

## myETF Benefits – Two single contracts to one family contract

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#### **General Information**

These instructions provide the steps to report a change from two single coverage contracts to one family contract through the myETF Benefits Application.

These instructions make the assumption that the employer has successfully logged into the myETF Benefits and has been automatically directed to the myEmployer page. Please see the myETF Benefits login instructions for more details.

If the spouse or domestic partner that is being added to another employee's contract has active State of Wisconsin health insurance coverage, they will first need to submit an application to cancel coverage before they can be added to another contract.

#### **Special Notes**

- The individual accessing the system must obtain security clearance by submitting the Online Network for Employers Security Agreement, form ET-8928.
- For additional assistance, please call: 1-888-681-3952 and 608-264-7900.
- The application requires Internet Explorer 7 (or higher) or Fire Fox 3.0 (or higher) to display properly.
- This action will not be validated since the employer will be completing the change directly.
- The application requires your Web browser to have cookies enabled and JavaScript on.

## **Step-by-Step Instructions (Text Only)**

- 1) Mouse over the “myMembers” tab located along the top navigation ribbon.
  - a) The “myMembers” drop tabs will appear.
- 2) Click the “myMembers” button located from the drop tab list.
  - a) The “myMembers Search” page will appear.
- 3) Type either the member ID or the Social Security Number of the subscriber that is being added to another contract in the corresponding field and click on “Search”.
  - a) If you would like to search by last name, click on “Name Search”.
  - b) The employee information will appear below the search criteria.
- 4) Click the “Select” button to the left of the employee you would like to view.
  - a) The “myMember Info” page appears.
- 5) Mouse over the “Health” tab located along the top navigation ribbon.
  - a) The “Health” drop tabs will appear.
- 6) Click the “Member Enrollment” button located from the drop tab list.
  - a) The “Health Insurance Enrollment Summary” page will appear.
- 7) Verify that the employee does not have active coverage.
  - a) If active coverage exists, the employee must first submit an application cancelling coverage. This single coverage change must be done at least one day prior to adding the employee to a different contract.
  - b) If the coverage was cancelled, make note of the coverage end date. This information will be needed to process the change to family coverage.
- 8) Mouse over the “myMembers” tab located along the top navigation ribbon.
  - a) The “myMembers” drop tabs will appear.
- 9) Click the “myMembers” button located from the drop tab list.
  - a) The “myMember Info” page appears.
- 10) Click the “Edit” button located at the bottom of the page.
  - a) The following fields will display text entry boxes:
    - i) Name
    - ii) Marital Status
    - iii) Marital Date
    - iv) Country
    - v) Address Line 1
    - vi) Address Line 2
    - vii) City, State, Zip

viii) Care of

ix) Primary Phone

11) Change the "Marital Status" field to "MARRIED" or "DOMESTIC PARTNER" as indicated on the application.

12) Change the "Marital Status Date" field to the marriage or affidavit date.

a) To clear all fields, click the "Undo Changes" button.

13) Click the "Submit" button when finished making changes.

14) The "Edit myMember Changes" confirmation page will appear.

a) Review the information in red and check that the changes you are submitting are correct.

15) Click the "Confirm" button.

a) The "Edit myMembers" confirmation page will appear.

16) Mouse over the "myMembers" tab located along the top navigation ribbon.

a) The "myMembers" drop tabs will appear.

17) Click the "myMembers" button located from the drop tab list.

a) The "myMembers Search" page will appear.

18) Type either the member ID or the Social Security Number of the subscriber that is changing from single to family coverage in the corresponding field and click on "Search".

a) If you would like to search by last name, click on "Name Search".

b) The employee information will appear below the search criteria.

19) Click the "Select" button to the left of the employee you would like to view.

a) The "myMember Info" page appears.

20) Click the "Edit" button located at the bottom of the page.

a) The following fields will display text entry boxes:

i) Name

ii) Marital Status

iii) Marital Date

iv) Country

v) Address Line 1

vi) Address Line 2

vii) City, State, Zip

viii) Care of

ix) Primary Phone

21) Change the "Marital Status" field to "MARRIED" or "DOMESTIC PARTNER" as indicated on the application.

22) Change the "Marital Status Date" field to the marriage or affidavit date.

a) This date should match on both the person being added and the person continuing with the family coverage.

- b) To clear all fields, click the “Undo Changes” button.
- 23) Click the “Submit” button when finished making changes.
- 24) The “Edit myMember Changes” confirmation page will appear.
  - a) Review the information in red and check that the changes you are submitting are correct.
- 25) Click the “Confirm” button.
  - a) The “Edit myMembers” confirmation page will appear.
- 26) Mouse over the “Health” tab located along the top navigation ribbon.
  - a) The “Health” drop tabs will appear.
- 27) Click the “Member Enrollment” button located from the drop tab list.
  - a) The “Health Insurance Enrollment Summary” page will appear.
- 28) Click the “Edit” button located to the left of the active coverage.
  - a) The “Report Change To Active Health Insurance Enrollment” page will appear.
- 29) Click the radio button (i.e. circle) in front of “Add Dependent” to select this option.
- 30) Click the “Continue” button.
  - a) The “The “Add Dependent To Existing Coverage” page will appear.
- 31) Select “LOSS OF OTHER COVERAGE/EMPLOYER CONTRIBUTION” for the reason for adding the dependent drop down box.
- 32) Continue by filling in all relevant information boxes.
  - a) Check the coverage end date for the employee being added. If the date is after the event date, then use the first day of the month following the coverage end date. For instance, if the employee being added has a coverage end date of 09/30/2010, then use 10/01/2010 as the coverage begin date.
- 33) When finished, click the “Submit” button at the bottom of the page.
  - a) If there are any errors, the fields needed to be changed will be indicated at the top of the page in red. Correct any fields necessary, and click the “Submit” button again.
  - b) The “Add Dependent” confirmation page will appear.
- 34) After reviewing the changes and agreeing to the terms and conditions, click the “Confirm” button to submit the changes.
  - a) If the changes are not correct, click the “Cancel” button to return to the “myMembers Info” page.
- 35) Click the “Confirm” button.
  - a) The confirmation page will appear.
  - b) To print a copy of this change for your records, click the green print button.
- 36) Click the “Log Off” tab located at the top right of the navigation ribbon.