View Member Information

To view a member's information, click on the arrow at the far right of the row under **Actions** and select **Member Details**.

On the **Member Details** page, you can view:

1. any pending changes the member has made
2. pending plans
3. their current plans/enrollment information
4. demographic information
5. information about dependents

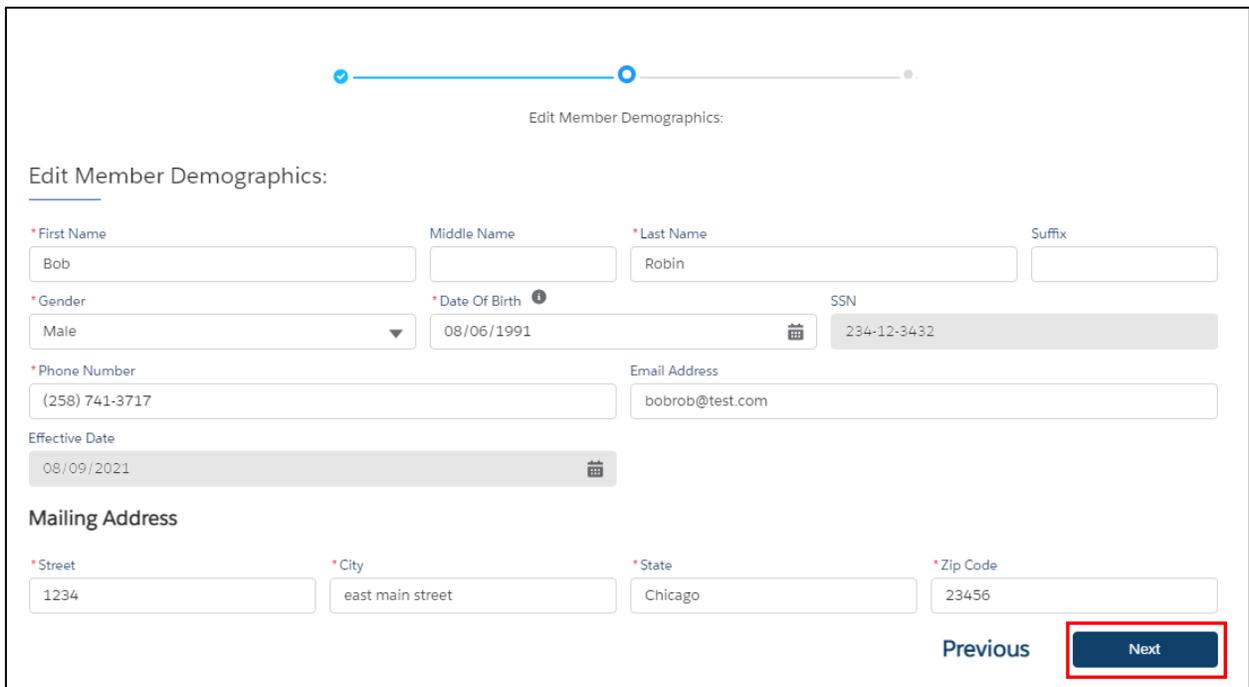You can also update member details from this page by clicking **Update Member**.

Modify Member Information

After clicking **Update Member,** a pop-up window will appear. Select **Update Member** to make edits and then click **Next**.
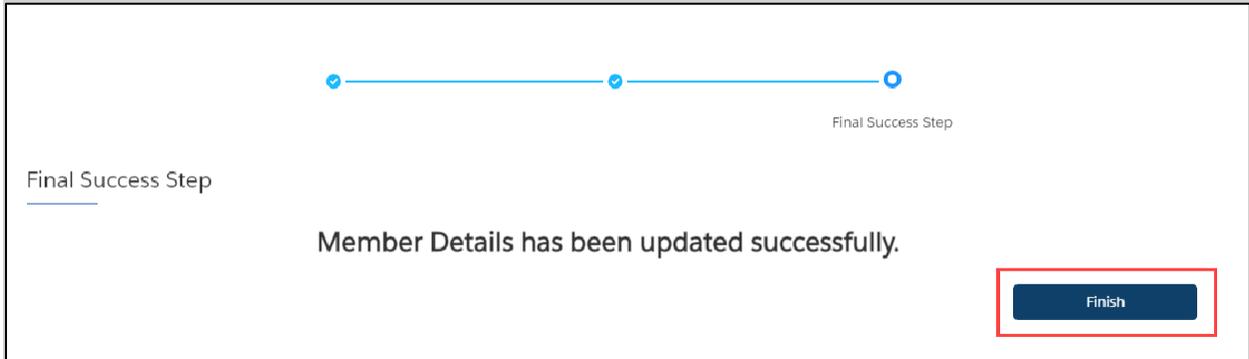

Editable member information is featured in white blocks on the screen. Grayed out blocks of information are not editable.
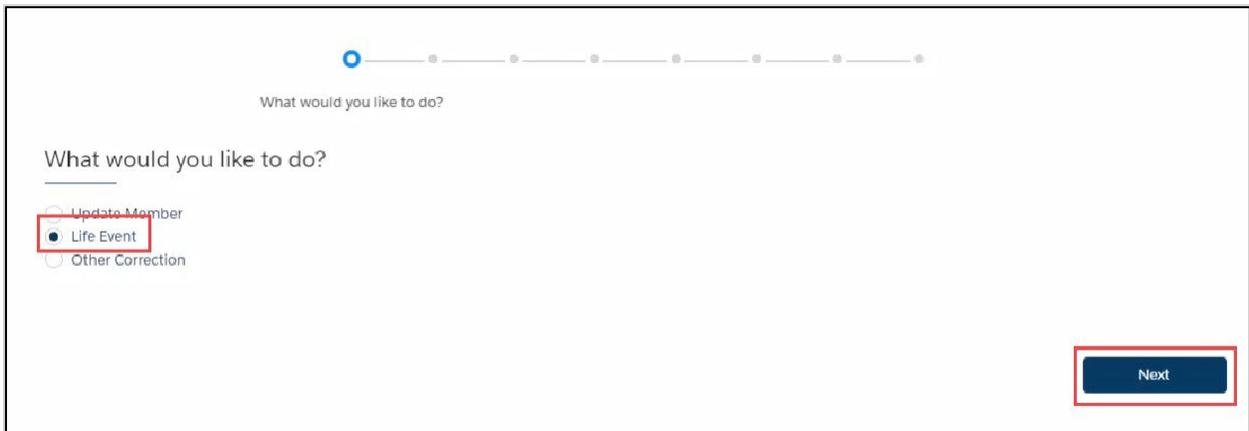
Once you have completed your edits, click **Next**.

Congratulations! You have successfully updated the member's details. Click **Finish** to complete the process.

Update Life Event
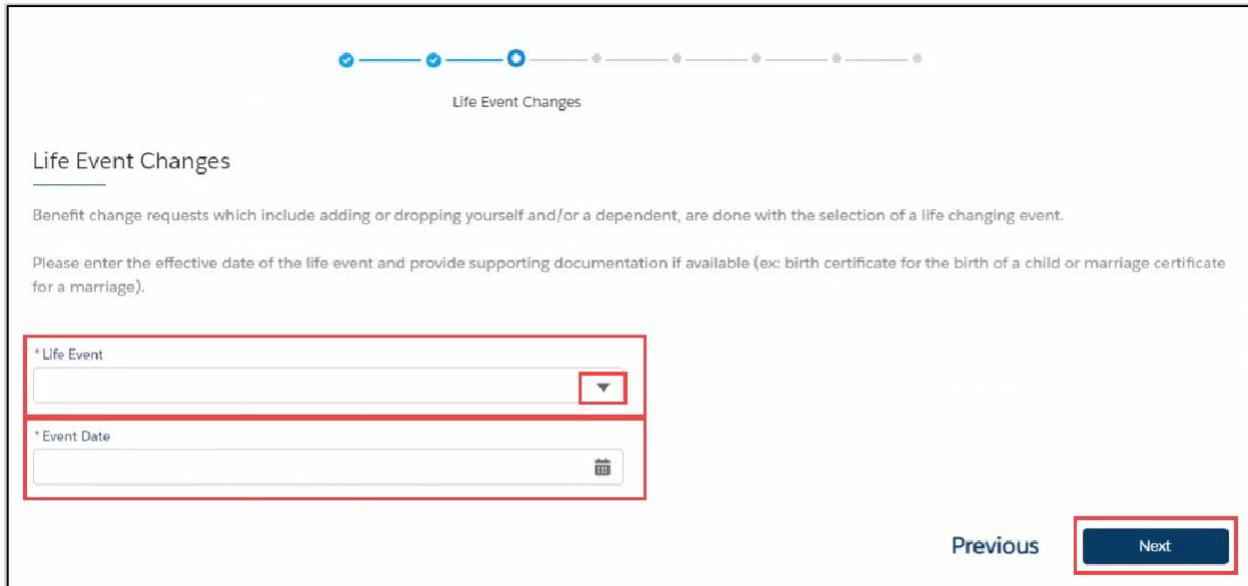
After clicking **Update Member,** a pop-up window will appear. Select **Life Event** to make edits and then click **Next**.

Select the applicable **Life Event** from the dropdown menu, provide the date of the event, and click **Next**.

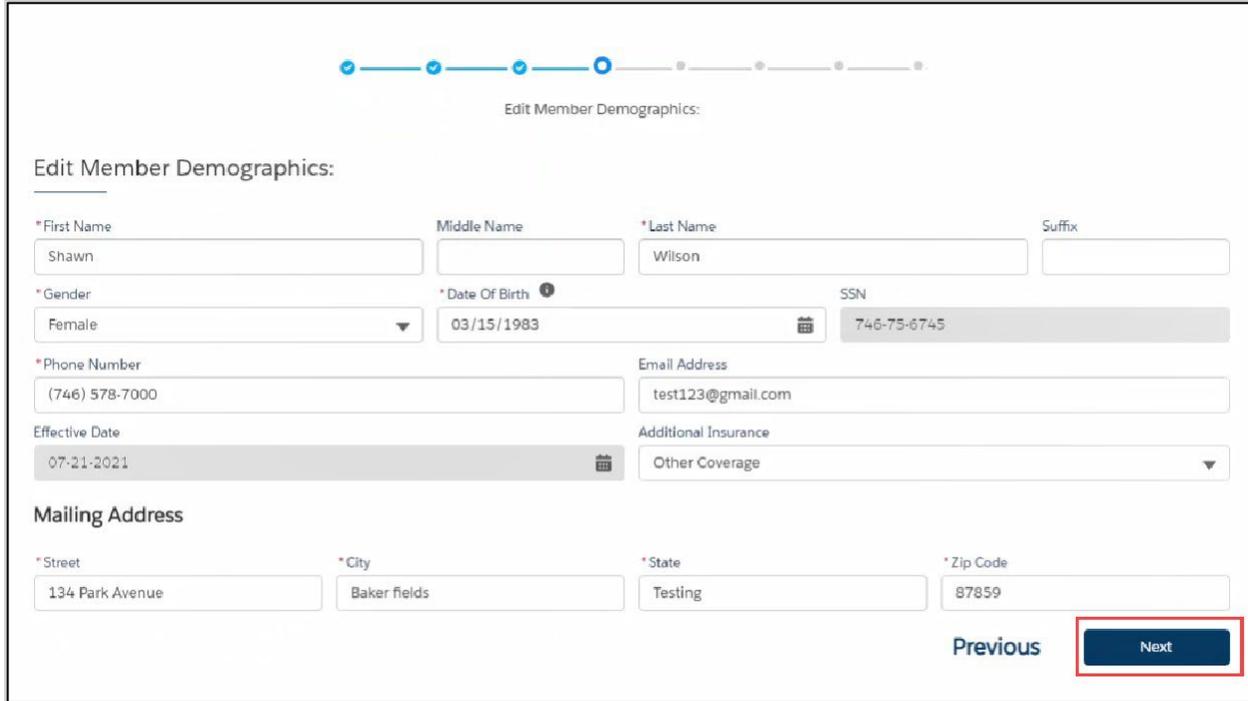Note: **Life Events** can add and remove coverage for the member or their dependents, depending on the event selected.

Review member information and make edits as needed. Editable member information is featured in white blocks on the screen. Grayed out blocks of information are not editable.

Once you have completed your edits, click **Next**.

Review and update any relevant dependent information and click **Next.**

For guidance on adding and editing information about dependents, refer to the previously mentioned steps here.

Then, select plans. Refer to the process flow <u>here</u> for more details.

The only difference with this experience is that you will see the member's current plan above the other available plans.

After completing the process of plan selection, review the plans selected. If changes are needed, click **Edit**.

If the information and selections are correct, click **Enroll**.
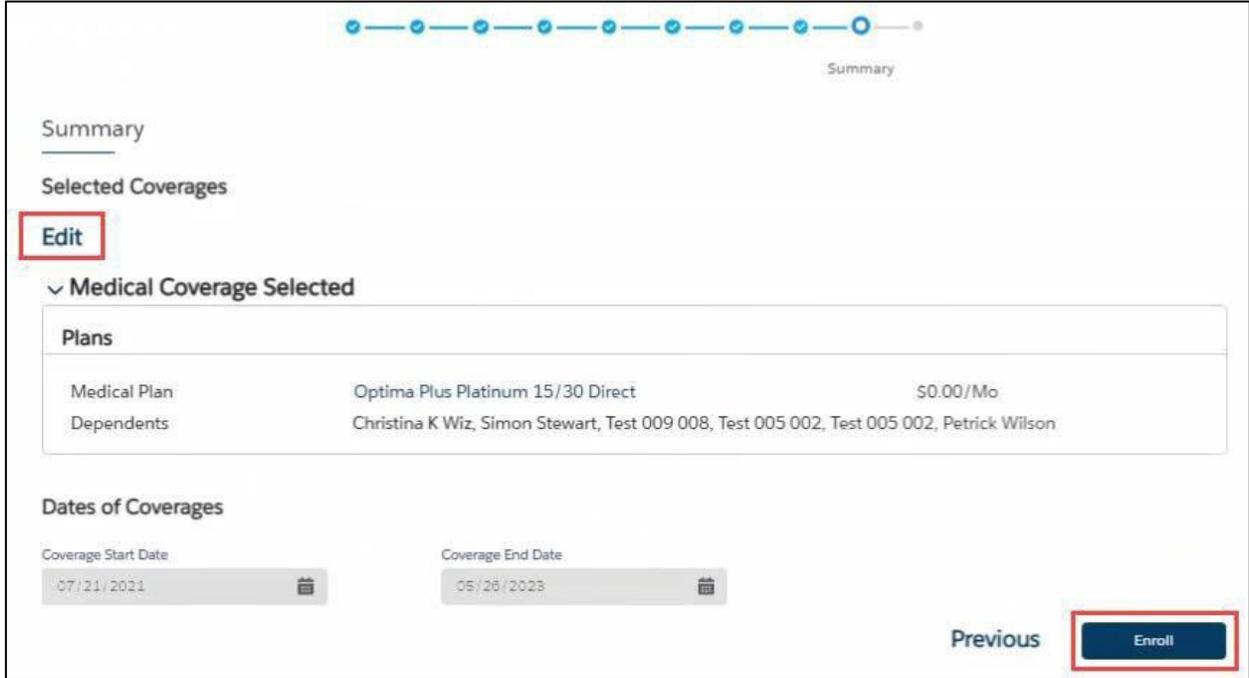
Other Correction

After clicking **Update Member,** a pop-up window will appear. Select **Other Correction,** enter the date of the correction, and then click **Next**.

From here, the process mirrors that of a life event update. Please refer to that process here if you have questions.

Revised 11/2023