

myETF Benefits – Enroll an employee with previous coverage (reinstate)

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General Information

These instructions provide the steps to reinstate coverage for a former employee enrolled in health insurance through the myETF Benefits Application. This action will only restore the exact coverage that was previously terminated. No changes (i.e. adding dependents, physician information, other coverage, etc.) can be changed when reinstating. Typically, these instructions are used when a contract has been ended in error.

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 had prior health insurance coverage, the message, “Data displayed was found in the demographic database” Will display at the top of the screen.
- 4) If changes are needed to the employee’s address, phone number, or marital status, click on the “Edit” button located at the bottom of the page.
 - a) The “Edit myMember” page will appear.
- 5) Enter the employee’s information and click “Submit”
 - a) The “Confirm Changes” page will appear.
- 6) After reviewing the changes, 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 “myMembers Confirmation” page appears.
- 7) Mouse over the “Health” tab located along the top navigation ribbon.
 - a) The “Health” drop tabs will appear.
- 8) Click the “Member Enrollment” button located from the drop tab list.
 - a) The search results will show that all contracts have an “ENDED” status with an end date.
- 9) Click the “Add Coverage” button at the bottom of the page
 - a) The “Health Insurance Add Coverage” page will appear.
 - b) Select “REINSTATEMENT” as the “Add coverage reason.”
 - c) Complete all remaining fields.
- 10) When all the information is entered, click “Submit”
- 11) 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 Add Coverage Confirmation” page will appear.
- 12) After reviewing the changes, 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 “myMembers Confirmation” page appears.
- 13) Click the “Log Off” tab located at the top right of the navigation ribbon.