

myETF Benefits – Divorce (w/ existing family coverage)

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General Information

These instructions provide the steps to report an employee's divorce 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.

This process will require that the COBRA notification date is entered before confirming this change.

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 in the corresponding field and click on “Search”.
 - a) If you would like to search by last name, click on “Name Search”.
- 4) The employee information will appear below the search criteria.
- 5) Click the “Select” button to the left of the employee you would like to view.
 - a) The “myMember Info” page appears.
- 6) 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
- 7) Change the “Marital Status” field to “DIVORCED”
- 8) Change the “Marital Status Date” field to the divorce date.
 - a) To clear all fields, click the “Undo Changes” button.
- 9) Click the “Submit” button when finished making changes.
- 10) The “Edit myMember Changes” confirmation page will appear.
 - a) Review the information in red and check that the changes you are submitting are correct.
- 11) Click the “Confirm” button.
 - a) The “Edit myMembers” confirmation page will appear.
- 12) **If the subscriber has family coverage**, continue with the following steps to remove the spouse and any dependents (if necessary). By removing all dependents, the subscriber’s coverage level will automatically default to single coverage.

- 13) Mouse over the "Health" tab located along the top navigation ribbon.
 - a) The "Health" drop tabs will appear.
- 14) Click the "Member Enrollment" button located from the drop tab list.
 - a) The "Health Insurance Enrollment Summary" page will appear.
- 15) Click the "Edit" button located to the left of the active contract.
 - a) The "Report Change to Active Contract" page will appear.
- 16) Select "REMOVE DEPENDENT" by clicking on the circle.
- 17) Click "CONTINUE".
 - a) The "Health Insurance – Remove Dependent" page will appear.
- 18) Select the reason for removing the dependent(s) as "DIVORCE"
 - a) The spouse and any stepchildren will automatically be selected for removal.
 - b) If family coverage will remain in effect, the COBRA notification date must be completed.
- 19) If there are any dependents to be removed, select them by clicking the check box in front of the name(s)
 - a) The "Health Insurance – Remove Dependent" confirmation page will appear.
- 20) 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.
 - b) The "Health Insurance – Remove Dependent" confirmation page appears.
- 21) Click the "Log Off" tab located at the top right of the navigation ribbon.