

Employer Services Portal Quick Guide

How to terminate a subscriber (member)

1. Click on eligibility on the left navigation menu.
2. Search for the intended subscriber on the subscriber search tab by name or ID.
3. Select the active subscriber from the results table.
4. The subscriber overview page will open.
5. Select the term button just below the subscriber's contact information. *(Image 1)*
6. The termination window will open. Enter required information and click submit. *(Image 2)*
7. Requesting a termination date in the past will be enabled according to your group's contract - the calendar will only allow date selection within those contract rules.
8. Entering a future dated termination will prompt an acknowledgment. The termination request can be viewed on the subscriber's history tab.
9. Any active dependents associated with the subscriber are listed in the window and will also be terminated with the same effective date.
10. Click cancel to return to the subscriber overview without termination.
11. The subscriber will be displayed as inactive status on subscriber overview. *(Image 3)*
12. The subscriber will also be reflected as inactive in search results. *(Image 4)*

