

# Health Insurance Enrollment Update Instructions

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## General Information

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The purpose of this application is to allow employers to process **terminations** and **reinstatements** directly into ETF's health insurance database. This application also allows employers to view all **covered individuals** under a specific contract.

## Special Notes

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- Some portions of the Health Insurance Enrollment Update are not very intuitive. This interface will be in place for about a year, at which time it will be replaced by a more user-friendly system, with more update options for employers. In the meantime, please consult the step-by-step instructions provided here for assistance in navigating this program.
- The individual accessing the Health Insurance Enrollment Update must obtain security clearance to "Health Insurance Enrollment" by submitting an **Online Network for Employers Security Agreement**, form ET-8928.

- You may experience a **delay** as the application returns data. Please be patient.
- Please use the **logout** feature at the top of the screen when done working with the application, to protect confidential employee data.
- If you would like to bookmark this application in your web browser, bookmark the page where the employer number is entered.
- For additional assistance, please call the Employer Communication Center:  
(608) 264-7900  
1 (888) 681-3952

## Step-by-Step Instructions

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### A. Getting Started

- 1) Open your internet browser and enter the ONE Portal:  
<http://etfonline.wi.gov/one.html>
- 2) Select the "Health Insurance Enrollment Update" link
- 3) Type in User ID and Password
- 4) Enter 7-digit Employer Number (no dashes or spaces, for example 4716000)
- 5) You will begin on the Contract Search screen. This screen has several important elements worth noting:
  - The **message area** is where you can read important information, including instructions and error messages. Messages appear in the drop-down box located in the upper right of the screen, beneath ETF's logo, Instructions, and Logout links. You may need to click on the list arrow to view the entire message.
  - The **Display button** is used to display results based on the search criteria you have indicated.

- The “**Link To**” **dropdown** is the main navigation tool in this application. It is used to navigate to these screens:

- Enrollment Update
- Covered Individual
- Contract Search

However, navigating to a screen is not always as simple as selecting the desired screen from the “Link To” dropdown. In order to view the Enrollment Update screen or Covered Individual screen, you must first search for a specific contract. This search process is explained under *Searching and Viewing a Contract*.

From the Enrollment Update or Covered Individual screen, it is easy to navigate back to the main screen by simply choosing Contract Search from the “Link To” dropdown.

- The **search criteria area** allows you to enter an employee’s social security number to find the corresponding contract(s).
- The **list of search results** will be displayed under the headings provided.
- The **clear screen** button will clear out previously entered search criteria.

## **B. Searching and Viewing a Contract**

- 1) Begin on the **Contract Search** screen.
- 2) **Enter the subscriber’s social security number** and click the **Display** button.
- 3) Your search results will be displayed under the headings provided.
- 4) If there is only one search result, you may now choose **Enrollment Update** from the “**Link To**” dropdown to view this contract.

If more than one search result is displayed, this is because the person you have searched for has more than one contract with you—past, present, or future. In this case, you may **Enter Desired Sequence Number** in the box provided, and click **Accept**. When you click accept, the screen does not change, but your entry

is recorded. Then, choose Enrollment Update from the "Link To" dropdown to view the contract you have indicated. If you do not enter and accept a sequence number before linking to the Enrollment Update screen, you will be automatically taken to the first item on the search list.

## C. Terminating or Reinstating a Contract

- 1) Follow the *Searching and Viewing a Contract* instructions to choose a contract and navigate to the **Enrollment Update** screen.
- 2) On the Enrollment Update screen, there are only three fields that you are permitted to update:
  - Enrollment Type
  - Coverage End
  - Comments

All of the other entry fields and dropdown boxes are for informational purposes only. If you attempt to alter data in these other fields, you will receive an error message in the message area in the upper left portion of the screen.

- 3) To **terminate** a contract, you must **enter both an Enrollment Type and Coverage End Date**.  
To **reinstate** a contract, you must **enter Enrollment Type "12" and REMOVE the Coverage End Date**.
  - a. Enter the reason for termination or reinstatement in the **Enrollment Type** field, either by selecting a description from the dropdown list provided, or by entering the numerical code if you know it. To reinstate coverage, the Enrollment Type Code will always be "12".
  - b. Then, update or remove the **Coverage End Date**. Acceptable date formats are

M/D/YYYY	4/1/2009
MM/DD/YYYY	04/01/2009
MMDDYYYY	04012009
- 4) Finally, you may add **Comments** regarding the termination or reinstatement. Comments are **not required**, but may be included to explain any special

circumstances surrounding the termination or reinstatement, if desired. For example

4/15/09 term for nonpayment of premium on LOA  
5/1/09 reinstate coverage due to premium deduction  
error

- 5) Click the **accept** button at the top of the screen to confirm your entries.
- 6) Check the **message area** for a confirmation or error message. If you see "UPDATE SUCCESSFUL," your change is put into effect immediately. If you see an error message, you have failed to change **both** the Enrollment Type and Coverage End Date. Or you may have attempted to change a field you are not permitted to update.

## **D. Covered Individuals Inquiry**

There is another application available on the Online Network for Employers, called the Health Insurance Enrollment Inquiry, which provides health insurance data with a very user-friendly interface. We recommend using the Health Insurance Enrollment Inquiry application for most inquiries.

However, the Health Insurance Enrollment Inquiry will not provide information for each covered individual on a contract, such as spouse and dependents. If you would like to view detailed information on covered individuals, here's how:

*From the Contract Search Screen:*

- 1) From the **Contract Search** screen, you must first select a contract explained under *Searching and Viewing a Contract*.
- 2) Then, click the "**Link To**" dropdown, and choose **Covered Individual**.
- 3) This will display the Covered Individual Inquiry screen. This screen provides specific information regarding the covered individuals on the contract. If you are viewing a family contract, a **next individual** button will appear at the bottom of the screen. Click next individual to view detailed information for the next individual (spouse or dependents) on that specific contract. Click **previous individual** to navigate to the previous individual. If there are no other

individuals on that specific contract, these navigation buttons will not appear.

*From the Enrollment Update Screen:*

- 1) From the **Enrollment Update** screen with a contract already displayed, click the **"Link To"** dropdown, and choose **Covered Individual**.
- 2) This will display the Covered Individual Inquiry screen. This screen provides specific information regarding the covered individuals on the contract. If you are viewing a family contract, a next individual button will appear at the bottom of the screen. Click next individual to view detailed information for the next individual (spouse or dependents) on that specific contract. Click previous individual to navigate to the previous individual. If there are no other individuals on that specific contract, these navigation buttons will not appear.

## **E. Help**

For help with questions related to Health Insurance Eligibility and Processing, please contact the Employer Communication Center:

(608) 264-7900

1 (888) 681-3952