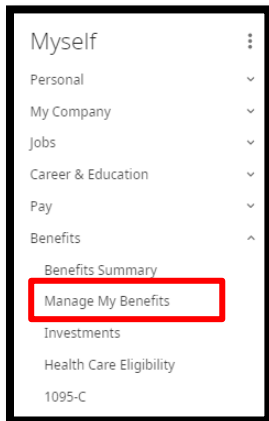


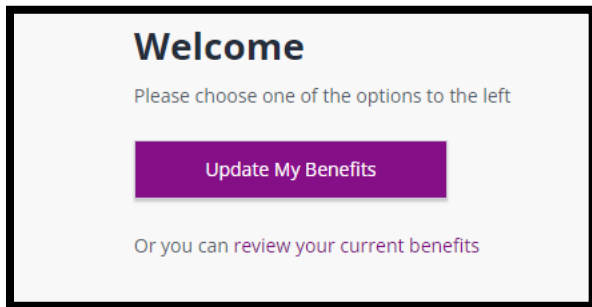
Qualifying Life Events

How to Create a Life Event: Lose Eligibility Medicare/Medicaid (Add Coverage)

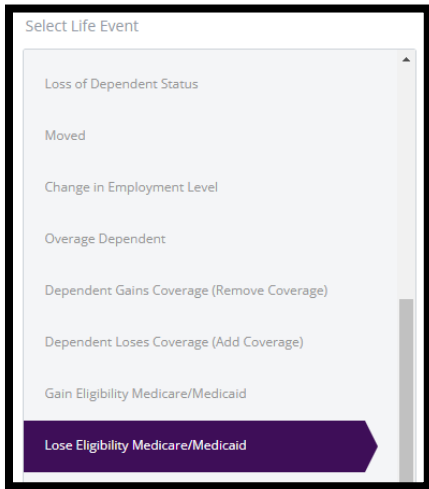
1. Log in to UKG Pro <https://n12.ultipro.com/default.aspx> using Google Chrome or Edge
2. Navigate to Myself>Benefits>Manage My Benefits (NOTE: This will open a new tab in your browser, make sure your pop-up blockers are off)



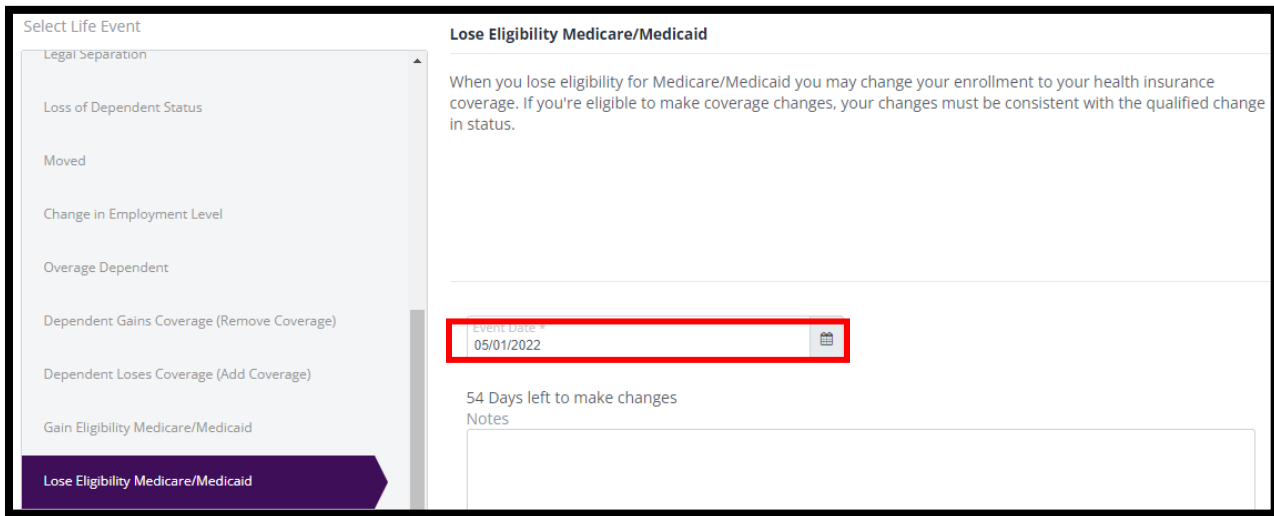
3. From the Home page select Update My Benefits



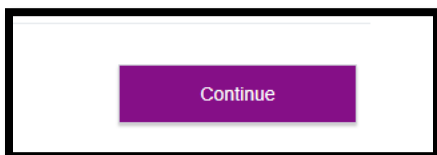
4. From the menu on the left choose Lose Eligibility Medicare/Medicaid



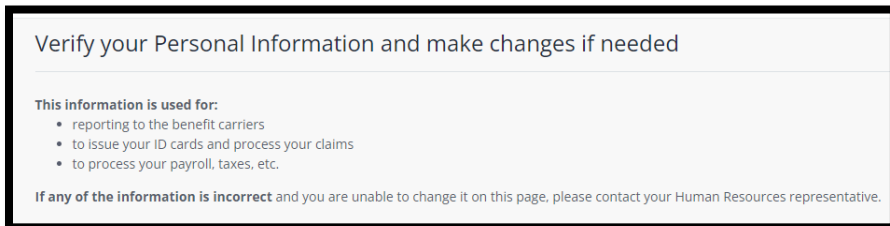
5. In the Event Date field enter the Date Lost Eligibility Medicare/Medicaid



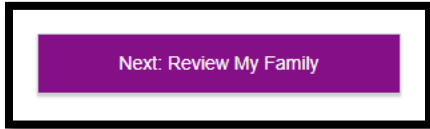
6. Click Continue at the bottom right of your screen



7. Verify/Edit your Personal Information



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



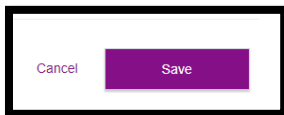
9. Click Add Family Member



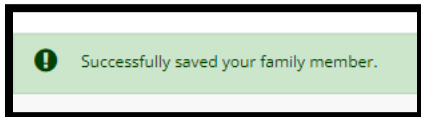
10. Enter the Basic Info for your new dependent

A form titled "Basic Info" with several input fields: "First Name *", "Middle Name", "Last Name *", "SSN *", "Select Gender *" (dropdown), "Birthdate *" (calendar icon), and "Select Relationship *" (dropdown).

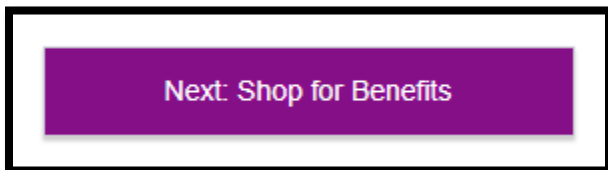
11. Click Save



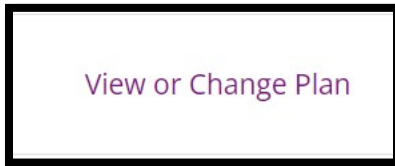
12. You have now Successfully saved your family member



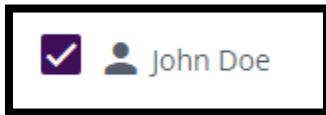
13. Now click Next: Shop for Benefits



14. Select which benefits you need to add your new dependent to and click View or Change Plan

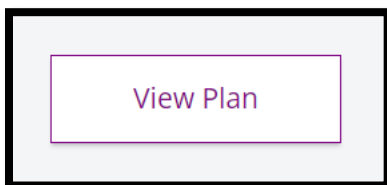


15. Click the check box next to the new dependent

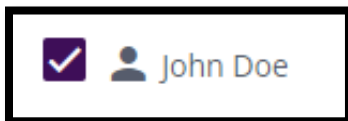


16. Next scroll down to Select a Plan, this will default to your current selection or you can choose a new plan if you desire

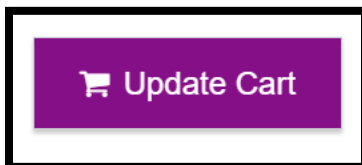
17. Click on View Plan



18. Click the check box next to the new dependent



19. Click Update Cart



20. If you are participating in an HMO you will need to update your Primary Care Provider Information

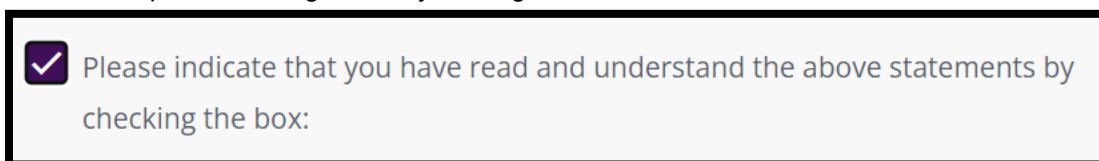
21. Click Continue and update remaining benefits as needed

22. Ensure you View or Change Plan for Guardian Fraud Warning to Review and Checkout

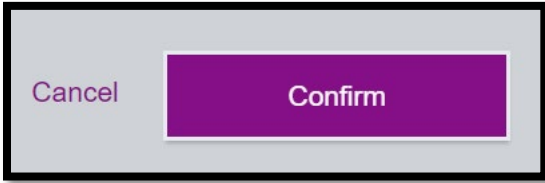
23. Review the Fraud Warning and Click I agree



24. Complete the E-signature by clicking the box



25. Click Confirm

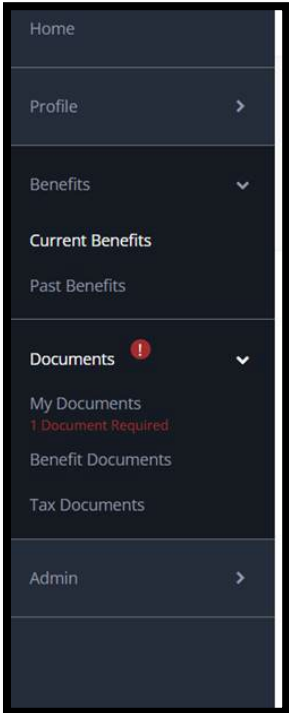


26. Click Review and Checkout

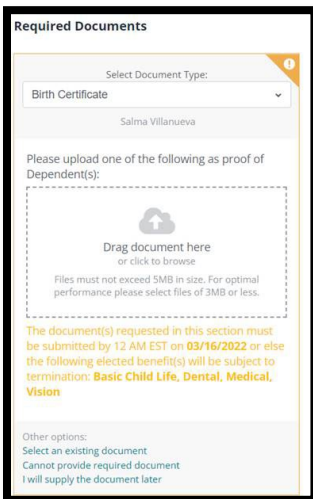
27. Finalize your Checkout

28. Now Upload your documents (e.g., Letter from Medicaid or Children's Health Insurance Plan (CHIP) stating when coverage ended or will end)

29. From the home screen select Documents>My Documents



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



31. 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.
32. Once the event is approved, plans are updated with the carriers within 3-7 business days.