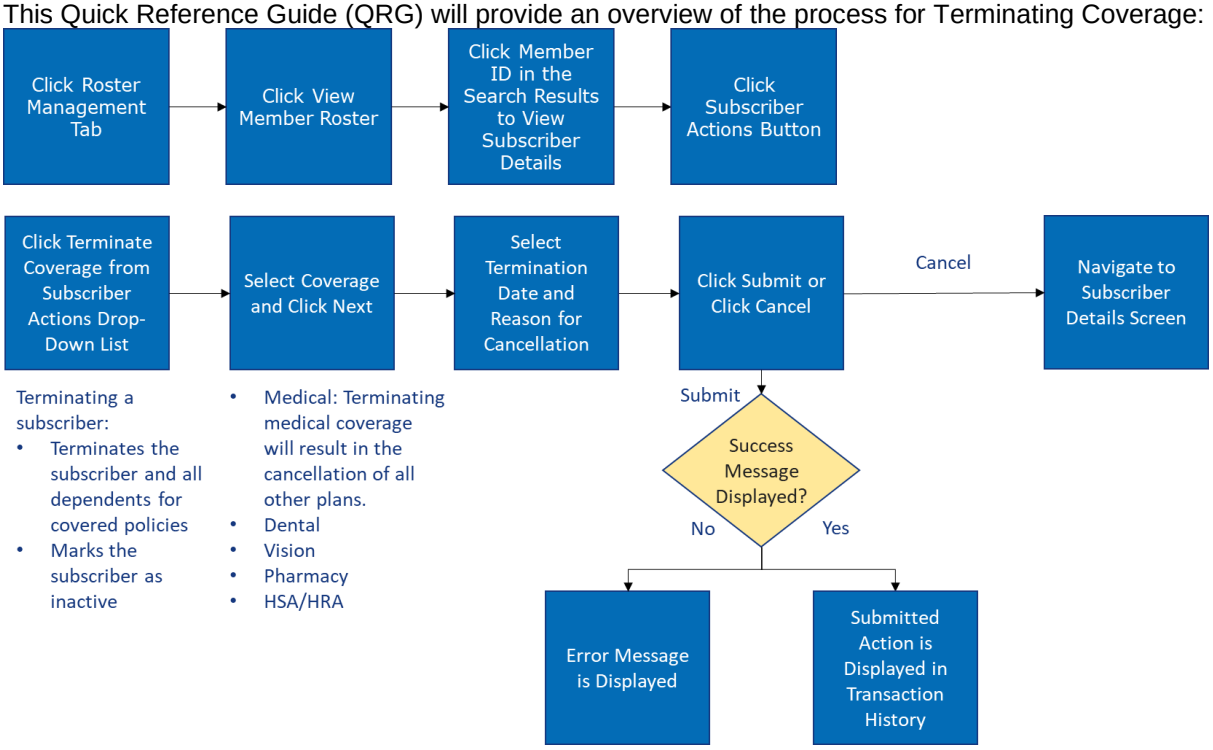
Terminate & Reinstate Coverage

Quick Reference Guide (QRG)

ConnectiCare

This Quick Reference Guide (QRG) will provide an overview of the process for Terminating Coverage:

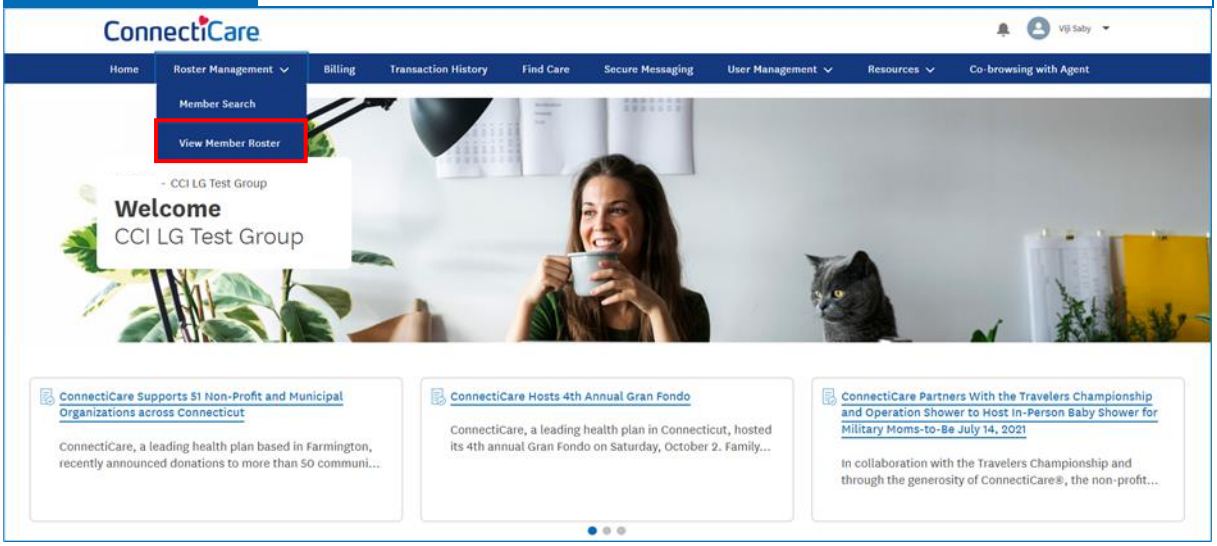


Let us look at the steps in detail for Terminating Coverage:

Purpose: Terminate Coverage.
Please note your screen may look different depending on the plans for which you and your dependents (if any) are enrolled.

Step 1:

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



Step 2:

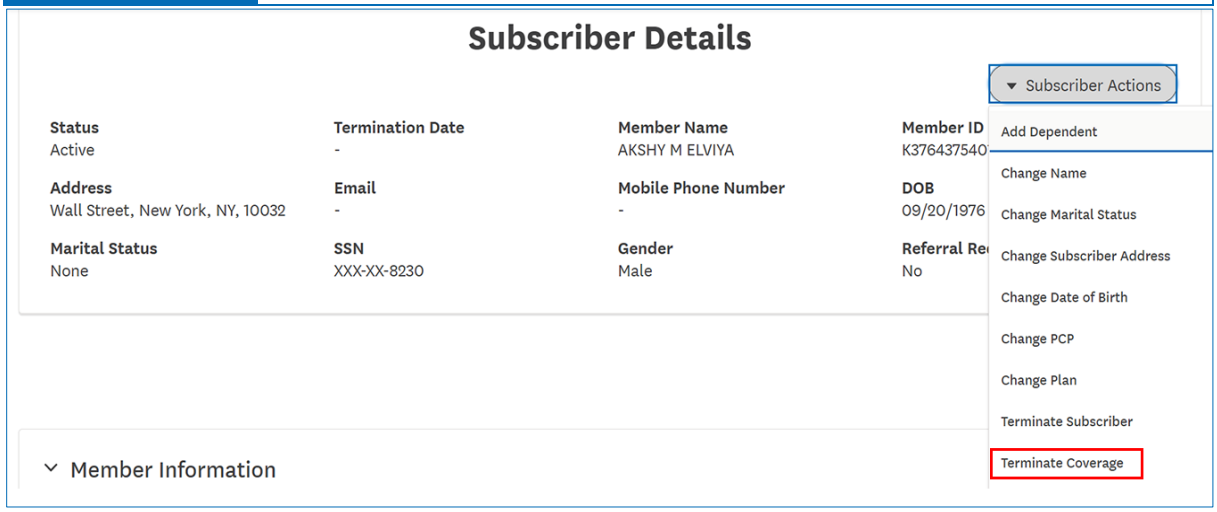
1. Select the **Member ID** of the subscriber for whom coverage is to be terminated from the Member ID column**.**

Subgroup ID	Class ID	Member ID	Member Name	Date of Birth	SSN	Gender	Relationship to Subscriber	Coverage Start Date	Termination Date	Original Effective Date	Status
1001	1001	K3763839602	Abu mike	07/07/2005	XXX-XX-6789	Female	Other	08/01/2020	-	05/01/2020	Active
1001	1001	K3750019301	AKSHAY M ELVIYA	09/20/1976	XXX-XX-0321	Female	Subscriber	03/01/2021	09/01/2021	03/01/2021	Inactive
1001	1001	K3764375401	AKSHY M ELVIYA	09/20/1976	XXX-XX-8230	Male	Subscriber	03/01/2021	-	03/01/2021	Active
1001	1001	K5501122301	Alex Kim	11/09/1989	XXX-XX-6756	Male	Subscriber	02/01/2021	09/30/2021	02/01/2021	Inactive
1001	1001	K3750035502	Carriene Lucifer	09/20/1975	XXX-XX-0332	Female	Other	03/01/2021	09/30/2021	03/01/2021	Inactive

Step 3:

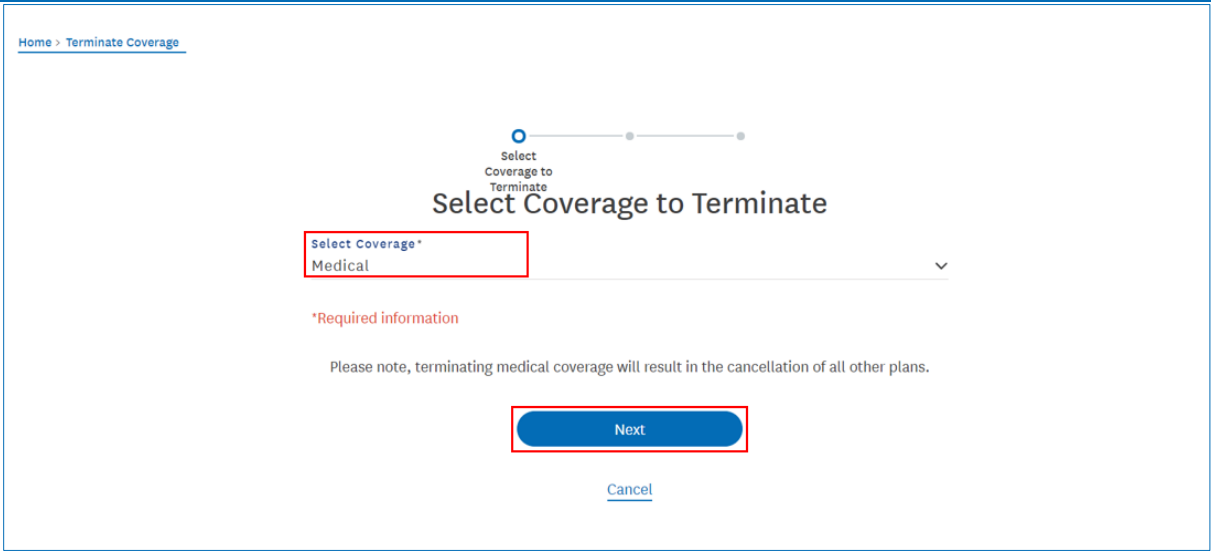
Subscriber Details screen displays.

1. From the **Subscriber Actions** drop-down, click **Terminate Coverage**.



Step 4:

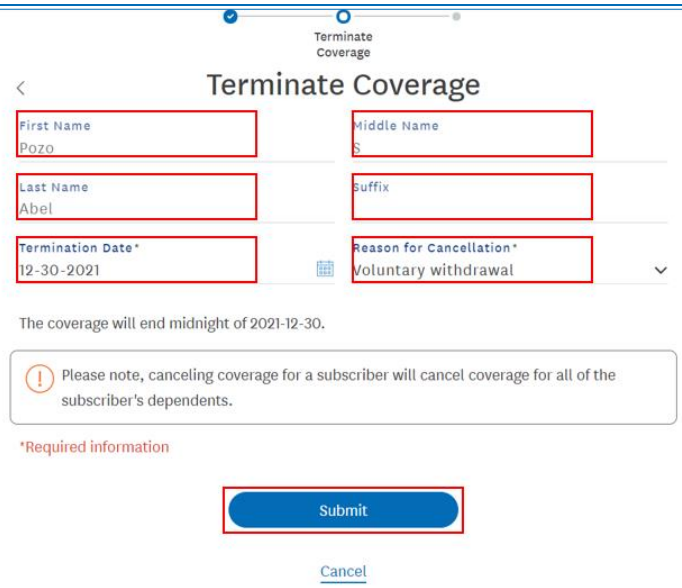
1. Select the Coverage Plan to be terminated from the **Select Coverage** drop-down menu.
2. Click **Next**.



Step 5:

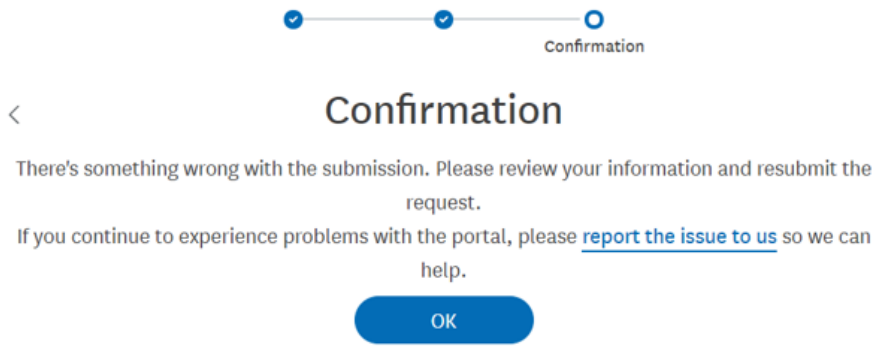
Terminate Coverage screen displays.

1. Fill in the desired fields (i.e., **First Name, Middle Name, Last Name, Suffix, Termination Date** and **Reason for Cancelation)**.
   Note: Termination Date and **Reason for Cancelation** are required fields.
2. Click **Submit.**



Step 6:

Confirmation screen displays.



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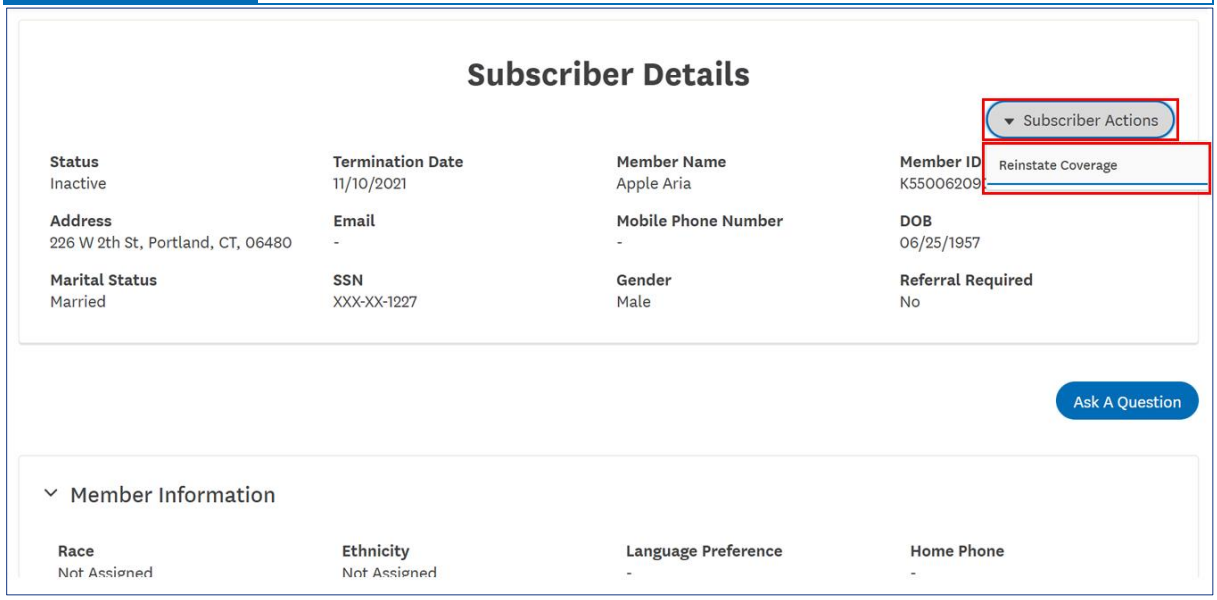
Step 1:

This is the **Reinstate Coverage** process.

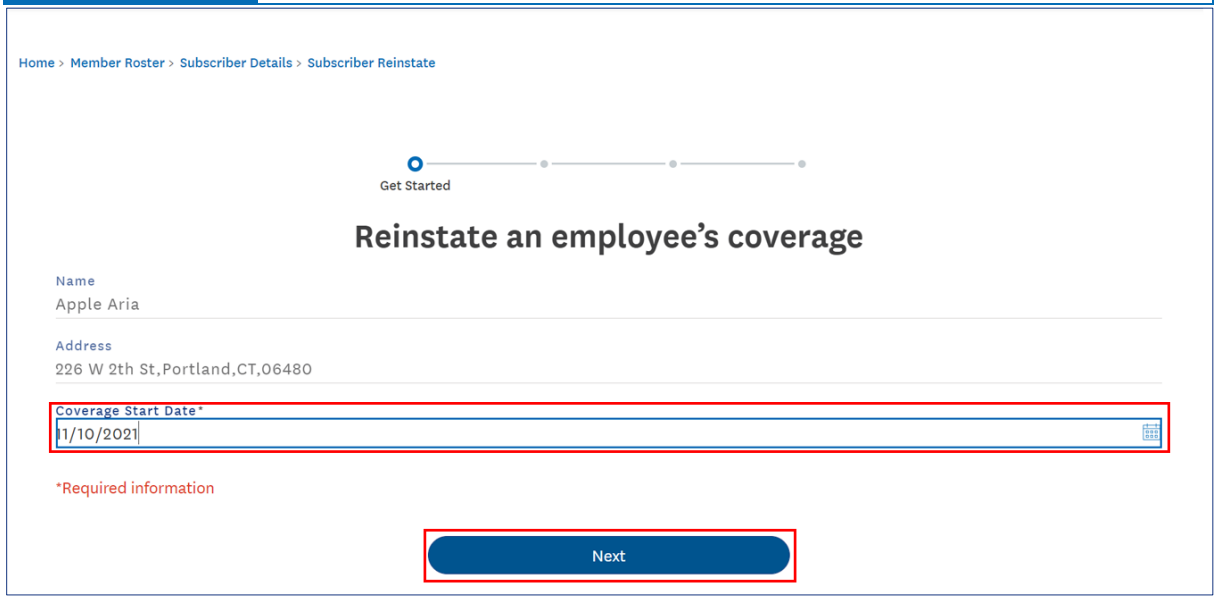
1. From the **Subscriber Actions** drop-down Menu, select **Reinstate Coverage**.



Step 2:

The Reinstate an employee's coverage screen displays.

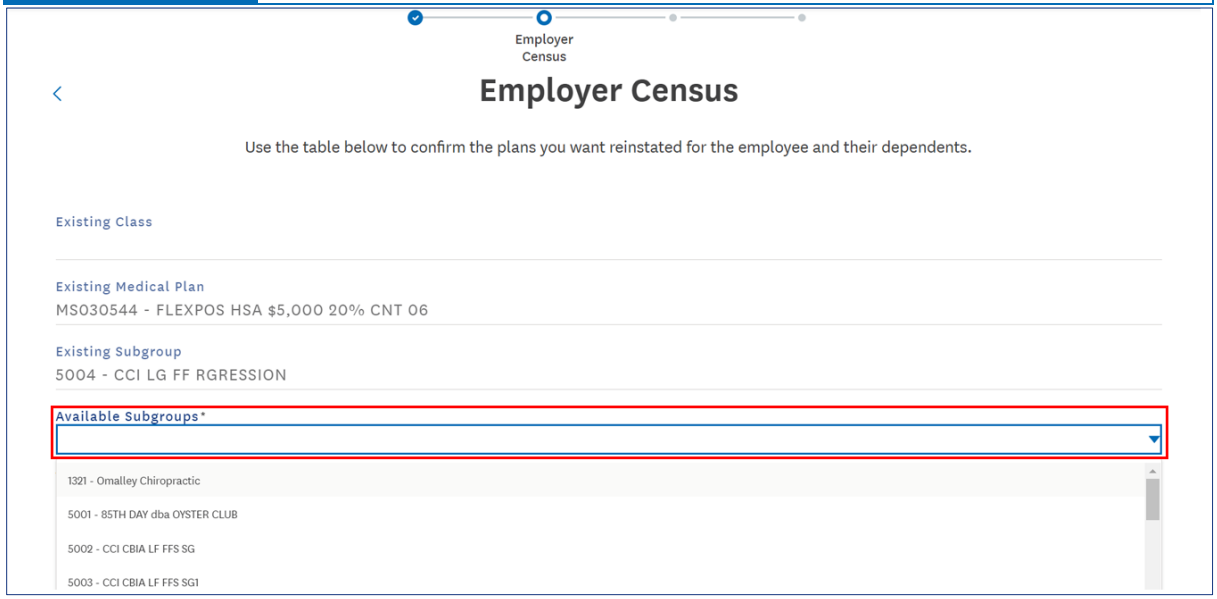
1. Enter the **Coverage Start Date**.
   Note: Coverage Start Date is also the effective date. Irrespective of when the subscriber is reinstated, the effective date is the chosen coverage start date.
2. Click **Next.**



Step 3:

The Employer Census screen displays.

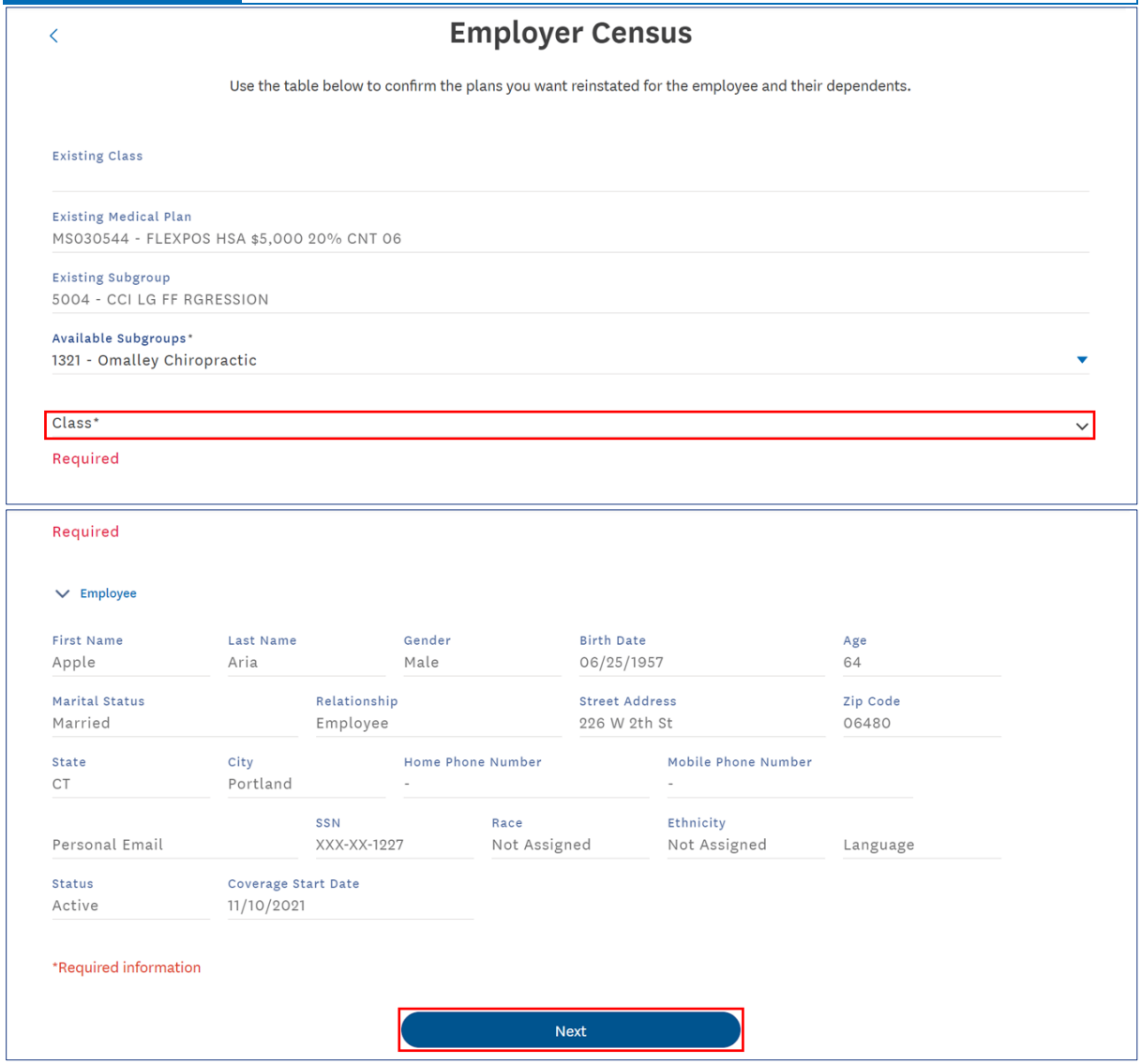
1. Choose an option from **Available Subgroups** dropdown list.



Step 4:

The Class dropdown field appears.

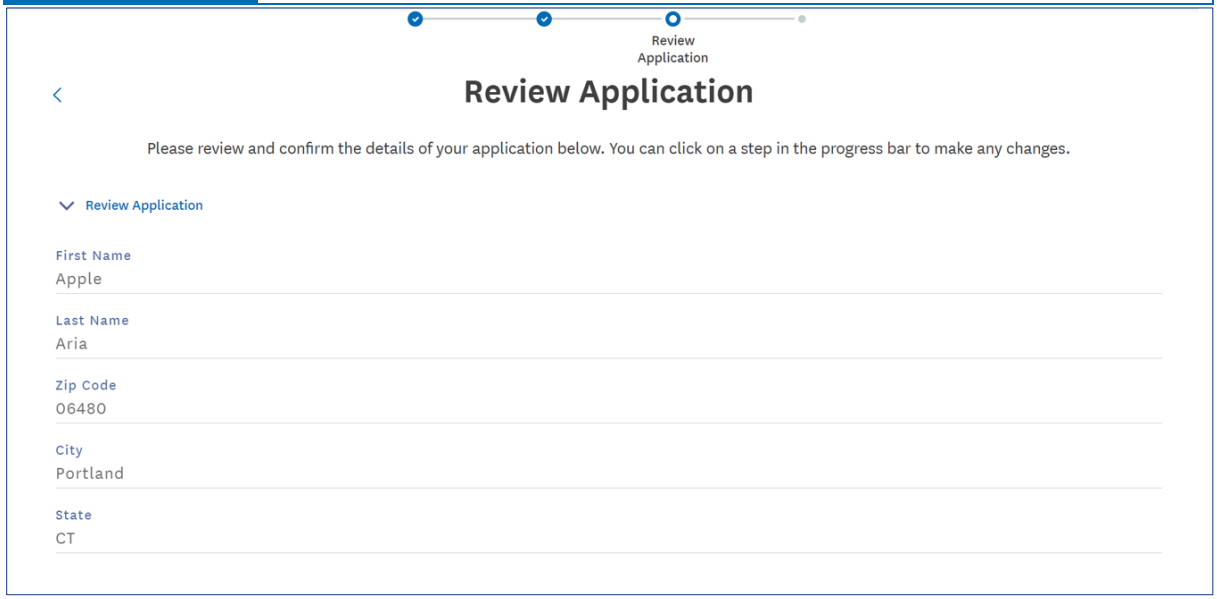
1. Choose an option from the **Class*** dropdown list.
2. Click **Next**.

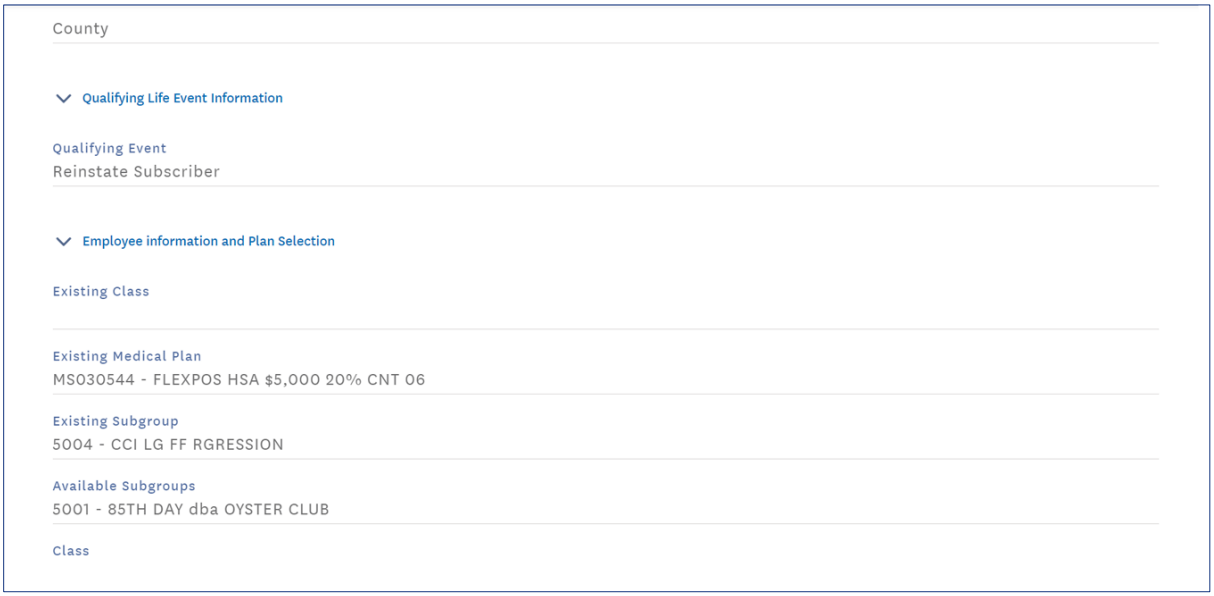


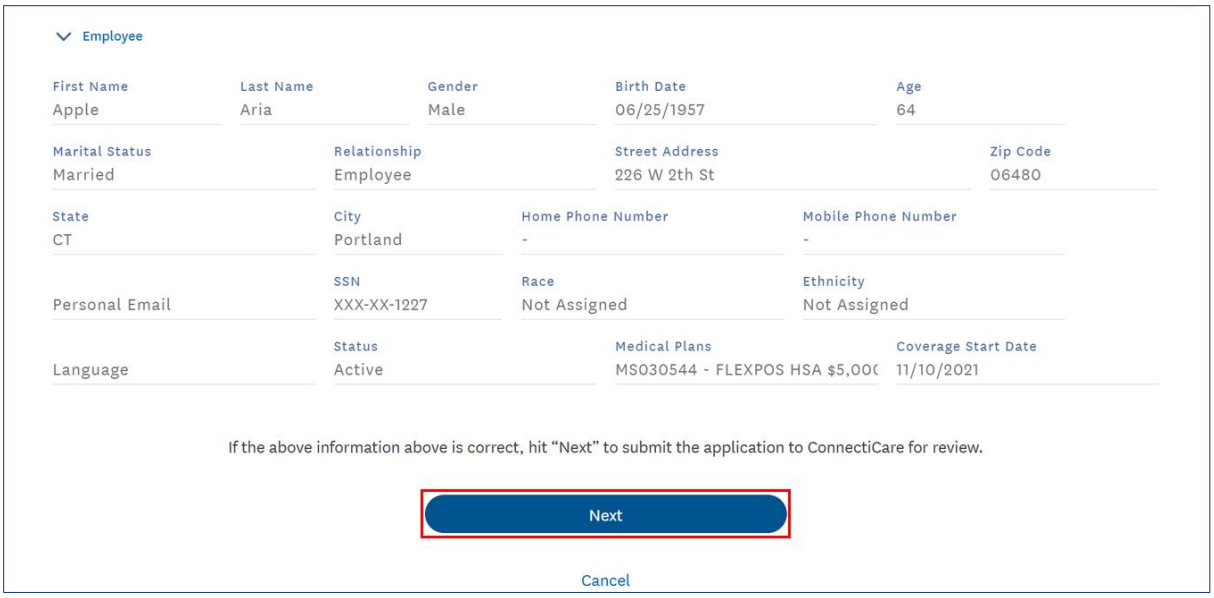
Step 5:

The Review Application screen appears.

1. Verify the application details are correct and click **Next**.



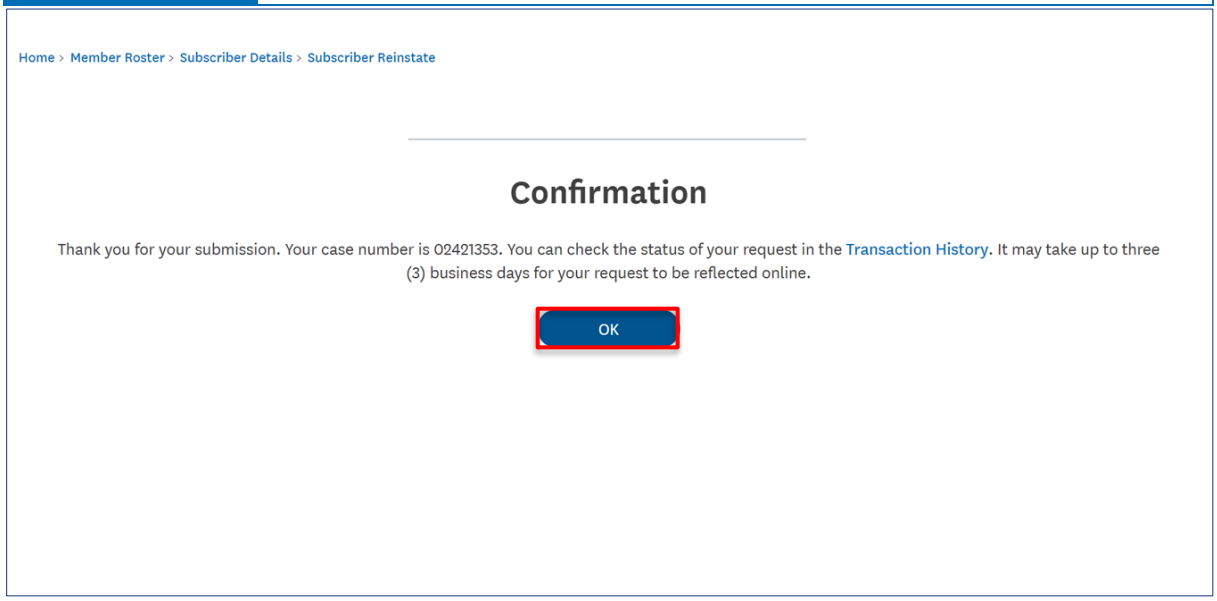




Step 6:

The Confirmation screen appears.

1. Click **OK.**



Thank You

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