

Enrollment Center: Basic User Tips

- For optimal performance, we recommend that you disable your pop-up blocker.
- The CDPHP system will import text exactly as you enter it, so please avoid typographical errors and use standard upper and lower case letters. Example: If the middle initial of a subscriber is typed in lower case, mailings and ID cards for this individual will be imprinted the same way.
- Always confirm that a member is not already enrolled on the plan before you add the person through the Enrollment Center. Duplicates will be carried on your contract.
- Important! On the Summary of Changes page, be sure to scroll down to the bottom of the page and click “Complete this enrollment” to finalize your transaction.
- Please limit transactions for any given member to one per day.
- When a transaction is submitted, you will receive a transaction number. You can use this number to track the status of your transaction.

Enrollment Center FAQs

My group is new to CDPHP. When will I be able to access the Enrollment Center?

This feature will be available to you as of your effective date. Simply complete a [Secure Access Request form](#) to establish your user name and obtain a password.

My existing CDPHP group will have benefit changes in January 2010. Can I start enrolling new members now for next year’s plan?

The Enrollment Center is not currently configured for enrollment transactions within a 2010 benefit plan. As of your 2010 renewal date, however, you will be able to use this new feature to manage your group’s enrollment.

My group benefits aren’t changing until much later in 2010. Can I use the Enrollment Center now to enter enrollment changes that affect my existing plan?

Yes. As long as you have completed a [Secure Access Request form](#), you can enroll members and make changes for current enrollees of a 2009 benefit plan.

Can I perform retroactive enrollments?

Yes, as long as you are not entering an effective date that is more than 62 days in the past. Similarly, you cannot enter an effective date for more than 62 days in the future.

When completing a “Change PCP” transaction, when will that change become effective?

It is effective as of the date the transaction is submitted.

When terminating a subscriber, what determines the effective date of the termination?

Terminations need to conform with the group's stated termination policy (i.e., either at the end of the month or on the day the transaction is submitted) as selected at the time the group became effective with CDPHP. Is it up to the administrator to assure that the group's policy is followed.

When adding a new subscriber, what determines the effective date?

Enrollments will be effective as of the date requested, but can be no earlier than the date allowable by the group's new hire waiting period. In such a case, the actual effective date would default to earliest date allowed by the group's new hire waiting period.

Where do I enter information on previous coverage?

The Enrollment Center does not have a field for this information. CDPHP will contact subscribers for follow-up on prior coverage as needed.

How does the Enrollment Center enable me to enter information on domestic partners?

When enrolling a subscriber and his or her domestic partner (whether the same or opposite sex), choose "Life Partner" as the marital status for the subscriber. For the dependent, please indicate "Husband/Life Partner," or "Wife/Life Partner," as appropriate to the gender of the dependent.

How do I indicate marital status for a legally married same-sex couple?

Choose the marital status of "Married" for a subscriber who is legally married, regardless of the dependent spouse's gender. To indicate the relationship of a same-sex spouse please select "Husband/Life Partner" or "Wife/Life Partner" as appropriate for the gender of the dependent spouse.

Trouble-Shooting Tips

Concerns about the status of transactions?

- Use the "View Transactions" page to see the status of transactions you have submitted. Transactions that have been cancelled, are pending, or rejected due to errors will be shown in the table on this page.
- To view transactions that were just completed, enter your transaction/confirmation number to retrieve information.
- Generally, transactions are processed immediately, but there may be cases where transactions are queued for later processing.

Note: The enrollment status of a subscriber will change from "Active" to "Pending" following any transactions submitted through the Enrollment Center. The status will return to "Active" as soon as our systems have completed processing the request.

Errors/trouble navigating?

- To select a group's subgroup and/or class level, please use the magnifying glass.
- To exit the "View Transactions" page, you may use the back button or click on the "home" link.

- To enter addresses (whether the subscriber's address or an additional address for a family member), use the "Addresses List and Member Assignments" screen.
- To view family information, you must be in the "Update Dependents" function.

Note: When inputting an address with a P.O. box, you may receive an error message. We ask that you use a street address.

ID card issues?

- ID cards are generated for a dependent who has been added. However, the subscriber will not automatically receive a new card indicating a change in his or her family's status.
- Similarly, the subscriber will not automatically receive new cards when a dependent is terminated from his or her contract.

Note: If you require a new/additional card for a subscriber, you may request one via the Order ID Card section of the secure portal.

When in doubt, please call us!

When **adding a new dependent spouse**, the system may not allow it if the subscriber's record shows a prior enrollment of a different spouse (even though that dependent's eligibility is no longer active). In such a case, the health benefits administrator or broker should contact the CDPHP Group Services Unit for assistance in enrolling the new spouse.

Student information, once entered, cannot be changed within the Enrollment Center. You can view student information by using the link on the dependent information page.

COBRA enrollments cannot be performed in the Enrollment Center. Contact the CDPHP Group Services Unit for assistance with COBRA enrollments.

Other insurance (COB) information can be entered at the time of enrollment. To update COB information for an existing member, please contact CDPHP.

If you are **reinstating a subscriber**, please contact CDPHP. (You may, however, reinstate a dependent through the Enrollment Center.)

If you must **update the date of birth** of a dependent, please contact CDPHP.

For **Medicare** enrollments and adult dependents enrolling for the "**Dependent through 29**" option, please contact CDPHP.

CDPHP Group Services Unit
1-866-258-1785 or (518) 641-3900