

## Add a New Member/Subscriber

To add a new subscriber to a group, click on **Add Subscriber**.

Members			<a href="#">Add Subscriber</a>
Search			
MEMBER NAME	DOB	STATUS	ACTIONS
Aaron [REDACTED]	06/15/1973	Active	▼
Aaron [REDACTED]	11/14/1985	Active	▼
Abigail [REDACTED]	10/27/1995	Active	▼

Provide the required details about the member. Required information includes:

- demographic information: first and last name, gender, birthdate, phone number, and address
- group class
- new hire start date

Click **Create Subscriber** when you are done entering the information.

Member Details

Member Details

**Add Subscriber**

\* First Name  Middle Name  \* Last Name  Suffix   
Required

\* Gender  \* Birth Date   
Required

SSN  \* Phone   
Required

Email  Retired   
Required

Wellness  Hours Worked   
Required

\* Group Class  Additional Insurance   
Required

Hire Start On  Hire Number Days  Following


\* New Hire Start Date   
Required

\* Effective Date   
Please Select

**Mailing Address**

\* Street  \* City  \* State  \* Zip Code   
Required

**Effective Date is required.**

 **Create Subscriber**

If the subscriber was created successfully, you will receive a confirmation message on the next screen.

Success

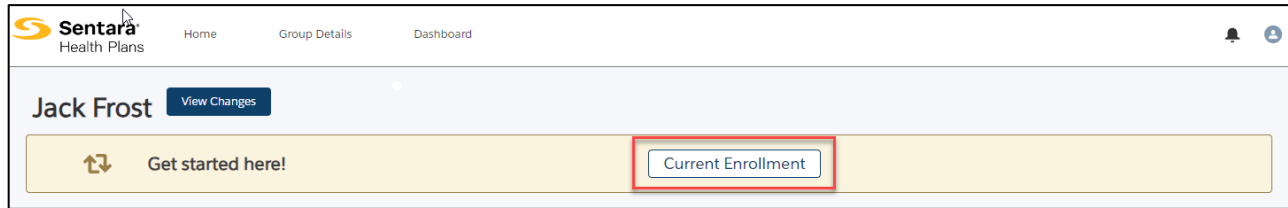
Subscriber created correctly.

**Finish**

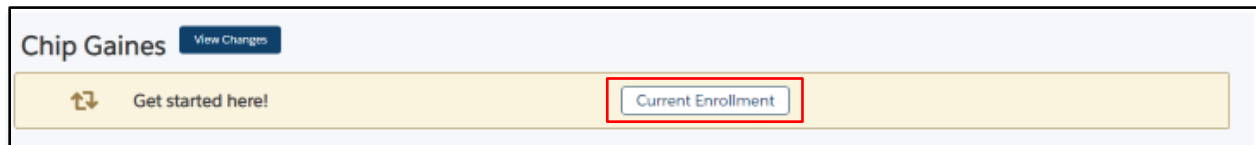
## Enroll New Member

Once you have successfully created the new subscriber, the site will auto-direct you to the member's detail page.

On their Member Details page, click **Start Open Enrollment** (or, **Current Enrollment** if the employer is not in the open enrollment period during hire).

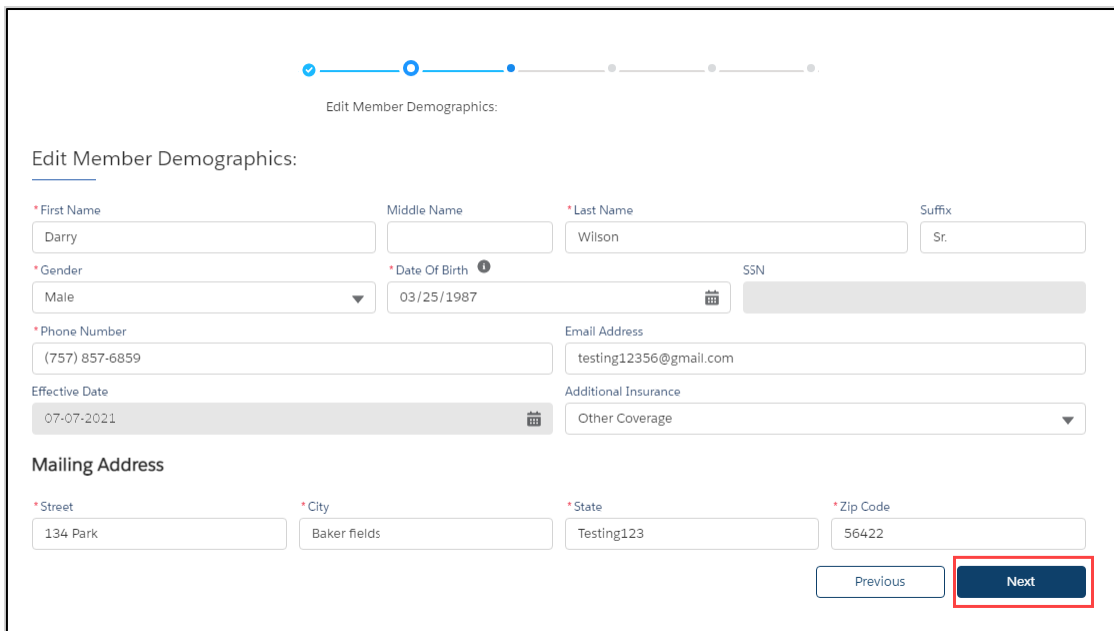


The screenshot shows the top navigation bar with the Sentara Health Plans logo and links for Home, Group Details, and Dashboard. Below the navigation bar, the user's name "Jack Frost" is displayed with a "View Changes" button. A yellow banner contains a "Get started here!" link and a "Current Enrollment" button, which is highlighted with a red box.



The screenshot shows the top navigation bar with the Sentara Health Plans logo and links for Home, Group Details, and Dashboard. Below the navigation bar, the user's name "Chip Gaines" is displayed with a "View Changes" button. A yellow banner contains a "Get started here!" link and a "Current Enrollment" button, which is highlighted with a red box.

Confirm that the information on the **Edit Member Demographics** screen is correct, make any necessary edits, and click **Next**.

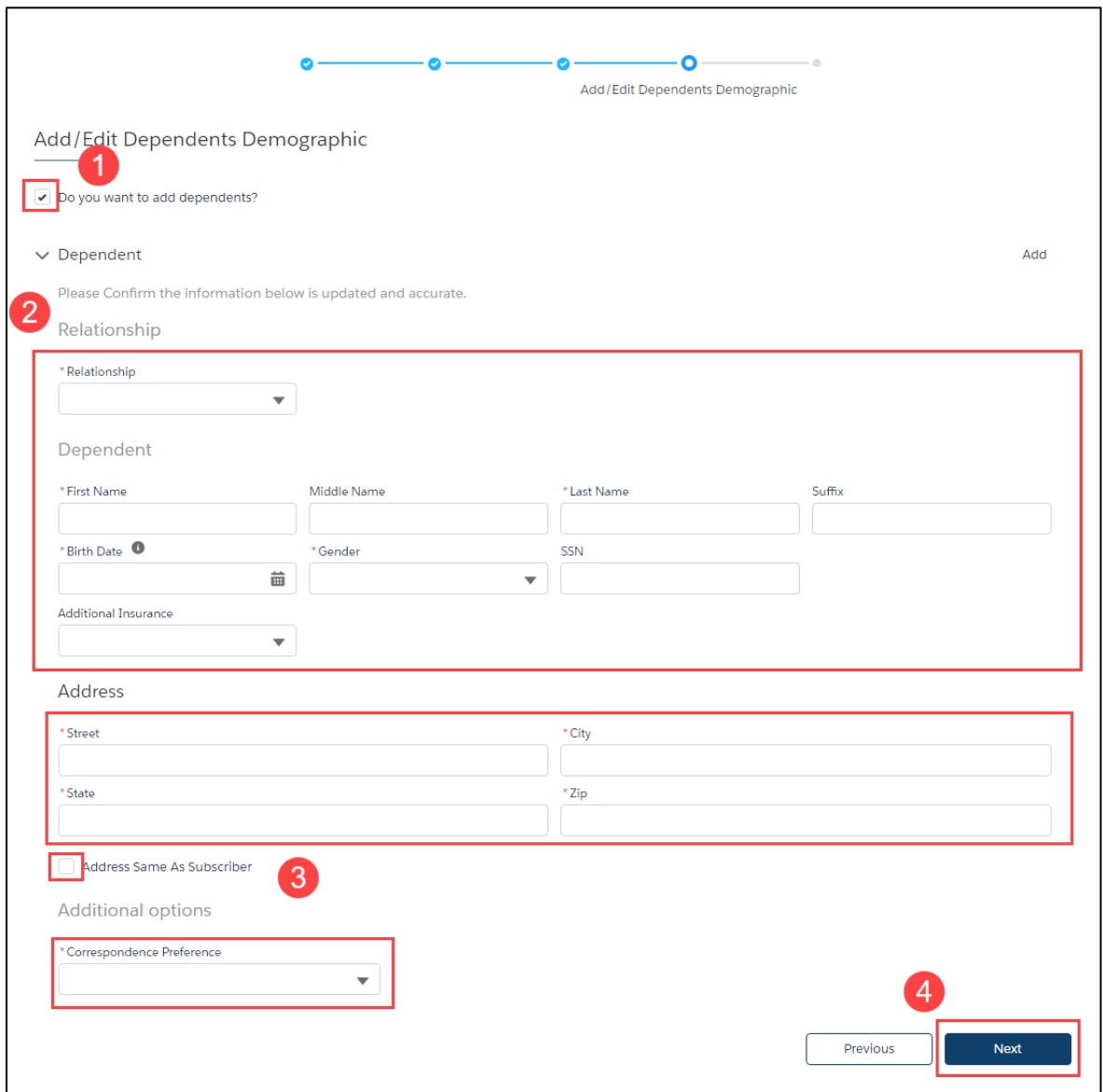


The screenshot shows the "Edit Member Demographics" form. At the top, there is a progress indicator with four steps, the second of which is active. Below the progress indicator, the form is titled "Edit Member Demographics:". The form contains several input fields and dropdown menus, all of which are filled with test data. The "Next" button at the bottom right is highlighted with a red box.

Field	Value
* First Name	Darry
Middle Name	
* Last Name	Wilson
Suffix	Sr.
* Gender	Male
* Date Of Birth	03/25/1987
SSN	
* Phone Number	(757) 857-6859
Email Address	testing12356@gmail.com
Effective Date	07-07-2021
Additional Insurance	Other Coverage
* Street	134 Park
* City	Baker fields
* State	Testing123
* Zip Code	56422

On the next screen, you can:

1. To add dependents, click the box next to “Do you want to add dependents?”.  
If you don’t want to add dependents, skip to step 4 (click **Next**).
2. Provide the required information.
3. Provide the dependent’s address.
  - If different from the primary subscriber please type in the address and select their correspondence preference from the dropdown menu (either **ID Card Only** or **All Correspondence**).
  - If the address is the same as the primary subscriber, click the box by **Address Same As Subscriber** (below the address fields).
4. Click **Next**.



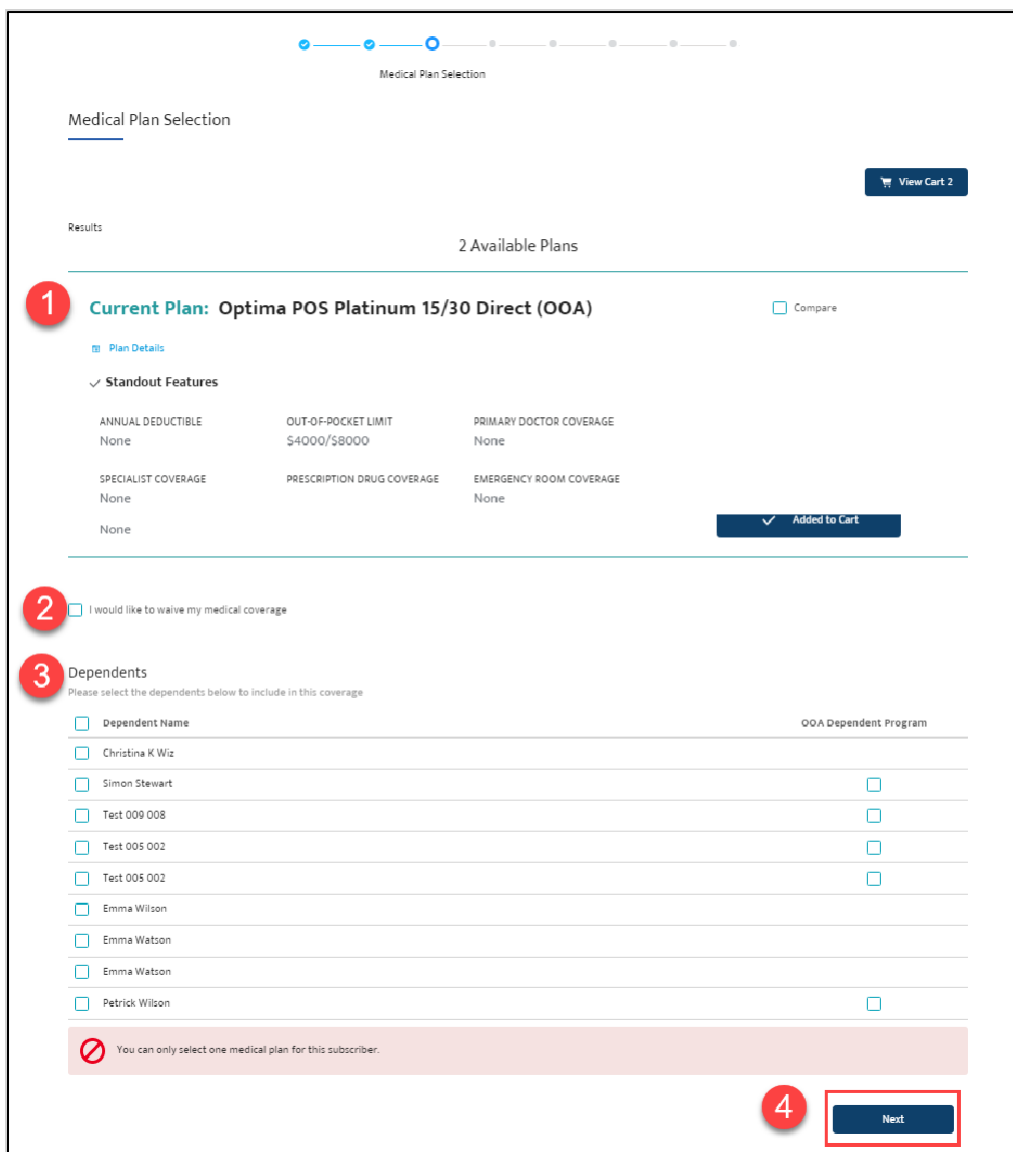
The screenshot shows a progress bar at the top with four steps. The current step is 'Add/Edit Dependents Demographic'. The form contains the following elements:

- 1**: A checkbox labeled 'Do you want to add dependents?' which is checked.
- 2**: A section titled 'Relationship' containing a dropdown menu for 'Relationship' and a 'Dependent' section with fields for 'First Name', 'Middle Name', 'Last Name', 'Suffix', 'Birth Date', 'Gender', and 'SSN'. There is also an 'Additional Insurance' dropdown.
- 3**: An 'Address' section with fields for 'Street', 'City', 'State', and 'Zip'. Below this is a checkbox labeled 'Address Same As Subscriber'.
- 4**: An 'Additional options' section with a dropdown menu for 'Correspondence Preference'.
- At the bottom right, there are 'Previous' and 'Next' buttons. The 'Next' button is highlighted with a red box.

Next, you'll see the insurance coverage options.

On each of these screens, you can:

1. select from a menu of plans
2. elect to waive coverage
3. elect which dependents to include in coverage. Click on the box to the left of **Dependent Name** to select all names or select the box next to each dependent to include in coverage individually.
4. After completing these steps on each screen, click **Next**.



The screenshot shows the 'Medical Plan Selection' screen. At the top, there is a progress indicator with four steps, the second of which is active. Below this, the title 'Medical Plan Selection' is displayed. A 'View Cart 2' button is in the top right. The main content area shows 'Results' for '2 Available Plans'. The first plan is highlighted with a red circle '1' and is 'Current Plan: Optima POS Platinum 15/30 Direct (OOA)'. It includes a 'Compare' checkbox and a 'Plan Details' link. Under 'Standout Features', there is a table of plan details:

ANNUAL DEDUCTIBLE	OUT-OF-POCKET LIMIT	PRIMARY DOCTOR COVERAGE
None	\$4000/\$8000	None
SPECIALIST COVERAGE	PRESCRIPTION DRUG COVERAGE	EMERGENCY ROOM COVERAGE
None	None	None

Below the table is an 'Added to Cart' button. A red circle '2' points to a checkbox labeled 'I would like to waive my medical coverage'. A red circle '3' points to the 'Dependents' section, which includes a sub-header 'Please select the dependents below to include in this coverage' and a table:

<input type="checkbox"/> Dependent Name	OOA Dependent Program
<input type="checkbox"/> Christina K Wiz	
<input type="checkbox"/> Simon Stewart	<input type="checkbox"/>
<input type="checkbox"/> Test 009 008	<input type="checkbox"/>
<input type="checkbox"/> Test 005 002	<input type="checkbox"/>
<input type="checkbox"/> Test 005 002	<input type="checkbox"/>
<input type="checkbox"/> Emma Wilson	
<input type="checkbox"/> Emma Watson	
<input type="checkbox"/> Emma Watson	
<input type="checkbox"/> Patrick Wilson	<input type="checkbox"/>

A red circle '4' points to a 'Next' button at the bottom right. A red circle '4' also points to a red error message box at the bottom left that says 'You can only select one medical plan for this subscriber.'


Note: The OOA Dependent Program will only populate when an eligible plan is selected. If clicked for an eligible dependent, a hyperlink to an overview/FAQ will populate.

**Dependents**  
Please select the dependents below to include in this coverage

<input checked="" type="checkbox"/> Dependent Name	Relationship	OOA Dependent Program
<input checked="" type="checkbox"/> Rhonda Test	Spouse	
<input checked="" type="checkbox"/> First Child	Child	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Second Child	Child	<input type="checkbox"/>

[OOA Dependent Program](#)

When multiple plans are available, select your plan by clicking **Add to Cart**.

  
 Medical Plan Selection

**Medical Plan Selection**

Results 2 Available Plans

**Optima Plus 1000/20%**  Compare

[Plan Details](#) [Benefit Summary](#)

✓ **Standout Features**

ANNUAL DEDUCTIBLE N/A	OUT-OF-POCKET LIMIT N/A	PRIMARY DOCTOR COVERAGE N/A
SPECIALIST COVERAGE 20% coinsurance AD	PRESCRIPTION DRUG COVER...	EMERGENCY ROOM COVERA... 20% coinsurance AD
HOSPITAL STAY COVERAGE N/A		<b>+ Add to Cart</b>

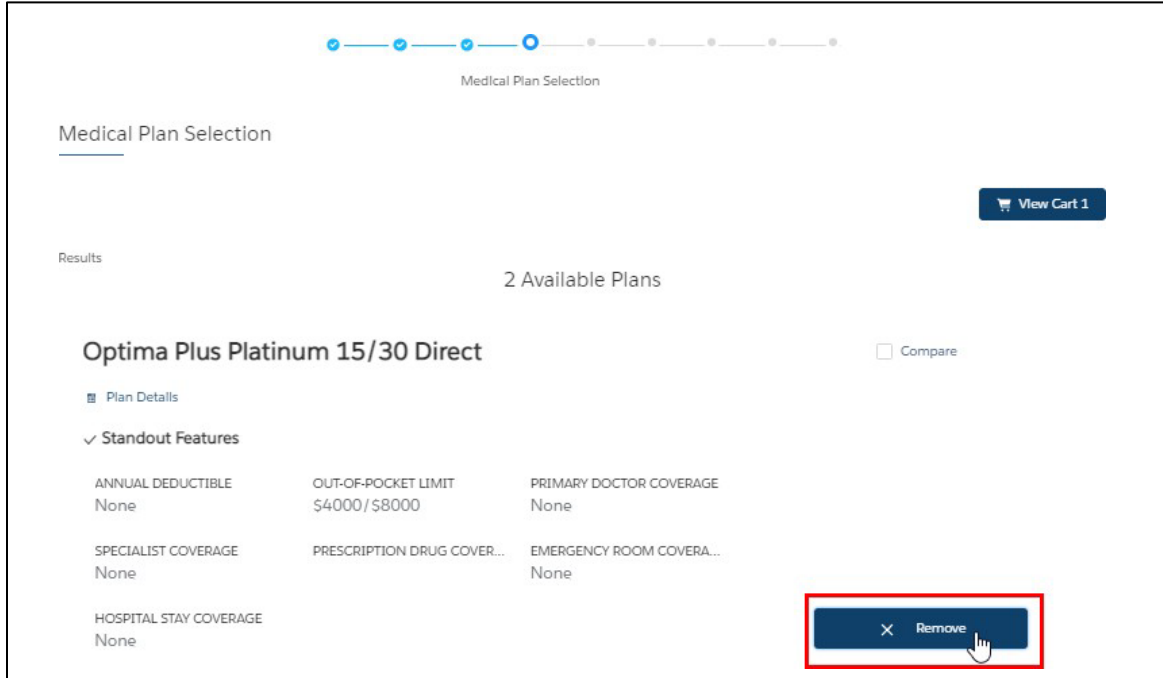
**SF Elite Optima Vantage 1000/25/30%**  Compare

[Plan Details](#)

✓ **Standout Features**

ANNUAL DEDUCTIBLE N/A	OUT-OF-POCKET LIMIT N/A	PRIMARY DOCTOR COVERAGE N/A
SPECIALIST COVERAGE \$50 Copayment (Deduc...	PRESCRIPTION DRUG COVER...	EMERGENCY ROOM COVERA... 30% Coinsurance AD (I...
HOSPITAL STAY COVERAGE N/A		<b>+ Add to Cart</b>

To remove a plan from your cart, hover over **Add to Cart** button and click again, selecting **Remove**.



Medical Plan Selection

Medical Plan Selection

View Cart 1

Results

2 Available Plans

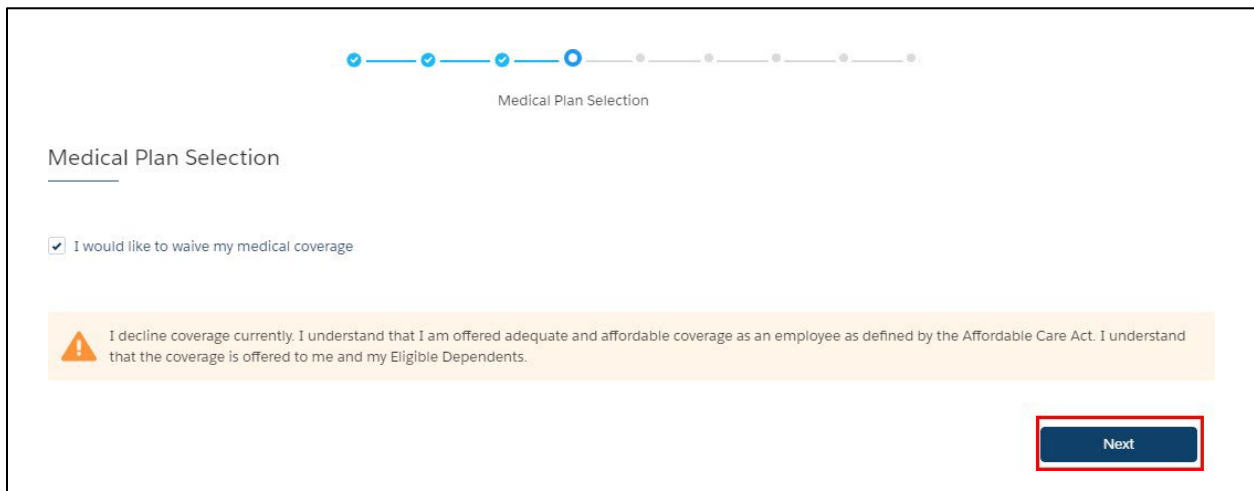
Optima Plus Platinum 15/30 Direct  Compare

Plan Details

Standout Features

ANNUAL DEDUCTIBLE	OUT-OF-POCKET LIMIT	PRIMARY DOCTOR COVERAGE
None	\$4000/\$8000	None
SPECIALIST COVERAGE	PRESCRIPTION DRUG COVER...	EMERGENCY ROOM COVERA...
None		None
HOSPITAL STAY COVERAGE		
None		


If the member has elected to waive coverage, review and accept the confirmation statement by clicking **Next**.



Medical Plan Selection

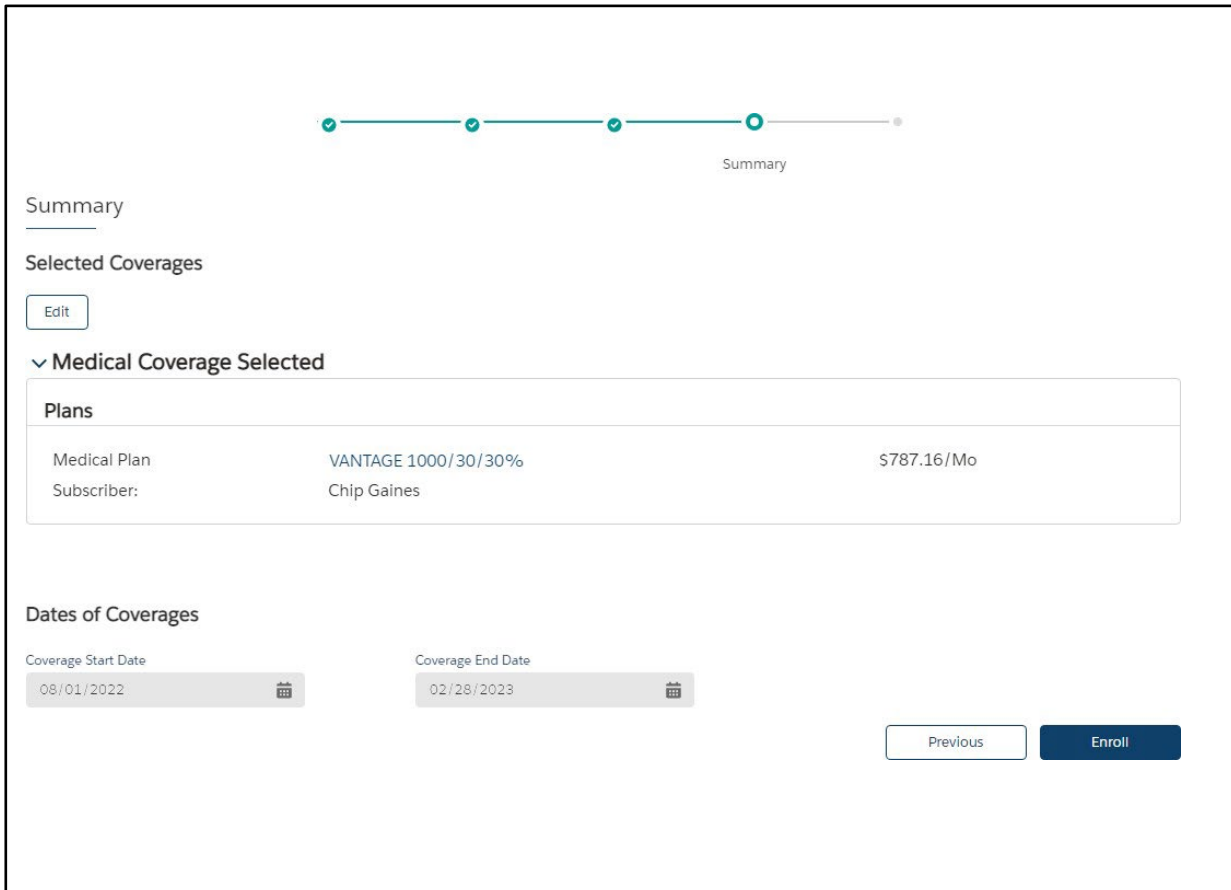
Medical Plan Selection

I would like to waive my medical coverage

 I decline coverage currently. I understand that I am offered adequate and affordable coverage as an employee as defined by the Affordable Care Act. I understand that the coverage is offered to me and my Eligible Dependents.

After completing all selections, you will have the opportunity to review your selections.

1. If you'd like to edit selections, click **Edit** at the top of the screen. Please note that selecting this option will lead you to the first election opportunity.
2. You may also click **Previous** to return to the previous screen.
3. When your selection and review is complete, click **Enroll**.



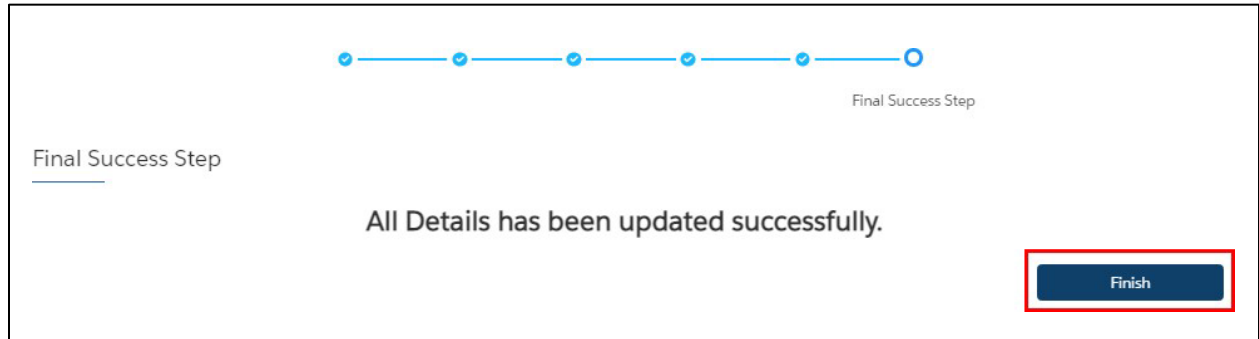
The screenshot shows a progress bar at the top with five steps. The fourth step, labeled 'Summary', is currently active and highlighted with a teal circle. Below the progress bar, the word 'Summary' is underlined. Underneath, there is a section titled 'Selected Coverages' with an 'Edit' button. A dropdown menu is open, showing 'Medical Coverage Selected'. Below this, a table displays the selected plan details:

Plans		
Medical Plan	VANTAGE 1000/30/30%	\$787.16/Mo
Subscriber:	Chip Gaines	

Below the table, there is a section titled 'Dates of Coverages' with two date pickers: 'Coverage Start Date' set to 08/01/2022 and 'Coverage End Date' set to 02/28/2023. At the bottom right, there are two buttons: 'Previous' and 'Enroll'.



Congratulations! You have successfully completed enrollment for the new member. Click **Finish**.



Final Success Step

Final Success Step

All Details has been updated successfully.

Finish

The image shows a confirmation screen for a successful enrollment. At the top, there is a progress indicator consisting of a horizontal line with six circular markers. The first five markers are filled with a blue checkmark, and the sixth marker is an empty circle. Below the progress indicator, the text 'Final Success Step' is displayed. In the center of the screen, the message 'All Details has been updated successfully.' is shown. On the right side, there is a dark blue button with the word 'Finish' in white text, which is highlighted with a red rectangular border.