

e3 Web Enrollment – Terminate Employee



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.

Sentara [*] Health Plans	ome Manage Your Book	Manage Your Quotes	More 🗸		📮 Test Broker1 🚨					
Vermillion LLC										
Group Number: 004653	Group Type: Group	Contract Start Date: 01/01/2025	Contract End Date: 12/31/2025	Contract Renewal Date: 01/01/2026						
Group Demog	raphics									
Address										
Street Addresss 11234 Main St	City Virginia Beach	State VA	Zip Code 24106	Phone Number	Fax Number					
Members					Add Subscriber					
Search										
MEMBER NAME		C	DOB	STATUS	ACTIONS					
EMPLOYEE BROKER1		1	.2/04/1985	Active	•					
EMPLOYEE BROKER2		C	08/21/1979	Active	•					
EMPLOYEE SA2		C	08/21/1985	Active	•					
EMPLOYEE SALES2		C	01/25/1980	Active						

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

Members			Add Subscriber
Search			
MEMBER NAME	DOB	STATUS	ACTIONS
EMPLOYEE BROKER1	12/04/1985	Active	▶ 🔽
EMPLOYEE BROKER2	08/21/1979	Active	Member Details
EMPLOYEE SA2	08/21/1985	Active	Edit Member Details
EMPLOYEE SALES2	01/25/1980	Active	Edit Group/Subgroup
Manny Test	01/22/1980	Active	•



Updating Member Details:

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

Sentara Health Plans	Home	Manage Your Book	Manage Your Quotes	More 🗸		Test Broker1		
← Back to Group Details								
EMPLOYEE BROKER2 View Changes								
Demograph	ics	Updates are only applied contact your Benefit Adm	to Sentara Health Plans, please inistrator with any changes.	Update Member]			
Member Details	i							
Name EMPLOYEE BROKER2	DOB 08/21/1	Gender 979 Female	Member -	ID Group # -				

Processing a Life Event:

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

Sentara Health Plans	Home Manage Your Rook Manage Your Quotes More 🗴	×	• Test Broker1
← Back to Group Details	0		
EMPLOYEE I	What would you like to do? What would you like to do?		
Demograp	 Life Event Other Correction 		
Member Deta _{Name} EMPLOYEE BROKI	•	Next	
Mailing addre ^{Street Name} 126 MAIN ST			Address



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.

o	
Life Event Changes	
Life Event Changes	
Benefit change requests which include adding or dropping yourself and/or a dependent, are done with the selection of a life changing event.	
Please enter the effective date of the life event and provide supporting documentation if available (ex birth certificate for the birth of a child of	or marriage certificate for a marriage).
"Life Event	
·	
Employment Status Change	
Legal separation	
Loss of other coverage	
Loss of dependent child status	Previous
Marriage	
Now eligible for other coverage	
Retirement	
Termination of all coverage	

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.

oo	
	Termination Details
Termination Details	
 Member Name	
Henry Cavill	
Life Event	Group Termination Configuration
Cancel Member Coverage	Date Of
Event Date	
10/22/2021	
* Coverage End Date	
10/22/2021	
	Previous Next



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**".

5	Sentara Health Plans	Home	Manage Your Bo	ok	Manage Your Quotes	More 🗸		Ļ	Test Broker1		
← Ba	ack to Group Details										
EN	EMPLOYEE BROKER2										
]		
D)emograph	nics	Updates are o contact your B	nly applied to enefit Admini	Sentara Health Plans, pleas strator with any changes.	Upo	date Member				
N	lember Details	5									
Na	ame	DOB	070	Gender	Membe	r ID	Group #				
E		2 08/21/1	.979	Female							
N	lailing address	;									
St 12	reet Name 26 MAIN ST	City VIRGINI	A BEACH	State VA	Zip Coc 23462	e	Phone Number (555) 555-5555	Email Address			