Member Enrollment
Guide

Demographic Updates, Recording Life Events,
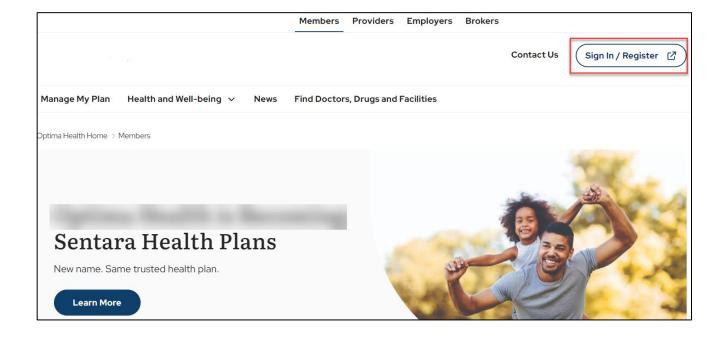and Open Enrollment

Table of Contents

Purpose

The purpose of this user guide is to outline the process to:

- access the member enrollment portal
- modify your member demographic information
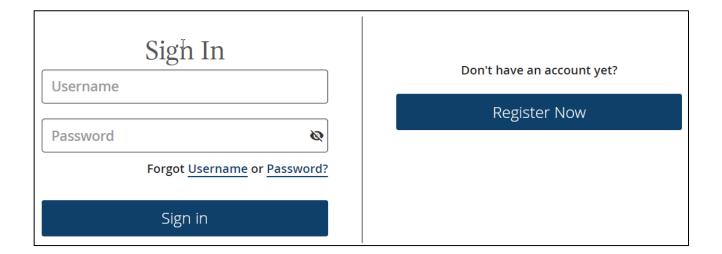- enroll a new member/dependent – life event
- open enrollment

Access the Portal

From sentarahealthplans.com, click **Sign In/Register** at the top right of the screen.
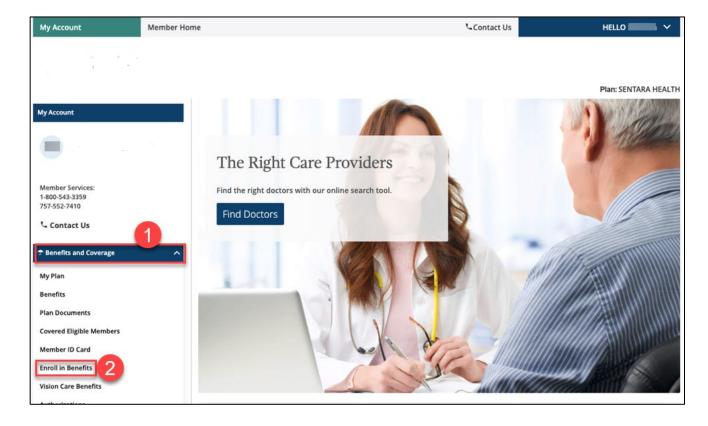
Sentara® Health Plans

Put in Username and Password to sign in.

Sign In

| Username |
| Password |

Forgot **Username** or **Password?**

Sign in

Don't have an account yet?

Register Now

On your Member Account page:

- expand the Benefits and Coverage section on the left menu, and
- click on **Enroll in Benefits.** This will lead you to your benefits homepage.

Member Homepage

From the member homepage, you can access your account details by clicking the blue **Get Started** button beneath the welcome message or the **Member Details** on the top toolbar.
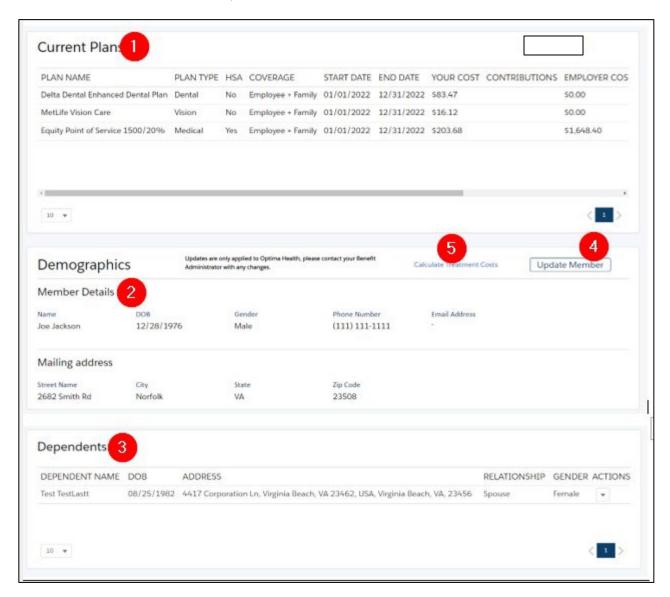
Member Details Overview and Navigation

From the member details page, there are a variety of actions you may take and information available for review. For example, you can:

1. review your current plans
2. review your member details
3. view your dependents
4. update member details
5. calculate treatment costs (selecting this option will lead you to a calculator on sentarahealthplans.com)
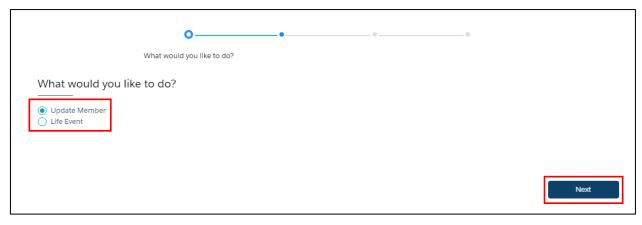
How to Modify Your Member Demographic Information

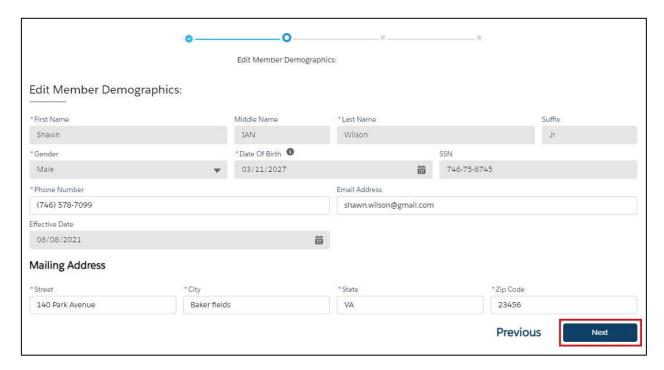From the Member Details screen, click **Update Member**.

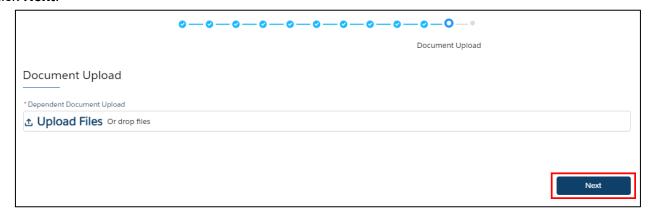Choose **Update Member** under options and click **Next**.

From this window, you can edit your phone number, email address, and mailing address. If any other information needs to be updated, please contact your Employer's benefits team.

Note: Updates are only applied to Sentara Health Plans, please contact your Employer's benefits team with any changes.
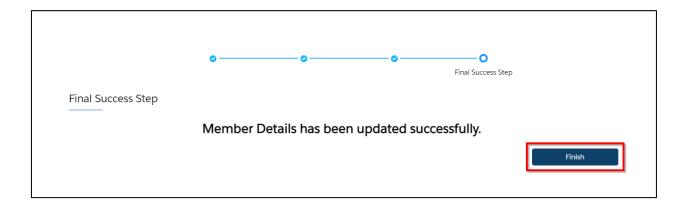
To upload any applicable documentation, click **Upload Files** or drop any files into the space and click **Next**.

Click **Finish** on the Final Success Step screen.

On the Member Details screen, you will see a message indicating your member updates are pending Employer's benefits team's approval.

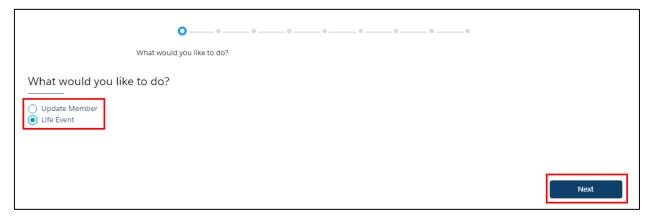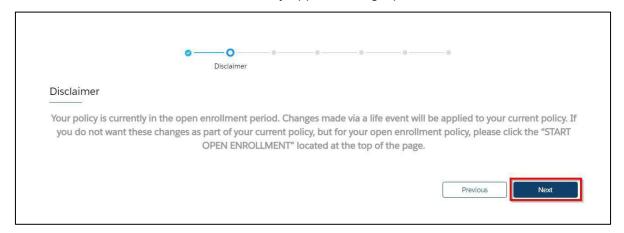# How to Enroll New Member/Dependent – Life Event

From the Member Details screen, click **Update Member**.

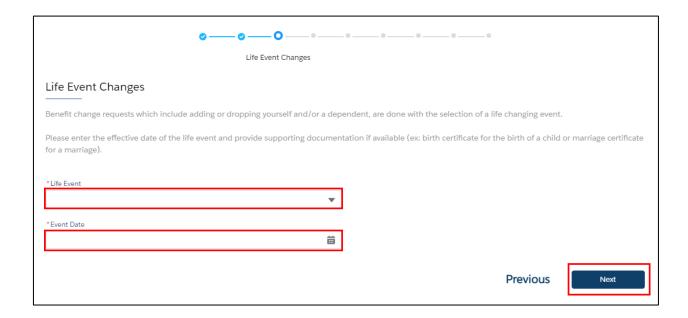Choose **Life Event** under options and click **Next**.

Review the disclaimer and click **Next**. Only applies during Open Enrollment.

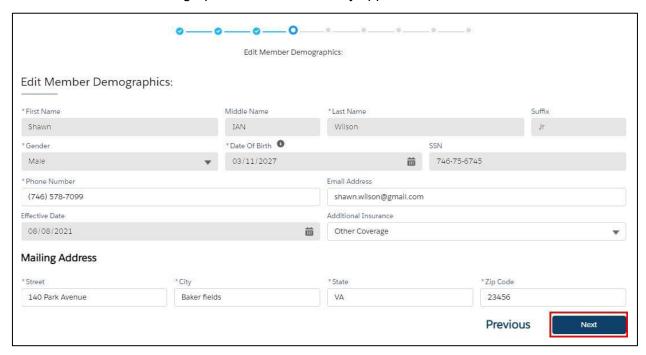Complete the Life Event and Event Date information and click **Next**.

Definition of each Life Event in the chart below:

Life Event	Definition of Addition/Termination
Adoption	Addition of dependent(s)
Birth	Addition of dependent(s)
Court Order	Addition of dependent(s)
Death of Dependent	Termination of dependent(s)
Death of Subscriber	Termination of Subscriber and all dependents for all products
Divorce	Termination of spouse/dependents
Employee Requested Cancellation (Dropping Coverage)	Termination of Dependent Coverage. Terminate spouse/dependent(s) from selected coverages/products.
Employment Status Change	Employee qualified for benefits, but no longer qualifies Terminates all coverage for Subscriber and dependents
Legal separation	Termination of spouse/dependent(s)
Loss of dependent child status	Dependent child has reached maximum age for coverage
Loss of other coverage	Addition of Subscriber/dependents due to losing previous coverage
Marriage	Addition of spouse/dependent(s)
Now eligible for other coverage	Term dependent(s) due to obtaining other coverage
Retirement	Terminates all Coverages for Employee
Termination of all coverage	Terminates all Coverages for Employee

On the Edit Member Demographics screen, make any applicable edits and click **Next**.
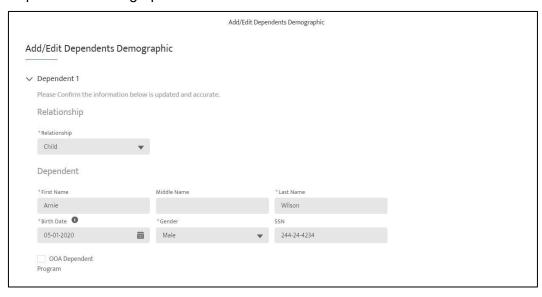

On the next screen, select if you want to add dependents. If you do not, click **Next**.

If you selected 'Do you want to add dependents', add member information on the Add/Edit Dependents Demographic screen and then click **Next**.

Add/Edit Dependents Demographic

Add/Edit Dependents Demographic

∨ Dependent 1

Please Confirm the information below is updated and accurate.

Relationship

*Relationship

    Child   ▼

Dependent

*First Name	Middle Name	*Last Name
Arnie		Wilson

*Birth Date ⓘ	*Gender	SSN
05-01-2020 🗓	Male ▼	244-24-4234

☐ OOA Dependent
Program

Review your current plan will be displayed, if selecting a new plan click Added to Cart, select new plan and click **Add to Cart**.

Scroll down and choose the member(s) you want added to the plan. You can select multiple dependents to add to the plan.

1. You can select all dependents by clicking on the box next to **Dependent Name.**
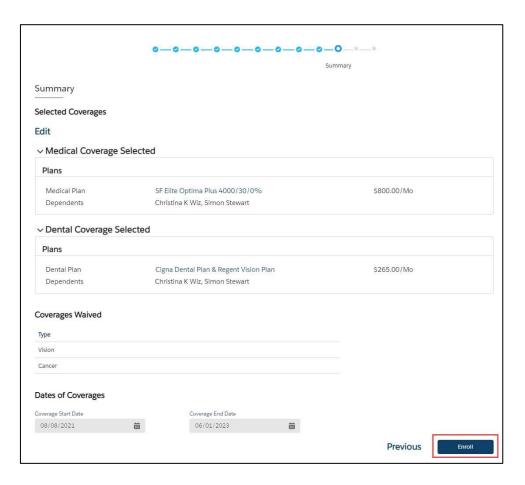2. You can select dependents by clicking on the box next to **their name**.

Once you have added all dependents, click **Next**.

You will follow the above steps for each type of coverage.

Review the selected coverages on the Summary screen and click **Enroll**.

Attach any applicable documentation on the next screen by clicking **Upload Files** or dropping the files into the space provided. Click **Next**.
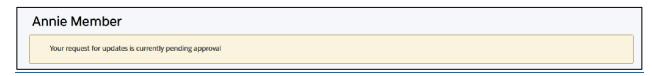
Click **Finish** on the Final Success *Step* screen.

Note: The message will indicate the changes you've made on the plan.

Congratulations! You've completed your enrollment process!

On the Member Details screen, you will see a message indicating your member updates are pending approval from your Employer's benefits team.
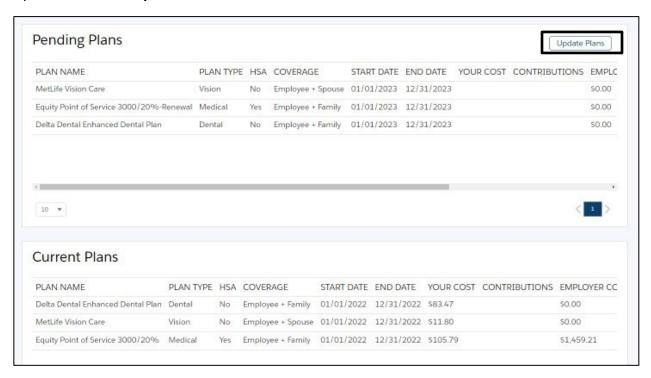
Open Enrollment

During Open Enrollment, your current elections will automatically roll over to the next plan year. Your Employer's Benefits Team will advise you which plans you are **required** to enter your annual elections. Examples could include: Health Savings Account (HSA), Flex Spending **Account** (FSA) and Dependent Care FSA (DCFSA).

You can review your next plan year's plan in the **Pending Plans** section. If you need to make updates, click the **Update Plans**.

If you previously did not elect benefits, to shop for plans during open enrollment, click **Start Open Enrollment**.
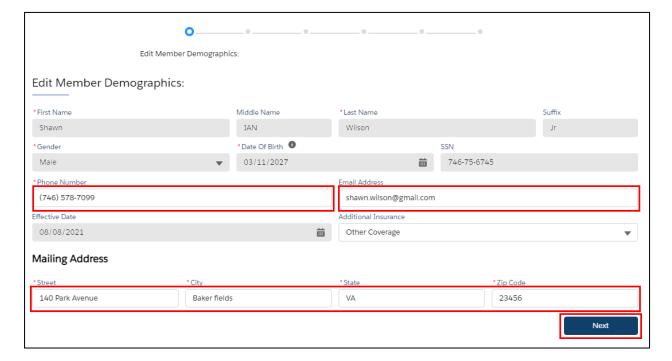
On the Edit Member Demographics screen, you can edit your phone number, email address, and mailing address.

Note: If any other information needs to be updated or updates are made, please contact your

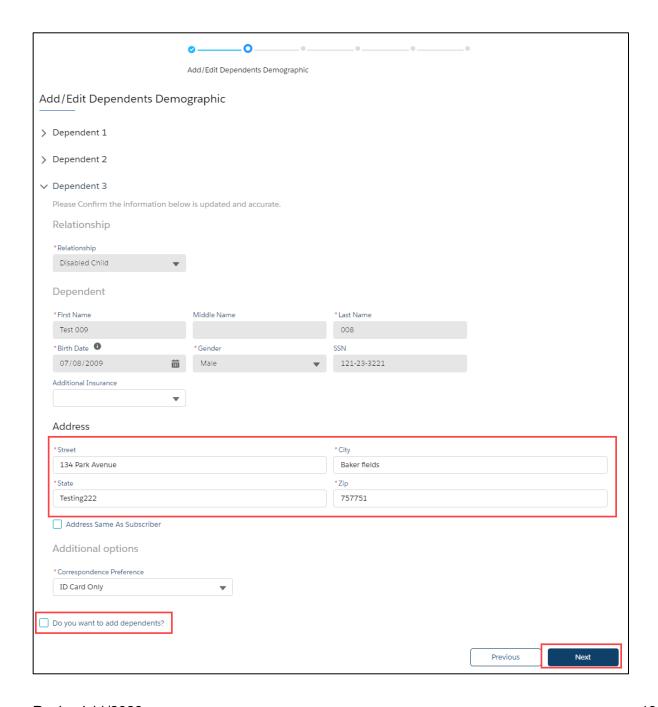Employer's Benefits Team because any changes only apply to Sentara Health Plans.

After reviewing and editing any necessary information, click **Next**.

The only information that can be edited on existing dependents is their mailing address. If additional information needs to be edited, please use the **Life Events** feature from the **Member Details** page or contact your Employer's Benefits Team.

You may also add a dependent from this page. Please note that additional documentation may be required by your Employer's Benefits Team.
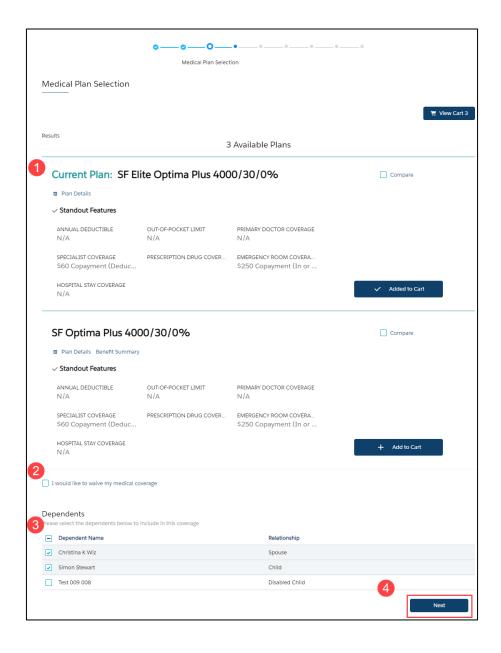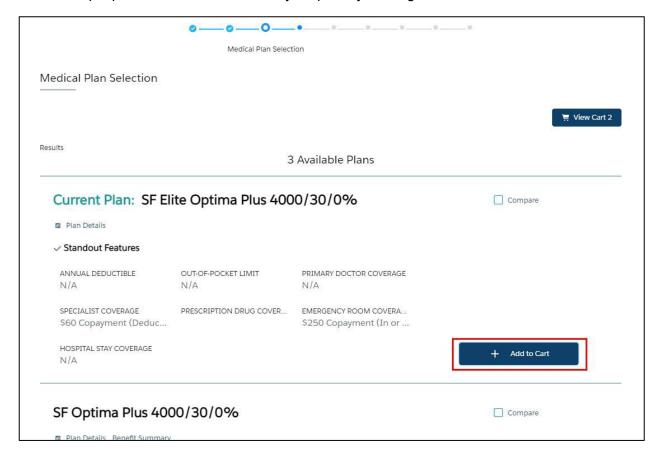
Next, you'll see your insurance coverage options.

On each of these screens, you can:

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

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

If you've selected an Equity Plan, you have the option to add a Health Savings Account (HSA). If you select yes, you will need to enter your annual elections in the **HSA monthly contributions**.
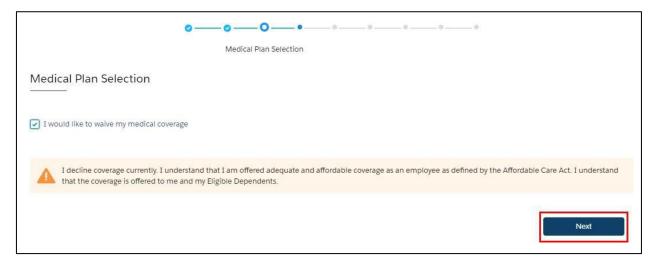
Note: Entering your annual elections for your HSA maybe required during open enrollment.

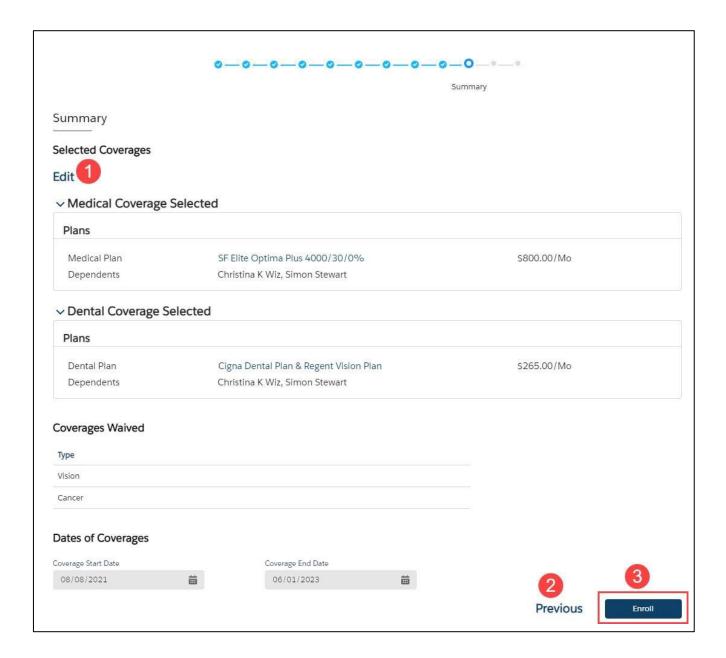After completing these steps on each screen, click **Next**.

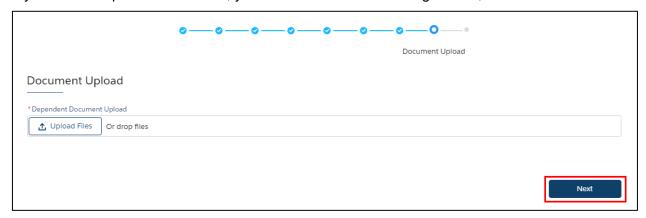If you elect to waive your coverage, review, and accept the confirmation statement by clicking **Next**.

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

1. if you'd like to edit your selections, click **Edit** at the top of the screen. Please Note: selecting this option will lead you to the first selection opportunity.
2. you may also click the **Previous** button to return to the previous screen
3. when your selection and review is complete, click **Enroll**

Summary

Summary

Selected Coverages

Edit ①

∨ **Medical Coverage Selected**

Plans		
Medical Plan	SF Elite Optima Plus 4000/30/0%	$800.00/Mo
Dependents	Christina K Wiz, Simon Stewart	

∨ **Dental Coverage Selected**

Plans		
Dental Plan	Cigna Dental Plan & Regent Vision Plan	$265.00/Mo
Dependents	Christina K Wiz, Simon Stewart	

Coverages Waived

Type
Vision
Cancer

Dates of Coverages

Coverage Start Date	Coverage End Date
08/08/2021	06/01/2023

② Previous ③ Enroll

If you need to upload a document, you can do so on the following screen, then click **Next**.

Congratulations! You have completed the Open Enrollment process.

On the Member Details screen, you will see a message indicating your member updates are pending approval from your Employer's benefits team.