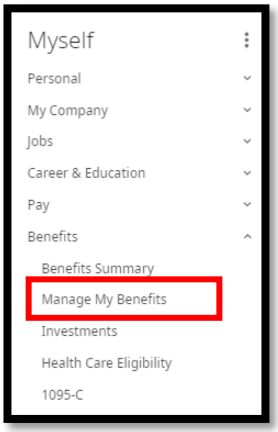
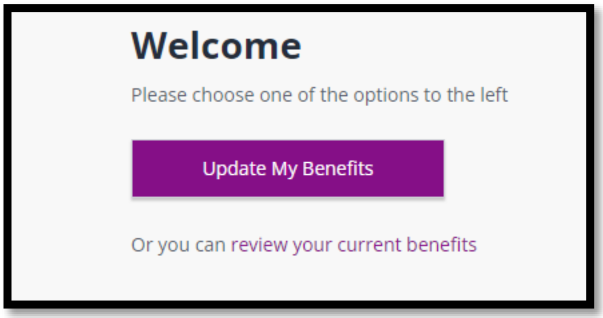
Quality.
Timeliness.
Customer Service.

How to Create a Life Event: Death of Dependent

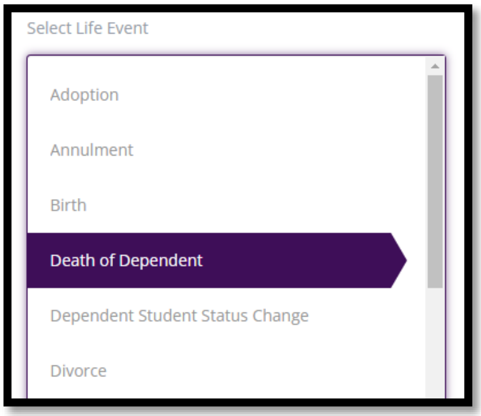
1. Log in to UKG Pro https://n12.ultipro.com/default.aspx using Google Chrome or Edge
2. Navigate to Myself>Benefits>Manage My Benefits (NOTE: This will open a new tab in your browser, make sure your pop-up blockers are off)



3. From the Home page select Update My Benefits

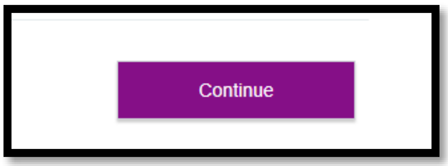


4. From the menu on the left choose Death of Dependent

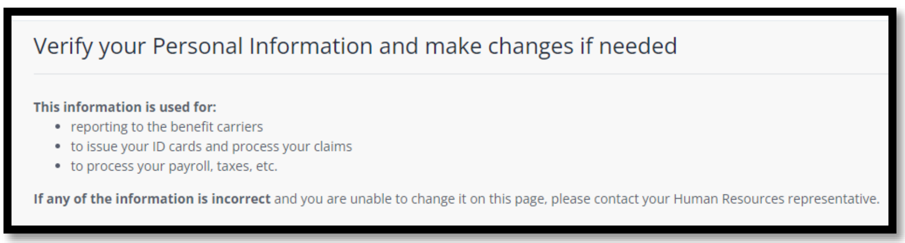


5. In the Event Date field enter the Date of Dependent Death

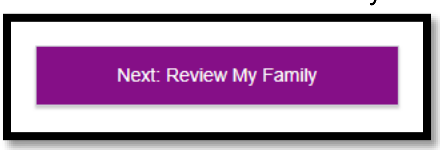
6. Click Continue at the bottom right of your screen



7. Verify/Edit your Personal Information

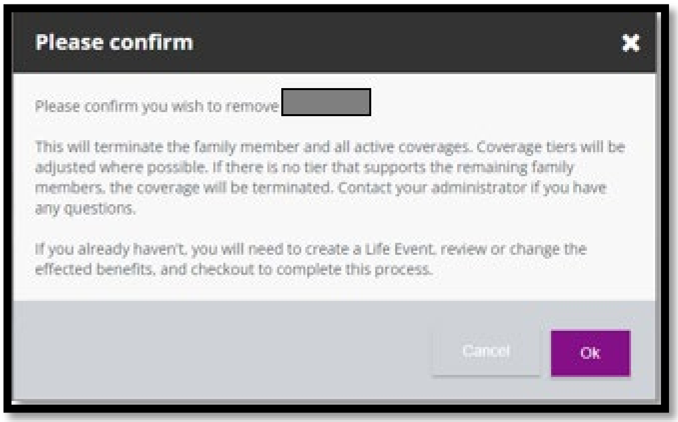


8. Click Next: Review My Family button at the bottom right of your screen



9. Click Remove to Remove Family Member

10. Click Ok to confirm Family Member Removal

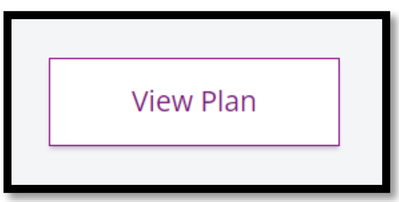


11. Click Next: Shop for Benefits

12. Select which benefits you need to edit and click View or Change Plan

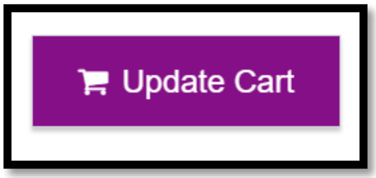
13. Click the check box next to the individuals you want on the plan

14. Next scroll down to Select a Plan, this will default to your current selection or you can choose a new plan if you desire
15. Click on View Plan



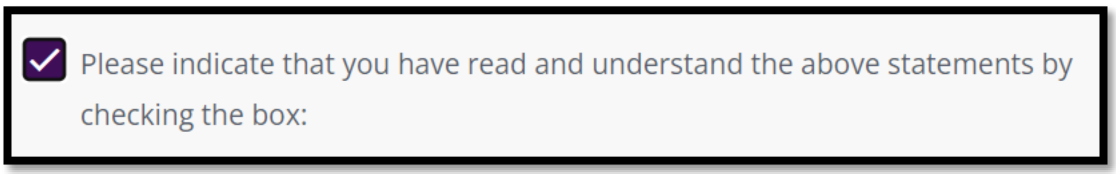
16. Make sure box is checked for Yourself and any Dependents

17. Click Update Cart

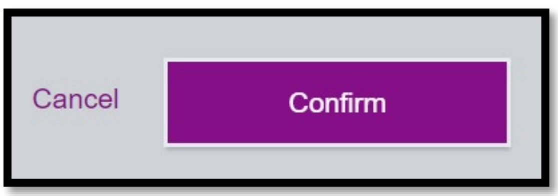


18. If you are participating in an HMO you will need to update your Primary Care Provider Information
19. Click Continue and update remaining benefits as needed
20. Ensure you View or Change Plan for Guardian Fraud Warning to Review and Checkout
21. Review the Fraud Warning and Click I agree

22. Complete the E-signature by clicking the box

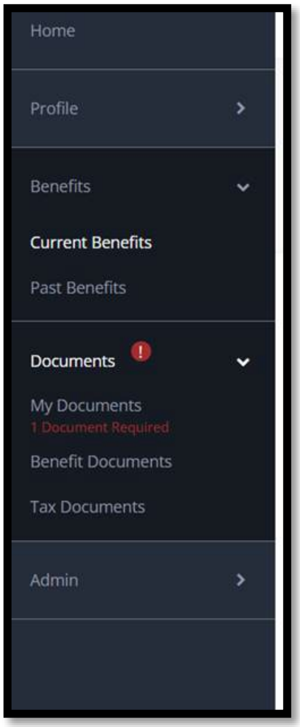


23. Click Confirm

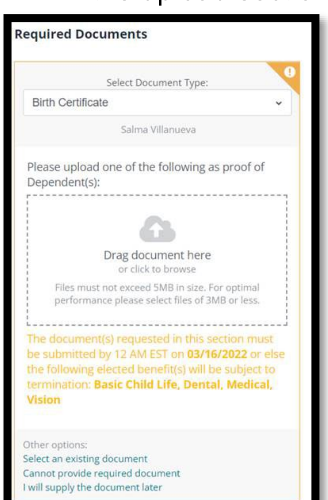


24. Click Review and Checkout
25. Finalize your Checkout
26. Now Upload your documents (e.g., death certificate)

27. From the home screen select Documents>My Documents



28. Upload your document, select from the Document Type dropdown and click or drag the document in the upload section.



29. Once you complete the life event and upload the document. Benefits will review the life event to ensure all documentation is correct and plan information updated accordingly.
30. Once the event is approved, plans are updated with the carriers within 3-7 business days.