

myETF Benefits – Sending Additional Documentation to ETF

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General Information

These instructions provide the steps to follow when additional documentation is needed before a change can be approved. The specific type of changes and documentation explanation is also provided for your reference.

Click on “myRequests”

Change the

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) Employers can view changes that are being held at ETF until the documentation is received.
 - a) Click the “myMember Requests” button
 - b) Change the Request Status filter to “WAITING FOR ETF APPROVAL.”
 - c) If there are any changes waiting for additional documentation, they will appear.
 - d) Click on the “Select” button to view the details of the change that requires additional documentation to process.
- 2) The following changes require additional documentation to be on file with ETF before the change can be added to the health insurance data base and passed to the Health Plan and Pharmacy Manager for the subscriber.
 - a) DIVORCE – FORM ET-2311
 - b) ADOPTION/PLACEMENT FOR ADOPTION—documentation from either the agency or court.
 - c) LOSS OF COVERAGE/EMPLOYER CONTRIBUTION – Certificate of Creditable Coverage from previous Health Plan
 - d) NATIONAL MEDICAL SUPPORT NOTICE – Notice issued by the DHS.
 - e) LEGAL WARD – Letter of guardianship from the court. Must be a permanent placement.
 - f) PATERNITY ACKNOWLEDGEMENT -- Notice issued by the DHS.
 - g) DISABLED DEPENDENT OVER AGE 27 – FORM ET-2301 is needed for the Health Plan to begin their review.
 - h) SOCIAL SECURITY NUMBER CHANGE/CORRECTION – A copy of their Social Security Card.
- 3) To submit the documentation to ETF, fax the following to 608-266-5801
 - a) The cover sheet should include, “Documentation to be approved”
 - b) A copy of the application
 - c) A copy of the applicable documentation.
- 4) ETF will review the documentation and take the necessary action.