# myETF Benefits – Generate new ETF member ID and enroll dependents



## General Information

These instructions provide the steps to generate a new employee's member ID and enroll a new subscriber (and any dependents) 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.

## 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 the Social Security Number in the corresponding field and click on “Search”.
   a) If the employee has not had prior health insurance coverage, the message, “This member was not found. If you believe you have received this message in error please try again. Otherwise press the Add button to add this member to our database and assign them a member ID.” Will display at the top of the screen and the “Add” button will appear.
4) Click on “Add”.
   a) The “Add myMember” page will appear.
5) Enter the employee’s information and click “Submit”
   a) The “Health Insurance Online Instructions” page will appear.
   b) This page can be printed to provide a member with their ETF Member ID.
6) Mouse over the “myMembers” tab located along the top navigation ribbon.
   a) The “myMembers” drop tabs will appear.
7) Click the “myMembers” button located from the drop tab list.
   a) The “myMembers Search” page will appear.
8) Type the member id or social security number in the corresponding field and click on “Search”.
   a) The “myMembers” page will appear displaying the demographic information.
9) Mouse over the “Health” tab located along the top navigation ribbon.
   a) The “Health” drop tabs will appear.
10) Click the “Member Enrollment” button located from the drop tab list.
   a) The “myMembers Search” page will appear with the following message displayed, “No Health Enrollment data was found for this member”.
   b) Since the member has not added any coverage, the “Enrollment Summary” will not display any information. This is expected.
11) Click the “Add Coverage” button at the bottom of the page
   a) The “Health Insurance Add Coverage” page will appear.
   b) NOTE: If the request is already keyed, but pending approval, there will be a message in red across the top of the screen that says, “Add coverage pending for this member”. Click the “Cancel” button at the bottom of the screen as this action is already completed.
   c) Complete all fields.

d) The event date should be the same as the date of hire.

e) The Employer Contribution box has two options

   i) WHEN EMPLOYER CONTRIBUTIONS BEGIN – enter the date that the employee is eligible for contributions. Typically, this is 30, 60, or 90 days from the hire date.

   ii) AS SOON AS POSSIBLE – Used when there is no waiting period. Coverage will be effective the 1st of the month following receipt of the application.

f) To add a dependent, click the "+" symbol after the subscriber's name.

   i) A new row will appear below the subscriber to add the dependent information.

12) When all dependents are entered, click "Submit"

13) 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.

14) Click the "Log Off" tab located at the top right of the navigation ribbon.