAs)**

Note: When only making premium or group number changes, premium type stays the same.

1. Once in a member's record, click **Terminate** for the insurance premium you are making changes to.

Insu	Insurance								
	Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
Add Ins	Service Retirement	06/01/2011							
				Health	363041065- 2-PER	\$ 1,758.95	N	01/01/2017	<u>Terminate</u>
				Health	363041059- MEDI	\$ 537.18	N	01/01/2017	<u>Terminate</u>

2. Please note that anytime you **Terminate** a premium you will receive the following message. Click **Yes** to proceed.

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 <b>not</b> 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.
Yes No

**Note:** If you are terminating one premium to replace it with another, you should make both changes at the same time to avoid a potential gap in coverage. (This is particularly important in regard to retirees and beneficiaries receiving the NHRS Medical Subsidy.) If you are not setting up a new premium or there will be a gap in coverage, this message explains the potential impact on the retiree or beneficiary. If you have questions regarding this message, please contact an NHRS Medical Benefits representative at (603) 410-3675.

- 3. After selecting Yes, you will be brought to this screen.
  - a. Enter a Termination Date.

**Note:** Always use the 1st day of the payroll month you are working in. For terminations, the system will automatically adjust it the last day of the previous month. (ex: 04/01/2017 reverts to 03/31/2017).

- **b.** Enter the **Termination Reason** from the drop-down menu, in this case we will use **Member Requested Cancellation**.
- c. Click Save Insurance Info.

Insurance Information for Update Insurance Termination Information	n	
Insurance Premium For:	Premium Type:	Medicomp
Effective Date: 01/01/2017	Member Premium:	537.18
Ins Type: Health Insurance	Subsidy Only:	
Coverage Code: 363041059- MEDI	Termination Date	04/01/2017
Description	Termination Reason:	T
Collection ID: 363041059	Retro Date:	Age Ineligible
	Retro Note:	Death Divorce Insufficient Funde Member Requested Cancellation
		No Longer TT Student
	Back to Payer Save Insu	Unpart Premiums

4. Click Back to Payee to continue with your changes.

Insurance Information Resu Insurance information has been success	It for action required.
Insurance Premium For:	Premium Type: Medicomp
Effective Date: 01/01/2017	Member Premium: 537.18
Ins Type: Health Insurance	Subsidy Only: 📃
Coverage Code: 363041059- MEDI	Termination Date: 03/31/2017
Description:	Termination Reason: Member Requested Cancellation ▼
Collection ID: 363041059	Retro Date:
	Retro Note:
	Back to Payee Print Screen

5. Once back on the Payee's Benefit Information screen, click Add Ins for the new premium and group number for the person you just terminated.

Insurance									
	Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
Add Ins	Service Retirement	06/01/2011							
				Health	363041065- 2-PER	\$ 1,758.95	N	01/01/2017	<u>Terminate</u>

- **6.** Select the previously terminated person's name from the names listed in the drop-down menu field next to **Insurance Premium For:**
- **7.** Type in the **Effective Date**. The effective date will be the month in which you are working in. For example, if you are keying insurance for April use "04/01/2017."

**Note:** The "/01/" will automatically prefill; just type in the Month (04) and year (2017).

8. Then select a plan from the **Insurance Type** drop-down menu. In some cases, there may be more than one option (i.e. "health," "dental," "vision," etc.) In this case select health. Click **Continue**.

Note: If you click on Back to Payee you will lose what you have done so far.



**9.** Select the **Coverage Description** that matches the premium for the person you selected on the previous screen.

**Note:** To select the correct new premium, start with the description column on the active rate report, which is sorted by name or number of the associated employer, then by Group Number/Coverage Code. If you are unsure of the **Coverage Description** please refer back to the Insurance Active Rate Report listed in the Reports section on the left side of your screen. (See, "Getting Started").



10. If the information on your results screen is correct, click Save Insurance Info.

**Note:** All Medicomp plans are automatically queued and require approval by an NHRS Medical Benefits representative before you will see results on the Payee's Benefit Information screen.

11. Click Back to Payee to return to the Payee's Benefit Information screen.