



New Hampshire Retirement System

DRS Insurance Reporting Instructions

Overview of Program



- **Overview of new DRS**
- **Insurance Summary Screen**
- **General instructions**
 - **Coverages**
 - **Replacement Coverage**
 - **Add or Edit Coverage**
 - **Search by SSN**
 - **Adding a New Insurance Deduction**
- **Reports**
- **Terminating a Dependent**
- **Medicare**
- **Setting up your account**
- **Resources for vendors and employers**

Data Reporting System (DRS)



- **Why is the DRS changing?**
 - **NHRS is upgrading its pension administration database, known as PensionGold (PG)**
 - **The employer Data Reporting System (DRS) is a component of PG**
 - **The current version of the DRS (V2) has been in operation since the early 2000s, which is a long time to use a piece of software**
 - **It simply was time to upgrade to a more modern version of the Pension Gold software (V3)**

Data Reporting System (DRS)



- **PG Upgrade: January 2019-December 2023**
 - Development, programming and extensive internal testing of all components of the new system
- **Insurance Training: Summer/Fall 2023**
- **Go-live with new system: December 1, 2023**
 - Current version (V2) taken offline
 - New version (V3) becomes the system of record

Data Reporting System (DRS)



- **Retiree insurance management in PGv3 is more intuitive and gives carriers and employers more control**
- **Key changes to insurance reporting**
 - **Ability to report retiree and dependent deaths easily through DRS**
 - **Ability to add/update/terminate coverages with more intuitive screens**
 - **Ability to see what pending items may require more information or documentation in a DRS queue rather than through separate emails**
 - **Ability to see the current payment information in real time**

Getting Started



- **Existing users will receive an email from NHRS with a link to set up an account in the new system**
- **New authorized users must submit a DRS access request form**

Insurance Reporting Terms



- **PGv3**
- **DRS**
- **Coverages**
- **Insurance Summary**
- **Authorizations (carrier home screen)**
- **Carrier Account**
- **Carrier Communications**
- **Associations**
- **Replacement Coverage/Collection ID**
- **Associated Payees**
- **Rate History**
- **Pending Approval**
- **Report Coverage Wizard**
- **Authorizations; Authorization Review Process**
- **Insurance Deadline Date**
- **Insurance Reporting Schedule**
- **Insurance Reporting Overrides**
- **Insurance Authorizations**
- **Authorization Configuration**
- **Authorization Process**

Data Reporting System (DRS)

- **DRS is the online portal third-party administrators (TPAs) and employers use to send required information to NHRS**



NHRS
Data Reporting System

 **NHRS**
New Hampshire Retirement System

Username

Password

[Forgot Username](#) | [Forgot Password](#) | [Contact Us](#)

Insurance Summary Screen

- Initial screen displayed upon entry to DRS
- Information on screen is for the insurance carrier
- This screen is comprised of Authorizations, Carrier Account, Carrier Communications, and Associations sections

The screenshot displays the 'Insurance Summary' page. A dark sidebar on the left contains navigation links: Carrier Account (Summary, Coverages, Search By SSN), Insurance Reporting (Report Coverage, Queued Items, Schedules), Reports, Contact Us, and Help. The main content area is titled 'Insurance Summary' and is divided into four sections, each highlighted with a red rounded rectangle:

- Authorizations:** A card with the title 'Report Coverage' and a green plus sign icon.
- Carrier Account (4/30/2022):** A summary table of financial data:

\$1,546,490.11 <i>Benefit Payroll Medical Subsidy</i>	\$442,294.38 <i>Benefit Payroll Insurance Deductions</i>
\$26,101.55 <i>Adjusted Medical Subsidy</i>	\$15,648.22 <i>Adjusted Insurance Deductions</i>
\$1,572,591.66 <i>Medical Subsidy</i>	\$457,952.90 <i>Insurance Deductions</i>
- Carrier Communications:** A section with a dropdown arrow and a table with columns 'Name' and 'Distributed'. Below the table, it states 'No new notifications'.
- Associations:** A section with tabs for 'Representatives' and 'Employers'. Below the tabs is a table with columns 'Name', 'Status', 'Type', 'Address', and 'Phone'. The table content is currently redacted with a black box.

At the bottom left of the page, there is a footer with the text: 'ASP Trace | Page Messages | Validate XHTML', 'Disclaimers | Attributions | Privacy', '©2007-2022 Lewis, Ray & Shoup, Inc.', and 'All rights reserved. v3.12.9.0.27'.

Insurance Reporting System (DRS)

Carrier Account

Summary

Coverages

Payments

Search By SSN

Carrier Account:
Change, terminate, reactivate, or add new premium rates for each coverage type offered

Insurance Reporting

Report Coverage

Queued Items

Schedules

Insurance Reporting:
Add, modify, or terminate coverage at the individual level

Reports

Contact Us

Help

Reports
Run a Benefit Payroll Insurance Deduction Register or Insurance Active Rate report

Contact Us & Help

Summary Screen – Carrier Communications Screen



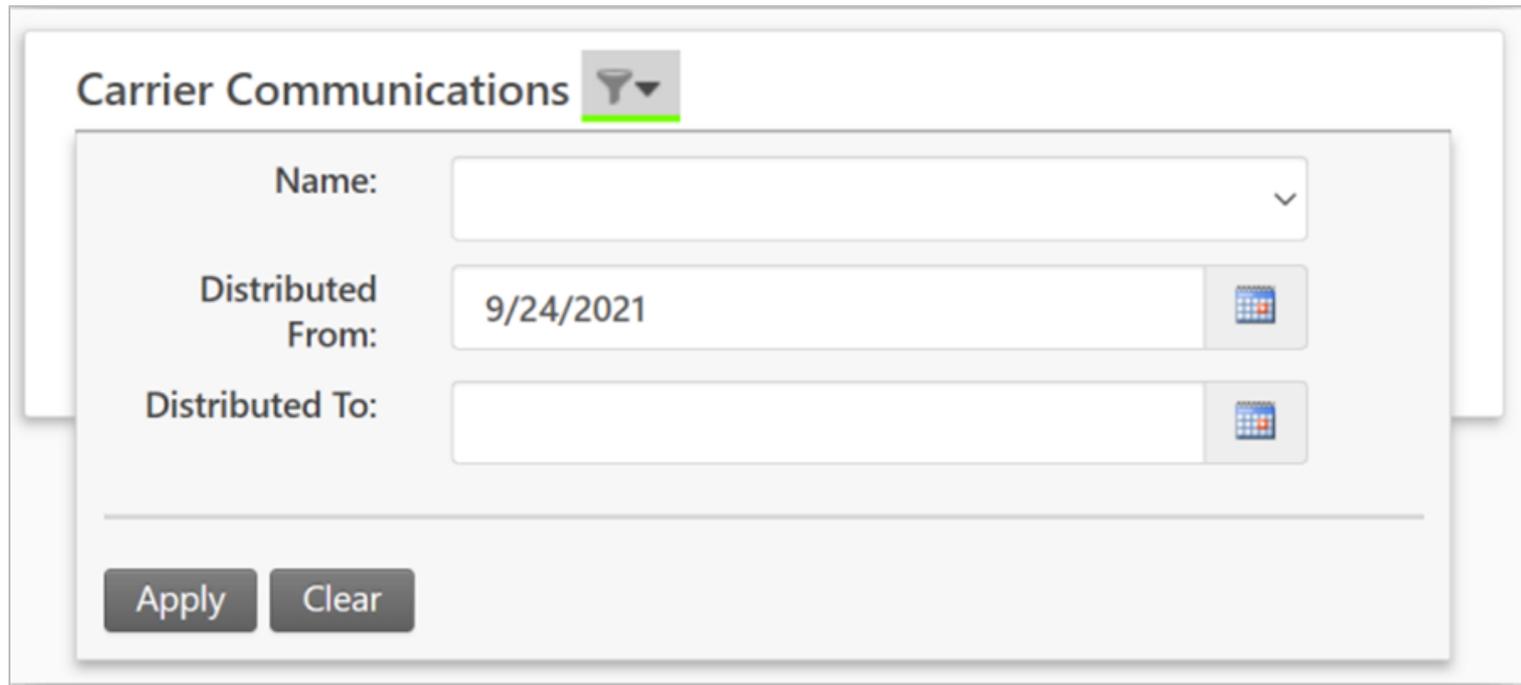
- **Carrier Communications are generated from NHRS staff reviewing and working authorization requests from the insurance carrier**
- **These notifications are carrier-specific, not user-specific**
- **Defaults to show Carrier Communications distributed in the last 30 days**
- **Select ‘View’ next to the communication to download/open a PDF stating what the issue is**

Carrier Communications 

	<u>Name</u>	<u>Distributed</u>
View	More Information Required for Authorization.	10/23/2021 8:55:33 AM
View	An Authorization Has Been Denied.	10/12/2021 10:25:47 AM

Summary Screen – Carrier Communications Screen

- **Select the filter icon next to the section header to filter by Name and Distributed dates**



The image shows a screenshot of a web application interface for filtering carrier communications. At the top, the text "Carrier Communications" is displayed next to a filter icon (a funnel with a downward arrow) which has a green underline. Below this, there are three input fields: "Name:" with a dropdown menu, "Distributed From:" with a date field containing "9/24/2021" and a calendar icon, and "Distributed To:" with an empty date field and a calendar icon. At the bottom of the filter panel, there are two buttons: "Apply" and "Clear".

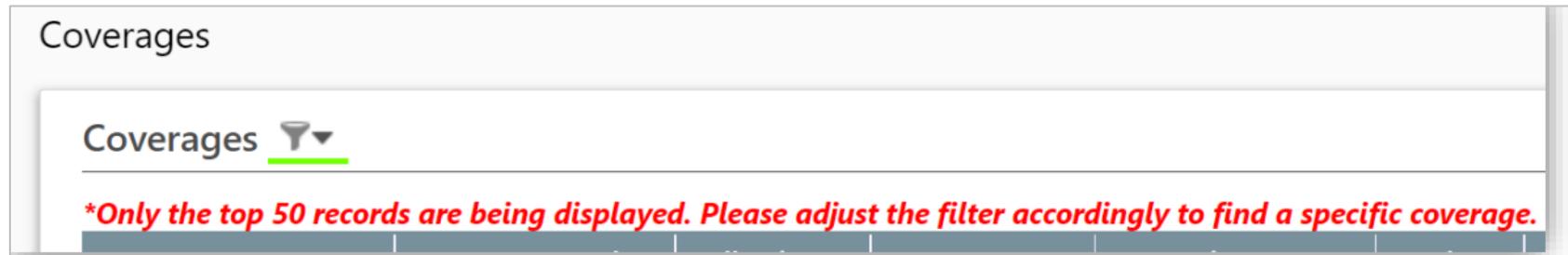
- The “Coverages” screen lists the coverages of the selected insurance carrier
- The coverages shown are filtered by default to show coverages active as of the current date

Coverages

	Coverage Code	Collection ID	Insurance Type	Premium Type	Total Cost Amount	Subsidy Amount	Effective Date	Termination Date
View Edit Terminate	GROUP A - 1 PER	1532004-A	Health	1 Person	\$1,012.91	\$1,012.91	1/1/2021	
View Edit Terminate	GROUP A - 2 PER	1532004-A	Health	2 Person	\$2,025.84	\$2,025.84	1/1/2021	
View Edit Terminate	GROUP A - FAM	1532004-A	Health	Family	\$2,741.34	\$2,025.84	1/1/2021	
View Edit Terminate	GROUP A - MEDI	1532004-A	Health	Medicomp	\$226.07	\$226.07	1/1/2021	
View Edit Terminate	GROUP A - MEDI-M	1532004-A	Health	Married - Medicomp	\$226.07	\$226.07	1/1/2021	

Add

- For larger carriers, only the top 50 coverages are displayed
- A message is displayed to indicate that filtering will be required to find a specific coverage



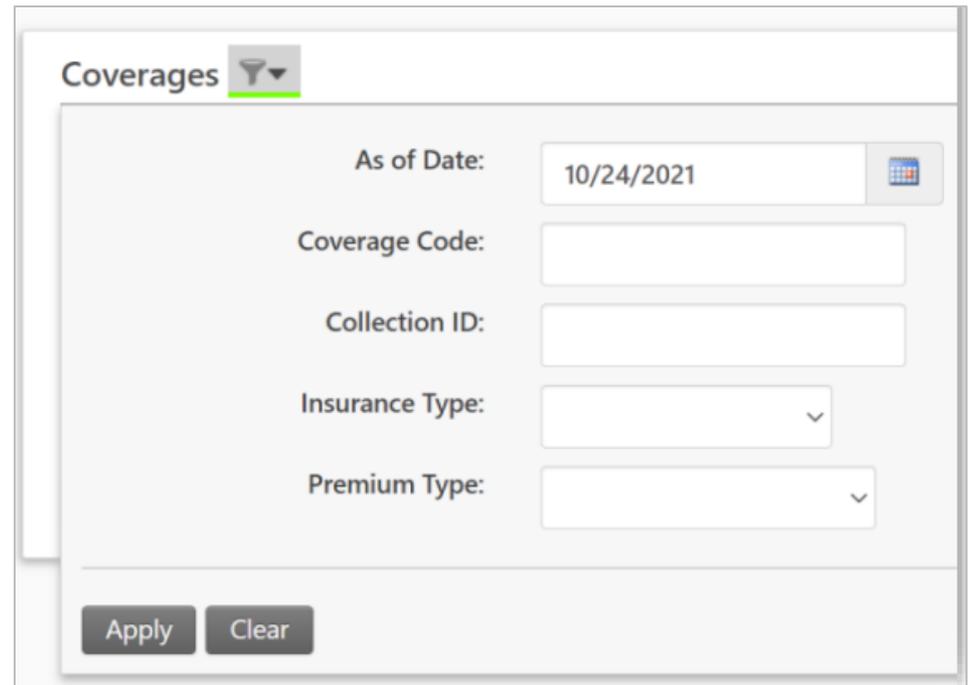
Coverages

Coverages 

**Only the top 50 records are being displayed. Please adjust the filter accordingly to find a specific coverage.*

Carrier	Coverage	Rate	Effective Date	Expiration Date
Carrier 1	Coverage 1	Rate 1	Effective Date 1	Expiration Date 1
Carrier 2	Coverage 2	Rate 2	Effective Date 2	Expiration Date 2
Carrier 3	Coverage 3	Rate 3	Effective Date 3	Expiration Date 3
Carrier 4	Coverage 4	Rate 4	Effective Date 4	Expiration Date 4
Carrier 5	Coverage 5	Rate 5	Effective Date 5	Expiration Date 5

- Shows all active coverages sorted by ascending Coverage Code
- The filter icon can be selected to filter the coverages by:
 - Collection ID
 - Insurance Type
 - Premium Type



The screenshot shows a web interface titled "Coverages" with a filter icon (a funnel with a downward arrow) next to the title. Below the title, there are several input fields for filtering:

- As of Date:** A date input field containing "10/24/2021" and a calendar icon to its right.
- Coverage Code:** A text input field.
- Collection ID:** A text input field.
- Insurance Type:** A dropdown menu with a downward arrow.
- Premium Type:** A dropdown menu with a downward arrow.

At the bottom of the form, there are two buttons: "Apply" and "Clear".

- When the “Add” or “Edit” links are selected, the “Coverage Details” (also known as rate changes/adds) screen is displayed
- “Terminate” is available for all coverages without Termination Dates
- Once the Terminate link is clicked the Coverage Details are displayed with all fields disabled except for Termination Date and Termination Reason, both of which are required
- Termination Date is defaulted to the last day of the current month

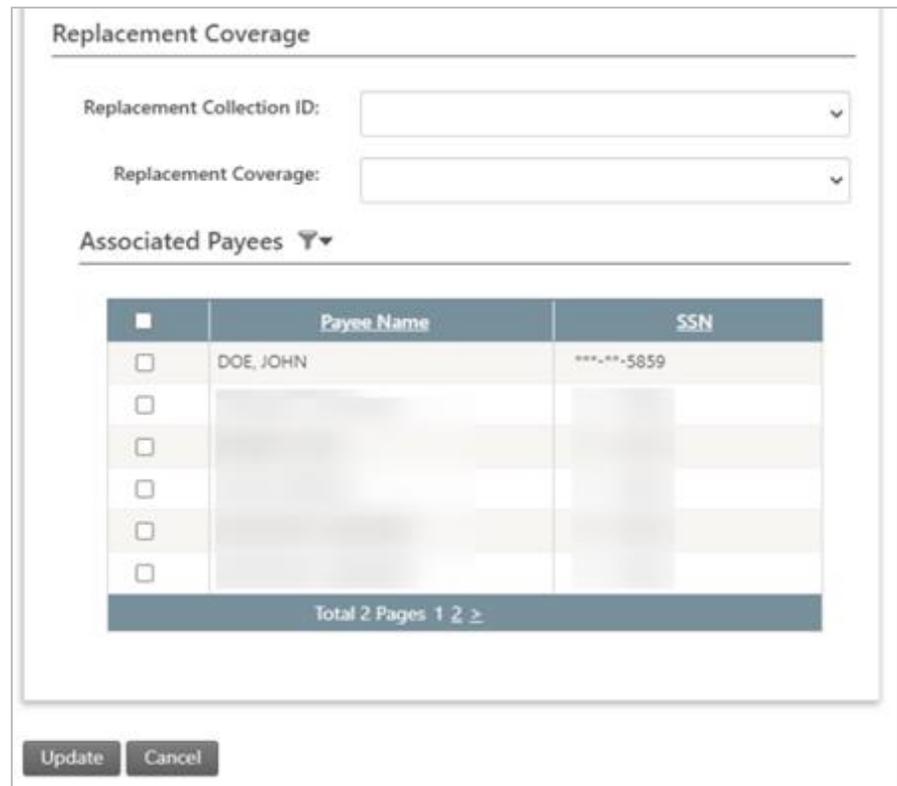
Coverage Details

Coverage

Coverage Code:	GROUP A - 1 PER
Collection ID:	1532004-A
Coverage Description:	1532004 STATE OF NH - HEALTH
Insurance Type:	Health ▾
Premium Type:	1 Person ▾
Total Cost:	1012.91
Subsidy Amount:	1012.91
Effective Date:	7/1/2021
Termination Date:	<input type="text"/> 
Termination Reason:	<input type="text"/> ▾

Replacement Coverage

- “Replacement Coverage IDs” can be selected by typing the beginning characters of the Replacement Collection ID
- Any number of payees can be selected but are not required



The screenshot displays a web interface for managing Replacement Coverage. It features two dropdown menus for selecting a Replacement Collection ID and a Replacement Coverage. Below these is a section titled 'Associated Payees' which contains a table with columns for selection, Payee Name, and SSN. The table lists one payee, 'DOE, JOHN' with SSN '***-**-5859', and several blurred rows. A pagination bar at the bottom of the table indicates 'Total 2 Pages 1 2 >'. At the bottom of the interface are 'Update' and 'Cancel' buttons.

<input type="checkbox"/>	Payee Name	SSN
<input type="checkbox"/>	DOE, JOHN	***-**-5859
<input type="checkbox"/>	[Blurred]	[Blurred]

Total 2 Pages 1 2 >

Update Cancel

Replacement Coverage



- **When finished, the following validations are performed:**
 - **An error is displayed if neither Termination Date nor Termination Reason are provided**
 - **An error is displayed if the Termination is not the last day of a month**
 - **An error is displayed if the Termination date is in a prior month**
 - **An error is displayed if a Collection ID is selected without a Coverage**
 - **If no Replacement Collection ID and Coverage are selected, a warning is displayed to notify the user that the coverage is terminated for all Associated Payees**
 - **An error displays if a Replacement Collection ID or Coverage is selected but no Associated Payees are selected**

Replacement Coverage



- **If no errors are generated and if all warnings are ignored the following is performed:**
 1. **If a Replacement Coverage is not selected:**
 - For all Associated Payees, the insurance deductions for the terminated coverage are terminated as of the given Termination Date
 - The Coverage is terminated as of the provided Termination Date
 2. **If a Replacement is selected:**
 - For all selected Associated Payees, the insurance deductions for the current coverage are terminated as of the given Termination Date
 - New coverage records for the Replacement Coverage are created for the Associated Payees, effective as of the first of the month following the Termination Date
 - Payee coverage updates are processed through the Authorization Review Process
 - If all payees were selected, then the Coverage is terminated as of the provided Termination Date

Add or Edit Coverage

- The Coverage Details screen is accessed from the “Edit” and “Add” links on the Coverages screen
- From the “Coverage Details” screen the user may add or update a given insurance coverage record
- All fields are required

Coverage Details

Coverage Code:	3363049180- 1-PER
Collection ID:	3363049180
Coverage Description:	0161 TOWN OF RUMNEY
Insurance Type:	Health
Premium Type:	1 Person
Define Coverages by Employer:	<input checked="" type="checkbox"/>
Employer:	TOWN OF RUMNEY
Total Cost:	900.36
Subsidy Amount:	0.00
Effective Date:	7/1/2021

Update Cancel

Add or Edit Coverage



- **Upon clicking ‘Add’ or ‘Update’ the following validations are performed:**
 - **An error is displayed if the Effective Date is not the first of a month**
 - **An error is displayed if the Effective Date is in the current or a prior month**
 - **An error is displayed if Total Cost or Employer Subsidy Amount is less than zero**
 - **An error is displayed if the coverage overlaps a rate of the same coverage. If no errors are produced, then the Coverage Record is saved**

Search by SSN

- To find information for a specific payee the user can use the ‘Payee Lookup’ screen
- Upon selecting the menu option, the ‘Payee Lookup’ screen is displayed

Payee Lookup

Payee Search

SSN:

Payee Lookup

Payee Search

SSN:

Find Results

	SSN	Name	Benefit Type	Benefit Effective Date
Select	***-**-1111	DOE, JOHN	Service Retirement	7/1/2004
Select	***-**-1111	DOE, JOHN	Additional Annuity	7/1/2004

Search by SSN



- **Once the SSN is entered, the following validations are performed:**
 - **If a person is not found with the SSN, an error is displayed**
 - **If a person was found with the SSN but none of the employers from the person's Insurance Profile are associated to the Insurance Carrier, an error is displayed as follows: "A person was found but not associated with this Insurance Carrier."**
 - **If the person found is a recipient of a Continuance or Survivor Annuity, then the employment history of the original payee is used**
 - **If a person is found and associated to the Insurance Carrier but have no active benefits associated to them, the following error is displayed: "The person is not an Active Payee."**
 - **Note that 'Active' means that the payee's benefit has been activated and on payroll**
 - **If an exact match is found with multiple benefits, the 'Find Results' grid is displayed for the payee for each benefit**

Search by SSN

- If an exact match is found with a single benefit, then the 'Payee Insurance' screen is displayed
- The 'Payee Information' section displays all the basic payee demographic information as well as their Medicare Number and eligibility dates
 - If Medicare information does not exist, then the fields are blank

Payee Information

Name: DOE, JOHN A	Medicare Number: 010-10-1010A
SSN: ***-**-1111	Part A Eligibility Date: 11/1/2007
Gender: Male	Part B Eligibility Date: 11/1/2007
Birth Date: 2/7/1950	Eligible for Medical Subsidy: True
Benefit Type: Service Retirement	Medical Subsidy Active: False
Benefit Effective Date: 11/1/2021	Expected Medical Subsidy: \$0.00

Insurance

Coverages **Dependents** Medicare

Member Name	Name	Classification	Insurance Type	Coverage Code	Member Premium	Effective Date
None						

Pending Approval

Name	Type	Sub.Type	Queued Date	Event Date
None				

- The 'Insurance' section of the 'Payee Insurance' screen displays the Coverages, Dependents, and Medicare Information records for the payee and their dependents
- The Coverage, Dependents, and Medicare information are displayed in a tab format as shown below
 - Each tab displays the current posted information
- The Pending Approval indicator is displayed if the record has a Pending Authorization associated to it

Insurance

Coverages Dependents Medicare

	Payee Name	Name	Insurance Type	Premium Type	Collection ID	Coverage Code	Coverage Description	Coverage Rate	Medical Subsidy Only	Effective Date	Termination Date
Terminate	DOE, JOHN	DOE, JOHN	Health	1 Person	1000340-A	GROUP A - 1 PER	1000340 RED 35%	\$254.36	No	9/1/2007	12/31/2007
Terminate	DOE, JOHN	DOE, JOHN	Health	Medicomp	1000340-A	GROUP A - MEDI	1000340 MEDI WITH RX	\$401.32	No	9/1/2007	12/31/2007
Terminate	DOE, JOHN	DOE, JOHN	Dental	1 Person	1000340-B	GROUP B - 1 PER	1000340 SINGLE DENTAL	\$45.03	No	10/1/2017	
Terminate	DOE, JOHN	DOE, JOHN	Dental	2 Person	1000340-B	GROUP B - 2 PER	1000340 2PERSON DENTAL		No	9/1/2007	9/30/2017
Terminate	DOE, JOHN	DOE, JOHN	Health	1 Person	1000340-I	GROUP I - 1 PER	1000340 GREEN 100%	\$909.00	Yes	10/1/2017	5/31/2018
Terminate	DOE, JOHN	DOE, JOHN	Health	Medicomp	1000340-G	GROUP G - MEDI	1000340 MEDI CD WITH RX	\$284.98	No	6/1/2018	

Add

- A “Terminate” link is available for all active Insurance Deductions. Upon clicking “Terminate” the following screen is displayed
- From this screen the user may terminate the Insurance Deduction by entering a “Termination Date” and clicking “Update”

The screenshot displays the 'Insurance Reporting' form for 'DOE, JOHN'. The form includes the following fields and values:

Insurance Premium For:	DOE, JOHN
Insurance Type:	Health
Premium Type:	Medicomp
Collection ID:	363065021
Coverage Code:	363065021- MEDI
Coverage Description:	363065021- MEDI - 0394-900-07 SAU 95 WINDHAM
Coverage Rate:	\$468.49
Subsidy Only:	<input type="checkbox"/>
Effective Date:	6/1/2016
Retro Date:	
Termination Date:	
Termination Reason:	

At the bottom of the form, there are two buttons: 'Update' and 'Cancel'. The 'Update' button is circled in red, and a red arrow points to the 'Termination Date' field.

If another coverage of the same Insurance Carrier is replacing the terminated coverage, the Replacement Collection ID and Replacement Coverage fields can be used

Insurance Reporting

Insurance Premium For: SMITH, RONALD

Effective Date: 7/1/2023

Insurance Type: Health

Premium Type: Medcomp

Collection ID: 363044199

Coverage Description: 363044199- MEDI - 0236 City of Portsmouth

Coverage Rate: \$649.36

Medical Subsidy Only:

Retro Date:

Termination Date: 7/31/2023

Termination Reason: Coverage Change

Replacement Coverage

Replacement Collection ID:

Replacement Coverage Description:

- If there is a retro, you will be required to enter the Retro Date, Termination Date, and select a Termination Reason from the dropdown
- If there is no retro, you will only need to enter the Termination Date and select a Termination Reason from the dropdown

Effective Date:	<input type="text" value="6/1/2016"/>	
Retro Date:	<input type="text"/>	
Termination Date:	<input type="text"/>	
Termination Reason:	<input type="text"/>	

Adding a New Insurance Deduction

- Clicking the plus sign/add button opens a new Insurance Reporting screen, where you can enter a new insurance deduction record for a user

The screenshot shows the 'Insurance Summary' page. On the left is a dark sidebar with navigation links: Carrier Account (Summary, Coverages, Search By SSN), Insurance Reporting (Report Coverage, Queued Items, Schedules), Reports, Contact Us, and Help. The main content area is titled 'Insurance Summary' and contains several sections:

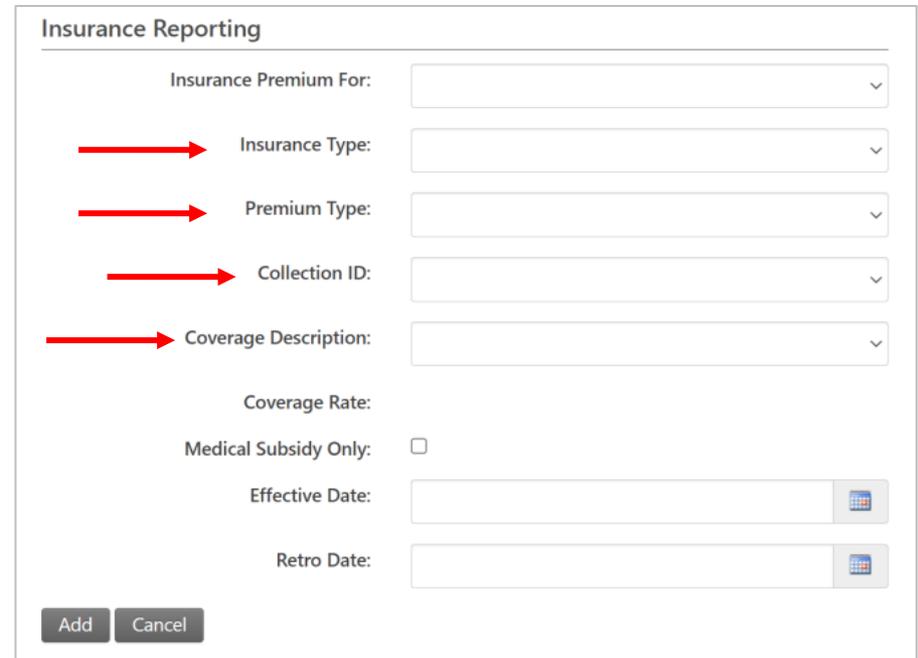
- Authorizations:** A box with a 'Report Coverage' header and a green plus sign button. A red arrow points to this button.
- Carrier Account (4/30/2022):** A summary of financial data:

\$1,546,490.11	\$442,294.38
<i>Benefit Payroll Medical Subsidy</i>	<i>Benefit Payroll Insurance Deductions</i>
\$26,101.55	\$15,648.22
<i>Adjusted Medical Subsidy</i>	<i>Adjusted Insurance Deductions</i>
\$1,572,591.66	\$457,952.90
<i>Medical Subsidy</i>	<i>Insurance Deductions</i>
- Carrier Communications:** A table with columns 'Name' and 'Distributed', showing 'No new notifications'.
- Associations:** A table with tabs for 'Representatives' and 'Employers'. The table has columns 'Name', 'Status', 'Type', 'Address', and 'Phone'. The content below the table is redacted with a black box.

At the bottom left, there is a footer with links for 'ASP Trace | Page Messages | Validate XHTML', 'Disclaimers | Attributions | Privacy', and copyright information: '©2007-2022 Levi, Ray & Shoup, Inc. All rights reserved. v3 12.9.0.27'.

Adding a New Insurance Deduction

- Choose a coverage by filtering coverages by “Insurance Type,” “Premium Type”
- Collection ID allows for searching by typing the first characters of the Collection ID
- Available Collection IDs are displayed as you type but are also filtered by the Insurance and Premium Types
- Coverage Description is updated automatically after selecting a Collection ID
- Adding a new Insurance Deduction follows the same process and validations as adding a deduction through the Report Coverage Wizard



The screenshot shows the 'Insurance Reporting' form with the following fields and controls:

- Insurance Premium For: [Dropdown menu]
- Insurance Type: [Dropdown menu] (indicated by a red arrow)
- Premium Type: [Dropdown menu] (indicated by a red arrow)
- Collection ID: [Dropdown menu] (indicated by a red arrow)
- Coverage Description: [Dropdown menu] (indicated by a red arrow)
- Coverage Rate: [Text input field]
- Medical Subsidy Only:
- Effective Date: [Date picker]
- Retro Date: [Date picker]
- Buttons: Add, Cancel

- The “Dependents” section of the Payee Insurance screen displays dependent associations for the payee

Insurance

Coverages Dependents Medicare

	Name	Birth Date	Relationship	Disabled	Full Time Student	Effective Date	Status
Edit Terminate	DOE, JANE	7/2/1974	Wife	No	No	4/1/2017	Active

Add

Dependents

- As with the other tabs, a “Pending Approval” indicator  displays if any Pending Authorizations exist for the dependent

Coverage Description	Coverage Rate	Medical Subsidy Only	Effective Date	Retro Date	
SCHOOL ADMINISTRATIVE UNIT 95	\$580.82	No	6/1/2016		
-910-07 SAU #28	\$850.32	No	11/1/2021		

- Dependents can be updated by clicking the “Edit” button beside their name. To add a dependent, click the “Add” button
- Adding and editing dependents follows the same process and validations as adding a deduction through the Report Coverage Wizard

Insurance

Coverages Dependents Medicare

	Name	Birth Date	Relationship	Disabled	Full Time Student	Effective Date	Status
Edit Terminate	DOE, JANE	7/2/1974	Wife	No	No	4/1/2017	Active

[Add](#)

Terminating a Dependent

- Dependents are terminated by clicking the “Terminate” button beside the dependent’s name
- The terminate button is only available if the dependent is not in a status of “Inactive”

Insurance

Coverages Dependents Medicare

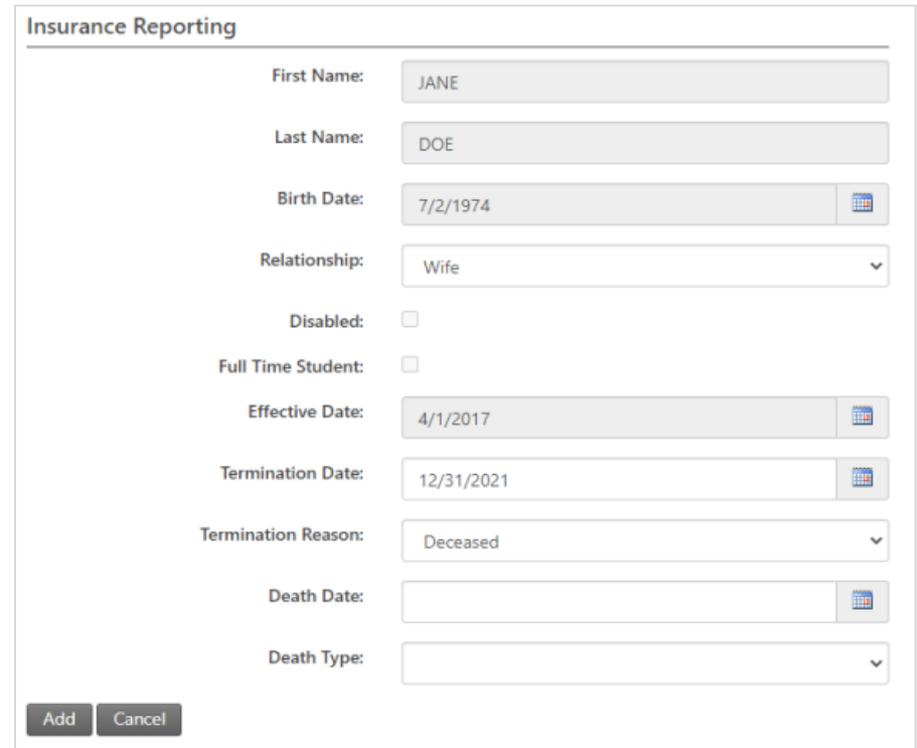
	Name	Birth Date	Relationship	Disabled	Full Time Student	Effective Date	Status
Edit Terminate	DOE, JANE	7/2/1974	Wife	No	No	4/1/2017	Active

Add



Terminating a Dependent

- All dependent-related fields are displayed with the addition of “Termination Date” and “Termination Reason”
 - Both are required
- Termination Reasons can be Divorced, Deceased, or Other
- If Deceased is selected, the “Death Date” and “Type” fields are enabled



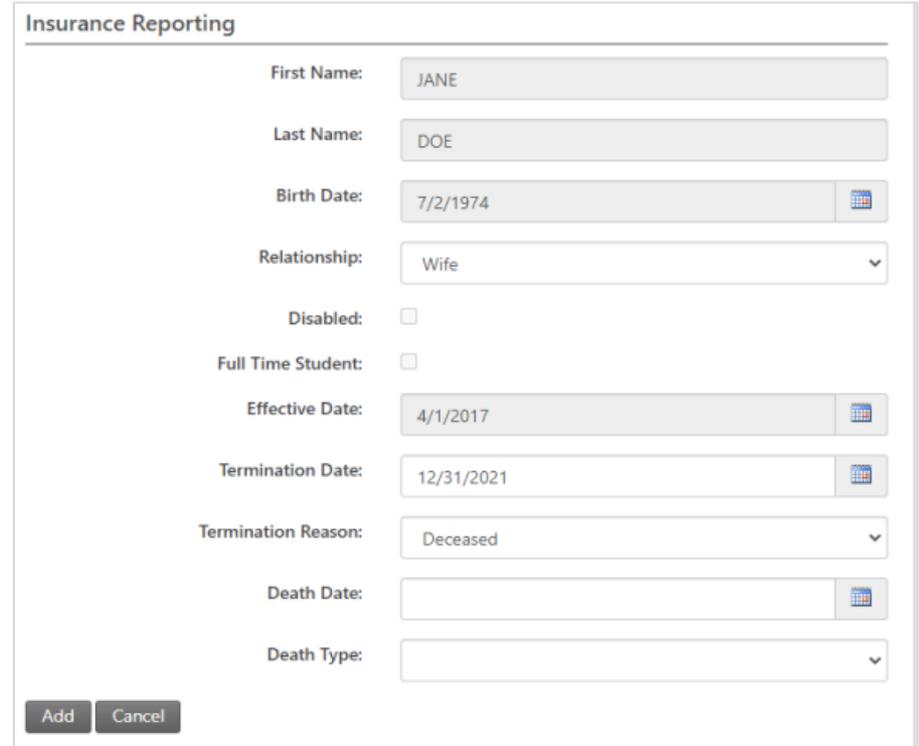
The screenshot shows a web form titled "Insurance Reporting" for a dependent named Jane Doe. The form includes the following fields:

- First Name: JANE
- Last Name: DOE
- Birth Date: 7/2/1974
- Relationship: Wife
- Disabled:
- Full Time Student:
- Effective Date: 4/1/2017
- Termination Date: 12/31/2021
- Termination Reason: Deceased
- Death Date: (empty)
- Death Type: (empty)

At the bottom of the form are two buttons: "Add" and "Cancel".

Terminating a Dependent

- Upon clicking “Add,” the dependent record is updated
- If a Termination Reason of “Deceased” is selected, then the status of the dependent is updated to ‘Deceased’
- If any other reason is selected, the dependent status is updated to ‘Inactive’



The screenshot displays the 'Insurance Reporting' form for a dependent named JANE DOE. The form includes the following fields and values:

Field	Value
First Name	JANE
Last Name	DOE
Birth Date	7/2/1974
Relationship	Wife
Disabled	<input type="checkbox"/>
Full Time Student	<input type="checkbox"/>
Effective Date	4/1/2017
Termination Date	12/31/2021
Termination Reason	Deceased
Death Date	
Death Type	

At the bottom left of the form, there are two buttons: 'Add' and 'Cancel'.

- The “Medicare” section of the Payee Insurance screen displays the Medicare information for the payee and all their dependents that have Medicare information on file
- As with the other tabs, a Pending Approval Indicator  displays if any pending authorizations exist for the Medicare information record

Insurance

Coverages Dependents Medicare 

	Name	Relationship	Medicare Number	Medicare A Eligibility Date	Medicare B Eligibility Date	
Edit	DOE, JOHN	Husband	*****1111	11/1/1989	11/1/1989	
Edit	DOE, JANE	Payee	*****1122	12/1/2009	12/1/2009	

[Add](#)

- Medicare information is edited by the user clicking “Edit” beside the person’s name
- New Medicare records are added by clicking the “Add” button below the grid

Insurance

Coverages Dependents Medicare

	Name	Relationship	Medicare Number	Medicare A Eligibility Date	Medicare B Eligibility Date	
Edit	DOE, JOHN	Husband	*****1111	11/1/1989	11/1/1989	
Edit	DOE, JANE	Payee	*****1122	12/1/2009	12/1/2009	

Add

- Below is the screen that appears once “Edit” or “Add” has been clicked

Insurance Reporting

Medicare For: DOE, JOHN

Medicare Number:

Medicare A Eligibility Date: 

Medicare B Eligibility Date: 

Pending Approval

- The Pending Approval section displays all authorizations that are in a status of “Pending,” “Need More Information,” or “Documentation Required”
- Users can View, Edit, or Delete all authorizations pending for approval
- The “Documentation” link is available for authorizations that require supporting documentation to be uploaded

Pending Approval

	<u>Name</u>	<u>Type</u>	<u>Sub Type</u>	<u>Status</u>	<u>Queued Date</u>	<u>Event Date</u>
View Edit Delete Documentation	DOE, JAMES	Dependent	Fulltime Student Maintained	Pending	11/5/2021	12/1/2021
View Edit Delete Documentation	DOE, JOHN	Medicare	Medicare Information Change	Pending	11/5/2021	12/1/2021

- Documents are uploaded by clicking the “Attach” button and then navigating to the document saved to your computer

Insurance Reporting Documents

Supporting Documentation

Type: Dependent Sub Type: Dependent Add Member Name: DOE, JOHN Name: DOE, JAMES

Document Type	Document Name	Destination	Attachment
Insurance	Dependent Child Certification	Member	<input type="button" value="Attach"/>

- Once the document is uploaded, the “Attach” button becomes “Delete”
- Clicking “Save” saves the uploaded documentation to the authorization
 - The “Delete” button is used to remove an incorrect attachment
- If all required documents have been uploaded, and the current status of the authorization is “Documentation Required” then the status of the authorization is updated to “Pending”

Supporting Documentation

Type: Insurance Deduction Sub Type: First Time Insurance Payee Name: [REDACTED] Name: [REDACTED]

Document Description	Attachment
Insurance - Authorization Form	[REDACTED] Delete

Save Cancel

Resources for Employers



- Insurance-related questions – (603) 410-3202
- DRS Support (for DRS account setup only) – (603) 410-3508; drssupport@nhrs.org
- Employer Resource page: www.nhrs.org/employers/employer-resources

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