

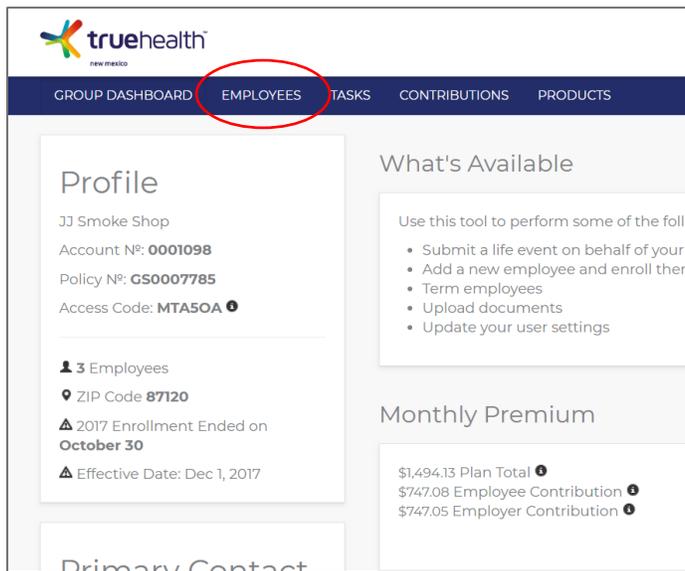
How do I add coverage for an employee during a qualifying life event?

1. Log in to the portal.



The screenshot shows the TrueHealth User Login page. At the top left is the TrueHealth New Mexico logo. Below it is a dark blue header bar. The main content area has the heading "User Login". There are two input fields: "User Name*" and "Password*", each with a white text box. Below the input fields is a dark blue button with the text "LOGIN >". At the bottom left, there are two links: "Forgot password?" and "Forgot username?".

2. Select "Employees."



The screenshot shows the TrueHealth Employees page. At the top left is the TrueHealth New Mexico logo. Below it is a dark blue navigation bar with the following tabs: "GROUP DASHBOARD", "EMPLOYEES", "TASKS", "CONTRIBUTIONS", and "PRODUCTS". The "EMPLOYEES" tab is circled in red. The main content area is divided into two columns. The left column has a "Profile" section with the following information: "JJ Smoke Shop", "Account N#: 0001098", "Policy N#: GS0007785", and "Access Code: MTA50A". Below this is a section for "3 Employees" and "ZIP Code 87120". The right column has a "What's Available" section with a list of actions: "Submit a life event on behalf of your employee", "Add a new employee and enroll them", "Term employees", "Upload documents", and "Update your user settings". Below this is a "Monthly Premium" section with the following information: "\$1,494.13 Plan Total", "\$747.08 Employee Contribution", and "\$747.05 Employer Contribution".

3. For an employee who is **new** to the company, click "Add Employee" and enter the employee's information.
For an **existing** employee, skip to step 4.

truehealth
new mexico

GROUP DASHBOARD EMPLOYEES TASKS CONTRIBUTIONS PRODUCTS MY ACCOUNT LOGOUT

Employees

Applicant Name, ID or Issuer Subscribe SEARCH

ADD EMPLOYEE **BULK TOOLS**

Account N ^o	Issuer Sub. ID	Applicant	Effective	Email	Class	COBRA	Plan	Total	Status
1000002322	G580002322	Employee1LN, Employee1FN	12/01/2017	No	All	No	Care Connect Silver Plus HMO	\$624.03	Approved

VIEW

Add New Employee

Employee Address Spouse & Dependents

First Name*

Middle Name

Last Name*

Gender* Male Female

Date Of Birth*

Email

- Click the "View" button to the right of the employee (who **isn't** currently enrolled in a benefit plan). On the screen that appears, under *Quick Links*, select "Add Benefits."

Jane Doe - 1000002379 Profile Basic Information Benefits Enrollment Documents Life Events

Benefits

No benefits selected

Summary

Class: **All**
 Spouse: **No**
 Number of Kids: **0**
 Effective Date: **01/01/2018**
 Hire Date: **01/12/2018**

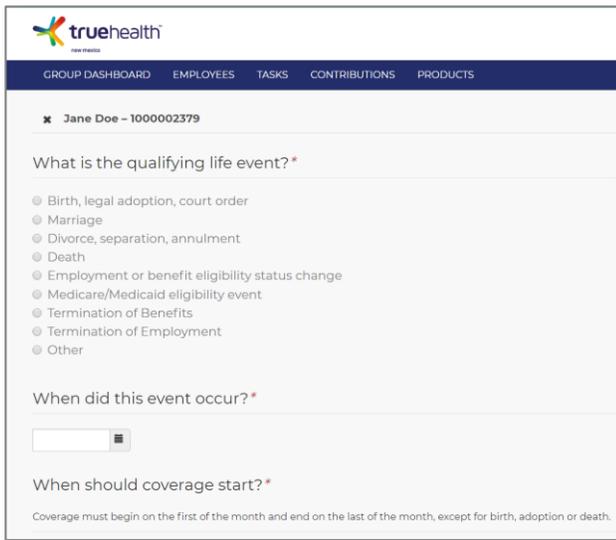
123 Main St.,
 Albuquerque, NM 87112
 (505) 555-1212
 Email

Account Number: **1000002379**

Quick Links

- Add Benefits**
- Decline Benefits
- Update Effective Date
- Status History
- Leave a Note

- Choose a qualifying life event, enter the event date and the date coverage should start, and then click "Continue."



truehealth
NEW MEXICO

GROUP DASHBOARD EMPLOYEES TASKS CONTRIBUTIONS PRODUCTS

Jane Doe - 1000002379

What is the qualifying life event? *

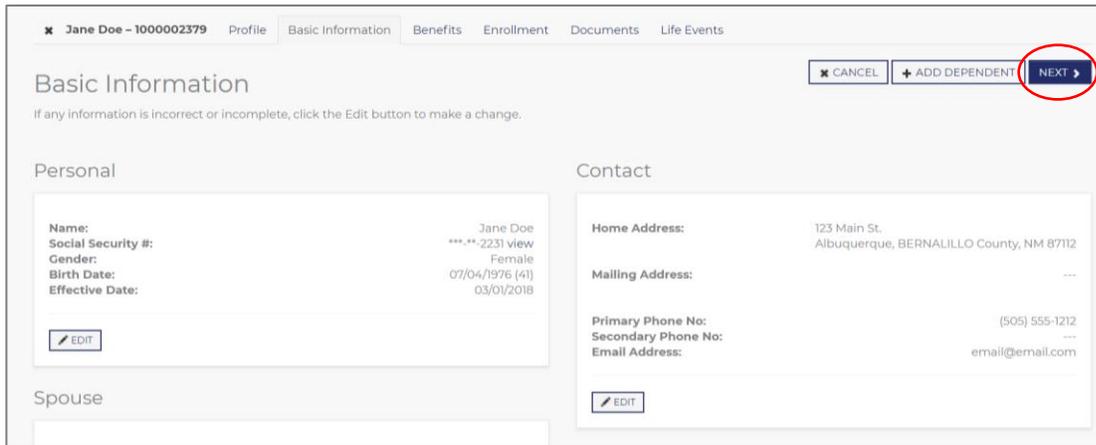
- Birth, legal adoption, court order
- Marriage
- Divorce, separation, annulment
- Death
- Employment or benefit eligibility status change
- Medicare/Medicaid eligibility event
- Termination of Benefits
- Termination of Employment
- Other

When did this event occur? *

When should coverage start? *

Coverage must begin on the first of the month and end on the last of the month, except for birth, adoption or death.

6. Review the basic information and click “Next.”



Jane Doe - 1000002379 Profile Basic Information Benefits Enrollment Documents Life Events

Basic Information [CANCEL] [ADD DEPENDENT] [NEXT >]

If any information is incorrect or incomplete, click the Edit button to make a change.

Personal

Name:	Jane Doe
Social Security #:	***-**-2231 view
Gender:	Female
Birth Date:	07/04/1976 (41)
Effective Date:	03/01/2018

[EDIT]

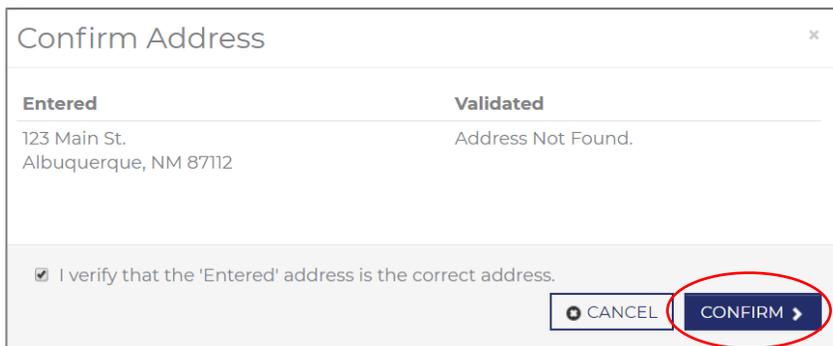
Contact

Home Address:	123 Main St. Albuquerque, BERNALILLO County, NM 87112
Mailing Address:	---
Primary Phone No:	(505) 555-1212
Secondary Phone No:	---
Email Address:	email@email.com

[EDIT]

Spouse

7. Confirm the address and click “Confirm.”



Confirm Address [X]

Entered	Validated
123 Main St. Albuquerque, NM 87112	Address Not Found.

I verify that the 'Entered' address is the correct address.

[CANCEL] [CONFIRM >]

8. Select the benefit plan, then click "Continue."

The screenshot shows the True Health New Mexico portal interface. At the top, there is a navigation bar with 'truehealth new mexico' logo and menu items: GROUP DASHBOARD, EMPLOYEES, TASKS, CONTRIBUTIONS, PRODUCTS, and MY ACCOUNT. Below the navigation bar, the user profile for 'Sam Harper - 1000002381' is displayed with tabs for Profile, Basic Information, Benefits, Enrollment, Documents, and Life Events. The 'Benefits' tab is active. On the left, there is a 'Selected Items' section with a 'COMPARE' button. Below that, 'Applicant Data' is shown: BERNALILLO NM 87120, Effective Date: 03/01/2018, Applicant: Male 01/05/1990, and a 'CHANGE' button. The main content area shows 'Care Connect Silver Plus HMO' with a 'SILVER' tag, a cost of '\$226.10 /mo', and a 'SELECTED' button. A 'CONTINUE' button with a right-pointing arrow is circled in red in the top right corner of the main content area.

9. Select Tasks.

The screenshot shows the True Health New Mexico portal interface. The navigation bar is the same as in the previous screenshot. The 'TASKS' menu item is circled in red. Below the navigation bar, a teal banner displays the message 'Enrollment submitted successfully'. The user profile for 'Sam Harper - 1000002381' is shown with tabs for Profile, Basic Information, Benefits, Enrollment, Documents, and Life Events. The 'Enrollment' tab is active. The main content area is titled 'Enrollment' and displays the following information: ID: GS80002381, Status: Submitted, and Submitted: March 16, 2018 @ 15:25:01.

10. Click "Approve."

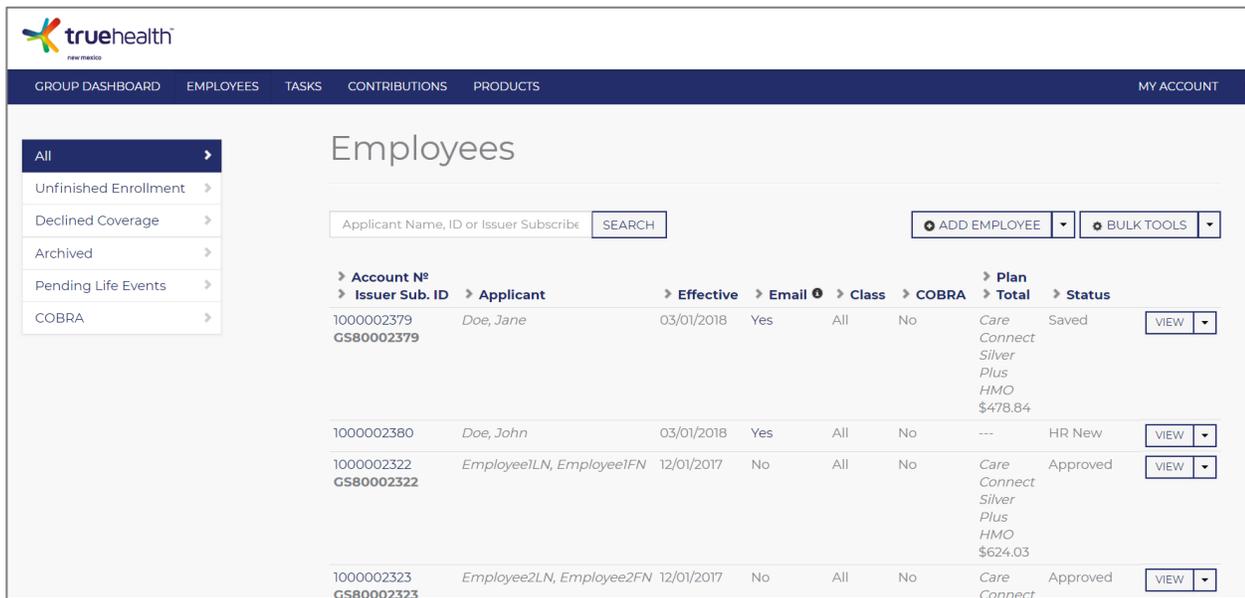
The screenshot shows the True Health New Mexico portal interface. The navigation bar is the same as in the previous screenshots. The 'TASKS' menu item is circled in red. Below the navigation bar, a sidebar on the left contains a menu with 'Enrollments', 'Life Events', and 'Documents'. The main content area is titled 'Tasks' and contains a section for 'Pending Enrollments'. At the top right of this section, there are two buttons: 'APPROVE' (circled in red) and 'REJECT'. Below the buttons is a table with the following data:

Name	Date Submitted
<input checked="" type="checkbox"/> Harper, Sam	03/16/2018

At the bottom right of the table, there is a settings icon and a dropdown arrow.

How do I add coverage for a dependent during a qualifying life event?

1. Log in to the portal. Select “Employees.”

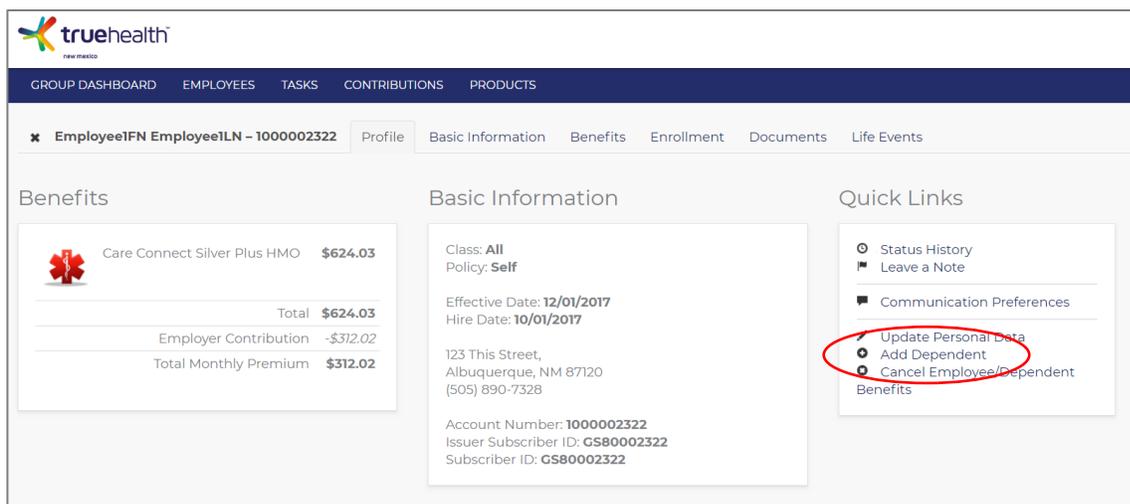


The screenshot shows the TrueHealth Employees portal. The top navigation bar includes "GROUP DASHBOARD", "EMPLOYEES", "TASKS", "CONTRIBUTIONS", "PRODUCTS", and "MY ACCOUNT". The main heading is "Employees". Below the heading is a search bar and two buttons: "ADD EMPLOYEE" and "BULK TOOLS". A sidebar on the left lists various employee statuses: "All", "Unfinished Enrollment", "Declined Coverage", "Archived", "Pending Life Events", and "COBRA". The main content area displays a table of employees with columns for Account No, Issuer Sub. ID, Applicant, Effective, Email, Class, COBRA, Plan Total, and Status. The table contains four rows of employee data.

Account No	Issuer Sub. ID	Applicant	Effective	Email	Class	COBRA	Plan Total	Status
1000002379	GS80002379	Doe, Jane	03/01/2018	Yes	All	No	Care Connect Silver Plus HMO \$478.84	Saved
1000002380		Doe, John	03/01/2018	Yes	All	No	---	HR New
1000002322	GS80002322	Employee1LN, Employee1FN	12/01/2017	No	All	No	Care Connect Silver Plus HMO \$624.03	Approved
1000002323	GS80002323	Employee2LN, Employee2FN	12/01/2017	No	All	No	Care Connect	Approved

2. Click “View” for an active or approved employee and select “Profile.”

3. Select “Add Dependent.”



The screenshot shows the TrueHealth employee profile page for Employee1FN Employee1LN - 1000002322. The page is divided into three main sections: "Benefits", "Basic Information", and "Quick Links". The "Benefits" section shows "Care Connect Silver Plus HMO" with a total cost of \$624.03. The "Basic Information" section displays class and policy details, effective and hire dates, address, and account numbers. The "Quick Links" section includes options like "Status History", "Leave a Note", "Communication Preferences", "Update Personal Data", "Add Dependent", and "Cancel Employee/Dependent Benefits". The "Add Dependent" option is circled in red.

4. Choose a qualifying life event, enter the event date and the date coverage should start, select who is being added, enter the data for the new dependent(s)/spouse, and then click “Continue.”

GROUP DASHBOARD EMPLOYEES TASKS CONTRIBUTIONS PRODUCTS

✕ Employee1FN Employee1LN - 100002322

What is the qualifying life event? *

- Birth, legal adoption, court order
- Marriage
- Divorce, separation, annulment
- Death
- Employment or benefit eligibility status change
- Medicare/Medicaid eligibility event
- Termination of Benefits
- Termination of Employment
- Other

When did this event occur? *

When should coverage start? *

Coverage must begin on the first of the month and end on the last of the month, except for birth, adoption or death.

GROUP DASHBOARD EMPLOYEES TASKS CONTRIBUTIONS PRODUCTS

When did this event occur? *

When should coverage start? *

Coverage must begin on the first of the month and end on the last of the month, except for birth, adoption or death.

Who is being added? *

5. Review the updated premium amounts and click "Submit." The application is now complete.

GROUP DASHBOARD EMPLOYEES TASKS CONTRIBUTIONS PRODUCTS MY ACCOUNT

✕ Employee1FN Employee1LN - 100002322

Your change resulted in an adjustment to the monthly premium.

Click **Submit** to send your changes to the Membership system.

Original Employee Premium: **\$312.02**

Premium: **\$756.11**

Employer Contribution: - **\$378.05**

New Employee Premium: **\$378.05**

How do I cancel coverage for an employee/dependent during a qualifying life event?

1. Log in to the portal. Select “Employees.”

The screenshot shows the True Health portal interface. The top navigation bar includes 'GROUP DASHBOARD', 'EMPLOYEES' (circled in red), 'TASKS', 'CONTRIBUTIONS', 'PRODUCTS', and 'MY ACCOUNT'. A left sidebar contains a menu with 'All', 'Unfinished Enrollment', 'Declined Coverage', 'Archived', 'Pending Life Events', and 'COBRA'. The main content area is titled 'Employees' and features a search bar and buttons for 'ADD EMPLOYEE' and 'BULK TOOLS'. Below is a table of employee records:

Account No	Issuer Sub. ID	Applicant	Effective	Email	Class	COBRA	Plan	Total	Status	VIEW
1000002379	GS80002379	Doe, Jane	03/01/2018	Yes	All	No	Care Connect Silver Plus HMO	\$478.84	Saved	VIEW
1000002380		Doe, John	03/01/2018	Yes	All	No	---		HR New	VIEW
1000002322	GS80002322	Employee1LN, Employee1FN	12/01/2017	No	All	No	Care Connect Silver Plus HMO	\$756.11	Approved	VIEW
1000002323	GS80002323	Employee2LN, Employee2FN	12/01/2017	No	All	No	Care Connect Silver		Approved	VIEW

2. Click the “View” button to the right of an active or approved employee and select “Profile.” Then select “Cancel Employee/Dependent Benefits.”

The screenshot shows the 'Profile' page for an employee. The top navigation bar includes 'GROUP DASHBOARD', 'EMPLOYEES', 'TASKS', 'CONTRIBUTIONS', 'PRODUCTS', and 'MY ACCOUNT'. The main content area is titled 'Employee1FN Employee1LN - 1000002322' and includes tabs for 'Profile', 'Basic Information', 'Benefits', 'Enrollment', 'Documents', and 'Life Events'. A teal banner states: 'This member has pending life events. Please refer to the Life Events tab for details.' Below are three sections: 'Benefits' (showing Care Connect Silver Plus HMO for \$756.11), 'Basic Information' (showing Class: All, Policy: Self & Child, Effective Date: 12/01/2017, Hire Date: 10/01/2017, and address), and 'Quick Links' (showing Status History, Leave a Note, Communication Preferences, Update Personal Data, Add Dependent, and Cancel Employee/Dependent Benefits, which is circled in red).

3. Choose the life event, enter the event date and the date coverage should end, and then click “Continue.”

The screenshot shows the True Health portal interface. At the top, there is a navigation bar with the True Health logo and menu items: GROUP DASHBOARD, EMPLOYEES, TASKS, CONTRIBUTIONS, and PRODUCTS. Below the navigation bar, the user is logged in as 'Employee1FN Employee1LN - 1000002322'. The main content area is titled 'What is the qualifying life event? *'. It contains a list of radio button options: Birth, legal adoption, court order; Marriage; Divorce, separation, annulment; Death; Employment or benefit eligibility status change; Medicare/Medicaid eligibility event; Termination of Benefits; Termination of Employment; and Other. Below the list is a date input field for 'When did this event occur? *'. At the bottom, there is another date input field for 'When should coverage end? *'. A small note at the very bottom states: 'Coverage must begin on the first of the month and end on the last of the month, except for birth, adoption or death.'

This screenshot shows the continuation of the form. It features a date input field for 'When should coverage end? *' with the same note as the previous screenshot. Below this is a section titled 'Who is being removed? *' with two checkboxes: 'Employee1FN' and 'Child Dependent'. At the bottom right of the form, there are two buttons: 'CANCEL' and 'CONTINUE >'. The 'CONTINUE >' button is circled in red.

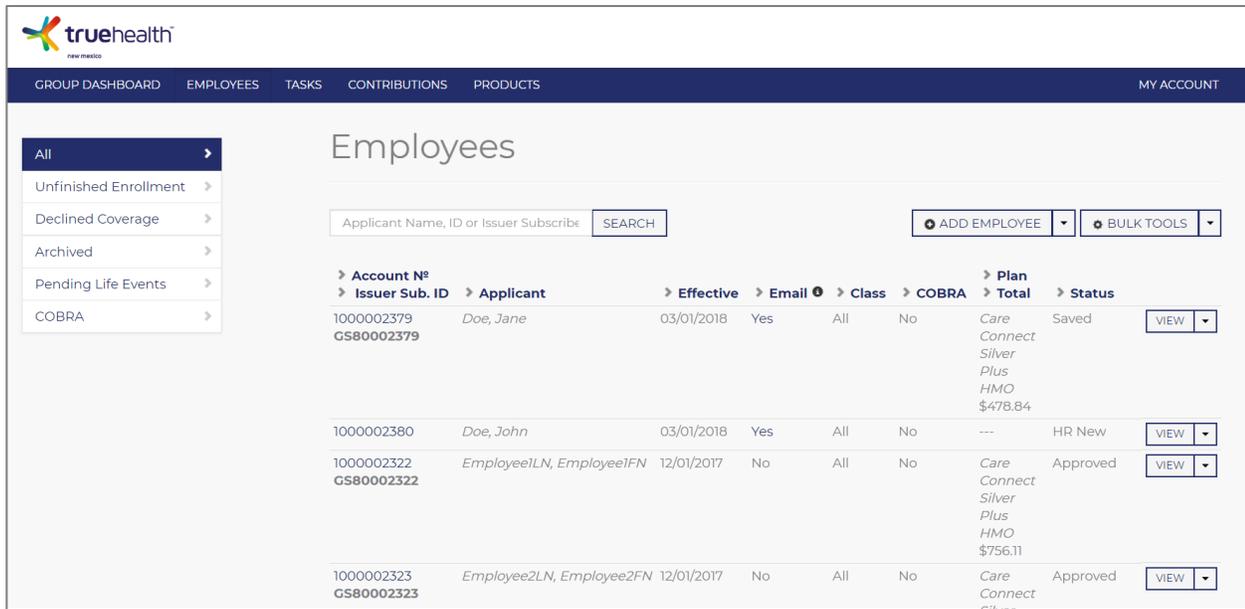
4. Select the member(s) to remove and click “Continue.” **Note:** if you select the *subscriber*, all members will be selected to be removed.

5. Review the updated premium amounts and click “Submit.” The application is now complete.

This screenshot shows the final summary screen. It displays the message: 'Your change resulted in an adjustment to the monthly premium. Click **Submit** to send your changes to the Membership system.' Below this, the premium details are listed: 'Original Employee Premium: \$378.05', 'Premium: \$624.03', 'Employer Contribution: - \$312.02', and 'New Employee Premium: \$312.02'. At the bottom right, there are two buttons: 'CANCEL' and 'SUBMIT ✓'. The 'SUBMIT ✓' button is circled in red.

How do I update personal data for an employee or dependent outside of open enrollment?

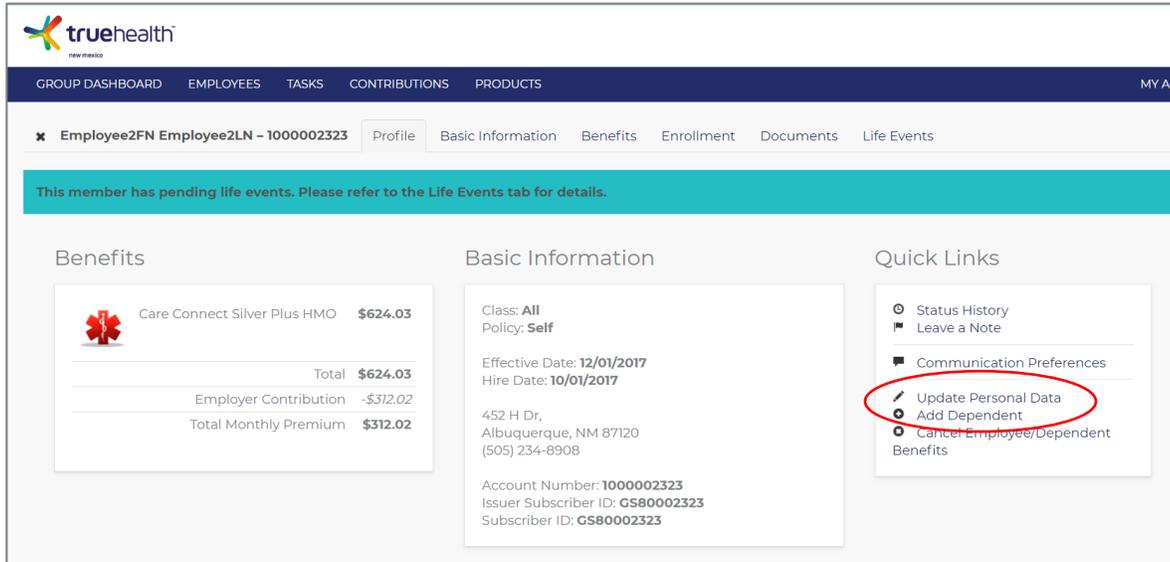
1. Log in to the portal. Select “Employees.”
2. Click “View” to the right of an active or approved employee and select “Profile.”



The screenshot shows the TrueHealth portal interface. At the top, there is a navigation bar with 'GROUP DASHBOARD', 'EMPLOYEES', 'TASKS', 'CONTRIBUTIONS', 'PRODUCTS', and 'MY ACCOUNT'. Below this is a sidebar with a menu for 'All' and other categories like 'Unfinished Enrollment', 'Declined Coverage', 'Archived', 'Pending Life Events', and 'COBRA'. The main content area is titled 'Employees' and features a search bar and buttons for 'ADD EMPLOYEE' and 'BULK TOOLS'. A table lists employee records with columns for Account No, Issuer Sub. ID, Applicant, Effective, Email, Class, COBRA, Plan, Total, and Status. The table contains four rows of data.

Account No	Issuer Sub. ID	Applicant	Effective	Email	Class	COBRA	Plan	Total	Status
1000002379	GS80002379	Doe, Jane	03/01/2018	Yes	All	No	Care Connect Silver Plus HMO	\$478.84	Saved
1000002380		Doe, John	03/01/2018	Yes	All	No	---		HR New
1000002322	GS80002322	Employee1LN, Employee1FN	12/01/2017	No	All	No	Care Connect Silver Plus HMO	\$756.11	Approved
1000002323	GS80002323	Employee2LN, Employee2FN	12/01/2017	No	All	No	Care Connect Silver Plus HMO		Approved

3. Click the “Update Personal Data” link.



The screenshot shows the TrueHealth portal interface for an employee profile. The top navigation bar is the same as in the previous screenshot. Below it, there is a breadcrumb trail: 'Employee2FN Employee2LN - 1000002323' followed by tabs for 'Profile', 'Basic Information', 'Benefits', 'Enrollment', 'Documents', and 'Life Events'. A teal banner at the top of the profile area states: 'This member has pending life events. Please refer to the Life Events tab for details.' Below this, there are three main sections: 'Benefits', 'Basic Information', and 'Quick Links'. The 'Benefits' section shows 'Care Connect Silver Plus HMO' with a total of \$624.03 and a total monthly premium of \$312.02. The 'Basic Information' section shows 'Class: All', 'Policy: Self', 'Effective Date: 12/01/2017', 'Hire Date: 10/01/2017', and contact information for 452 H Dr, Albuquerque, NM 87120. The 'Quick Links' section contains several options, with 'Update Personal Data' circled in red.

4. Under *What would you like to change?*, select a data type to change and who the change is for.

5. Enter the updated information and click "Submit."

Benefit Plan	Amount
Care Connect Silver Plus HMO	\$624.03
Total	\$624.03
Employer Contribution	-\$312.02
Total Monthly Premium	\$312.02