Sentara® Health Plans

e3 Web Enrollment – Terminate Employee

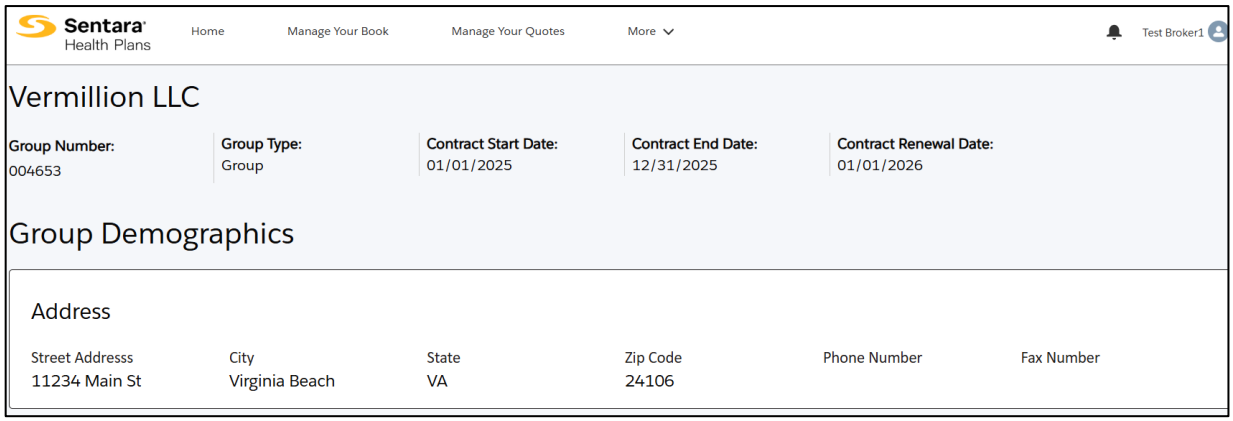
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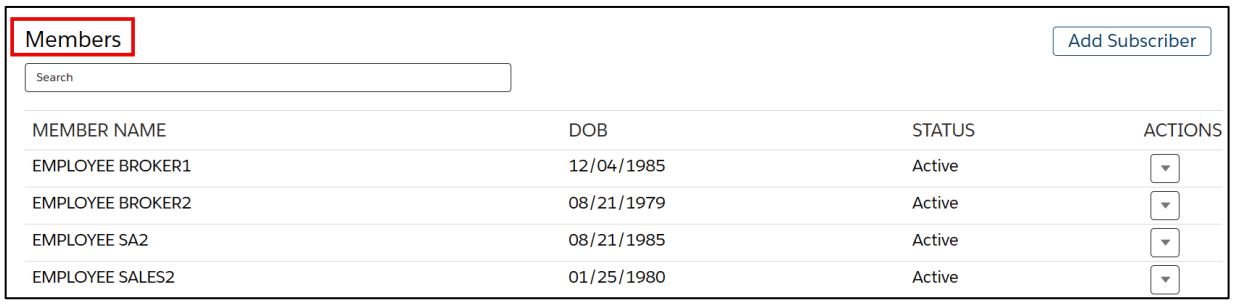
Terminate Employee Coverage

The option to terminate member coverage is a Life Event change that can be found on the Member Details Page, through the option to “Update Member”.

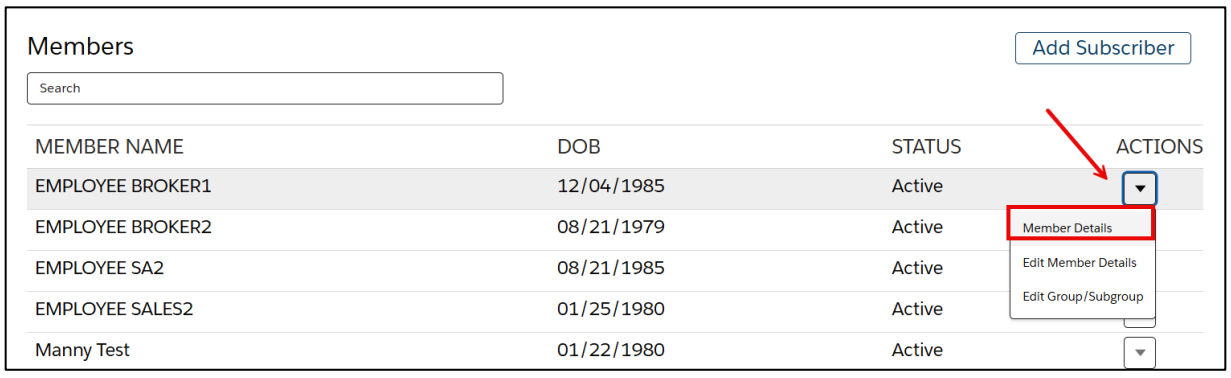
Finding the Member Details Page:

1. Start on the Group Details Page and scroll down the **Members** section at the bottom of the page.



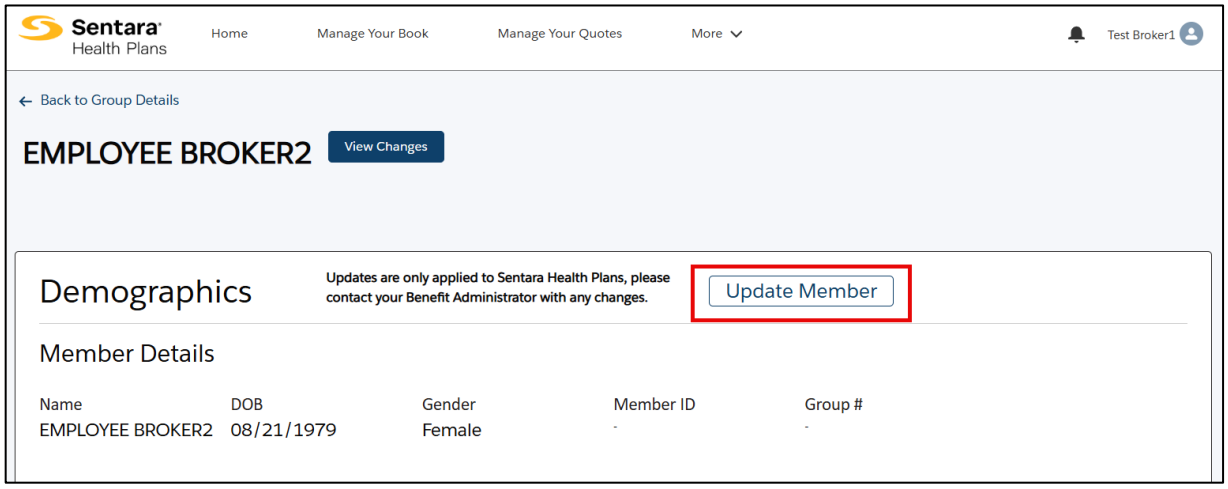


2. Use the drop down menu under the “Actions” heading next to select “Member Details” to move to a specific Member Details screen.



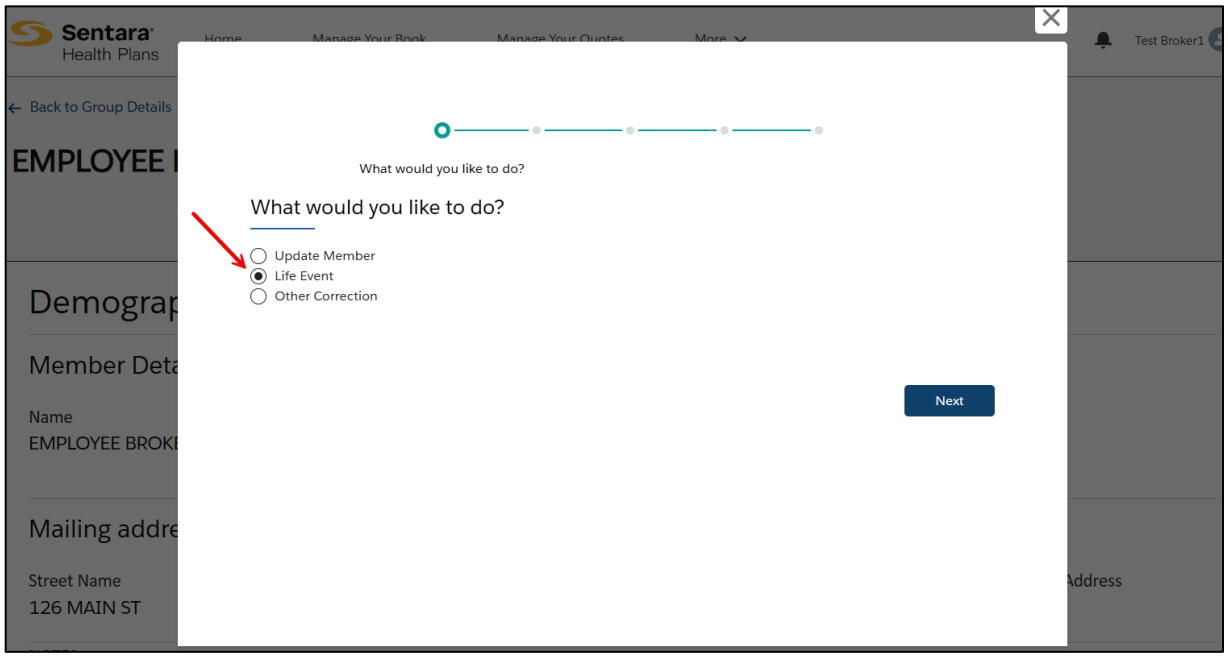
Updating Member Details:

3. To make an update to member demographics, **terminate coverage**, and process life event changes, click the selection for **"Update Member".**

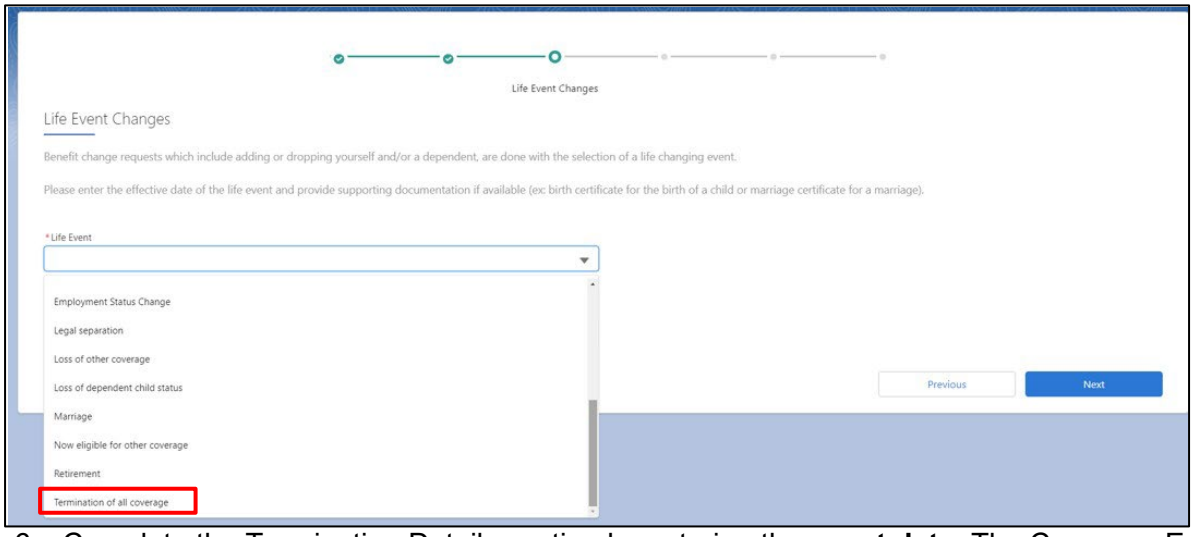


Processing a Life Event:

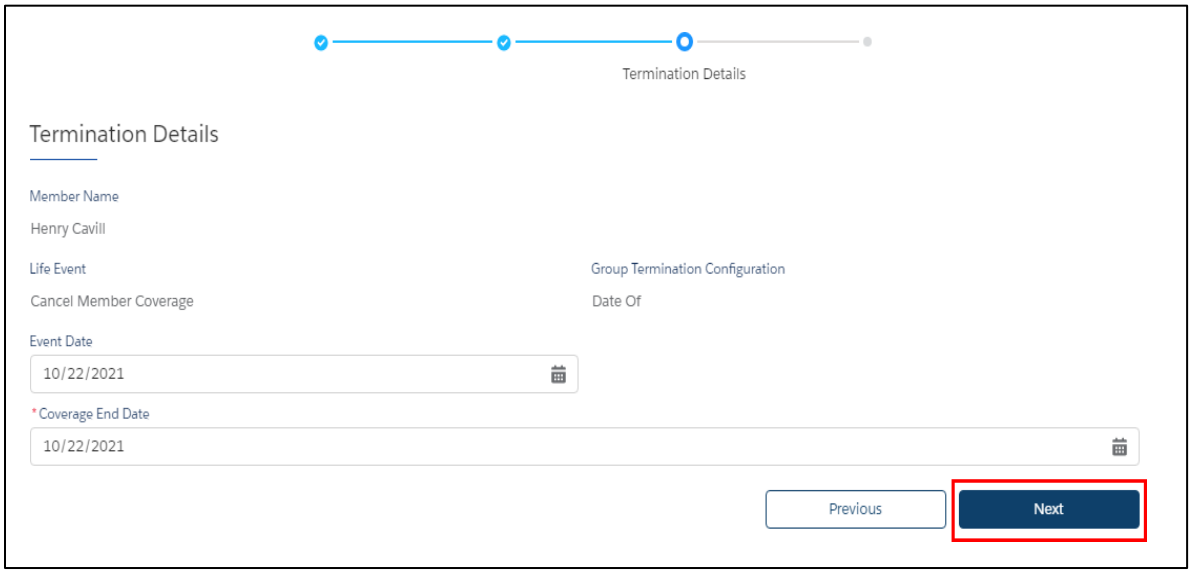
4. A termination of coverage action is considered a Life Event. Select **"Life Event"** from the options below:



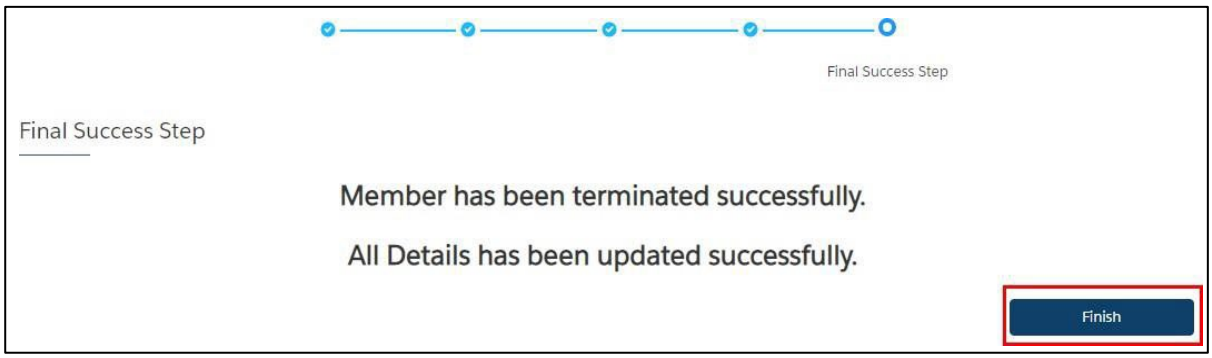
5. To cancel member coverage, use the Life Event drop down menu to select **Termination of all Coverage.** The list for life events is in alphabetical order, termination of coverage is the last option in the list.



6. Complete the Termination Details section by entering the **event date**. The Coverage End Date will automatically populate based on the termination end date entry. Click **Next** to complete the action.



The final step is a confirmation that the member has been terminated. Click **Finish.**



Viewing Changes to Member Details and Coverage:

To view a history of changes made to Member Details and Coverage, navigate back to the Member Details Page and select **"View Details".**

