

How to Use the Online Employer Services System

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Billing

View My Bill

Current month and invoice history of up to 24 months are available on the portal.

1. Click on **My Groups**
2. Locate the group you want to view bill, then click on **View Bill**
3. Click on link of the corresponding month and year you want to view under **Invoice History – Bill Month**
4. Statements are viewable as PDF files

Pay My Bill

In order to pay bill, you need to be designated with access to pay a bill. There can only be 1 user per group that can pay a bill.

1. Click on **My Groups**
2. Locate the group you want to view bill, then click on **Pay Bill**

Bills Older than 24 Months

Bills older than 24 months are not available for viewing on the Online Billing Services portal. If you require a copy of a bill that is older than 24 months, please call Employer Services at (808) 532-4000, ext. 353; Toll-free: (800) 458-4600, ext. 353. You may print and save bills for your records.

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Enrollment

Active Employees – Qualifying Events

Active Employees

Regular employees, as defined under the Hawaii Prepaid Health Care Act (Chapter 393, Hawaii Revised Statutes), are eligible for coverage through UHA. **Eligible employees have 31 days from the date they are hired to apply for enrollment.** Requests for enrollment at any other time cannot be accommodated. No retroactive enrollment is accepted.

Qualifying Enrollment Events

Enrollment Events for Employees:

- Annual open enrollment
- Part-time to full-time status change (within 31 days of change)
- New hire (within 31 days of hire)
- Loss of other medical coverage (within 31 days of loss of coverage)

Enrollment Events for Dependents and/or Changes in Enrollment:

- Annual open enrollment
- Loss of other medical coverage (within 31 days of loss of coverage) *
- Newborn (within 31 days of birth) *
- Adoption (within 31 days of adoptive placement) **
- Stepchild (within 31 days of marriage) *
- Court Appointed Guardian (within 31 days of appointment) **
- Marriage (within 31 days of marriage) *
- Civil Union (within 31 days of union) *

Requests for enrollment at any other time cannot be accommodated. No retroactive enrollment is accepted.

* Please submit documents to verify eligibility for the enrollment event. For example, please timely submit new enrollment forms, previous insurer's termination letter, birth certificate, adoption papers, marriage or civil union licenses.

** Court Order documents required

For additional information, please refer to the [Group Administrator's Handbook](#).

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Enroll a New Subscriber

New employees can be enrolled in any group you have access rights to. If the new member is a spouse, civil union partner or dependent of your employee, they must be added to either a new or existing subscriber enrollment.

3. Click on **My Groups**
4. Locate the group you want to enroll new member into, then click on **View Company Info**
5. Click on **Add Subscriber** under the **Division** you want to enroll new member
6. Alternatively, you could use the **Add Subscriber** button on the top right-hand corner and select the **Division** from a dropdown menu
7. Fill in all the fields. Optional fields are indicated by "optional" or "If applicable"

8. Click **Submit** to send transactions to UHA
 - o If you have a spouse, civil union partner or dependent to add, go to Next Steps at the bottom of the Transaction Receipt page
 - o Click **Add a spouse or civil union partner** or **Add a dependent**, then continue with [Enroll a new family member, Step 3.](#)
9. Additional options:
 - o Click **Mark as Incomplete** to save the transaction for 2 weeks. After 2 weeks, it will automatically be deleted, or
 - o Click **Cancel** to delete it immediately
10. Supporting documentation is required for Qualifying Event of “Loss of other medical coverage” for a subscriber. To submit supporting documents:
 - o Click on **Browse** under Upload Supporting Documents (PDF files only)
 - o Select PDF file of supporting document
 - o Click **Upload**

Please note that Qualifying Event of Open Enrollment will only be available for selection two months before the group’s anniversary date.

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Enroll a New Family Member

New family member must be added to either a new or existing subscriber enrollment. The **Subscriber** page is defaulted to show active subscribers only.

1. From the Subscriber page, select the subscriber that this family member belongs to.
2. Click **Actions** on upper right side of the screen and select either the **Add Spouse or Civil Union Partner** or **Add Dependent** button
3. Fill in all the fields. Optional fields are indicated by “optional” or “If applicable”.
4. Click **Submit** to send transactions to UHA.
5. Additional options:
 - a. Click **Mark as Incomplete** to save the transaction for 2 weeks. After 2 weeks, it will automatically be deleted, or
 - b. Click **Cancel** to delete it immediately
6. To submit supporting documents
 - a. Click on **Browse** under Upload Supporting Documents (PDF files only)
 - b. Select PDF file of supporting document
 - c. Click **Upload**

1. Below are transactions that require supporting documents when you add a family member.

Add a spouse or civil union partner

Qualifying Event	Required Supporting Document
Loss of other medical coverage (within 31 days of loss of coverage)	Certificate of Creditable Coverage (COCC) letter from the other carrier
Marriage (within 31 days of marriage)	Copy of marriage certificate
Civil Union (within 31 days of union)	Copy of civil union certificate

Add a dependent

Qualifying Event	Required Supporting Document
Loss of other medical coverage (within 31 days of loss of coverage)	Certificate of Creditable Coverage (COCC) letter from the other carrier

Newborn (within 31 days of birth)	Copy of hospital or state certificate of birth
Adoption (within 31 days of adoptive placement)	Placement documents
Qualified Medical Child Support Orders (QMCSO)	Court order
Disabled	Dependent Disability Certification Form

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Modify a Member's Information

Only active member information can be modified.

To modify a subscriber's information

1. Once in the Subscriber list window, select the subscriber by clicking on subscriber's name
2. Click **Actions** on the top right hand side of the screen and select **Edit Subscriber**
3. The form will appear with the subscriber's information pre-filled. Make any updates that are necessary. Note: If there is a change to the member's SSN, name or birth date, UHA Employer Services will follow up with you regarding the reason.
4. Click **Submit** to send transactions to UHA or **Cancel** to delete it immediately

How to modify spouse or dependent's information

1. Once in the Subscriber list window, select the subscriber that this family member belongs to.
2. Click **Family** tab and click on **Change** under Actions on the name of the spouse, civil union partner or dependent
3. The form will appear with the member's information pre-filled. Make any updates that are necessary. Note: If there is a change to the member's SSN, name or birth date, UHA Employer Services will follow up with you regarding the reason.
4. Click **Submit** to send transactions to UHA or **Cancel** to delete it immediately

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Terminate a Member's Enrollment

Only active member enrollments can be terminated. The termination window is designed for you to terminate either the whole family at once or selected members of the family. If the subscriber is terminated, any spouse, civil union partner or dependents will also be terminated. The termination date will fall on the last day of the month.

To terminate enrollment

1. Once in the Subscriber list window, click the **Terminate** button in the row of the subscriber you'd like to terminate
 - a. If the member being terminated is a spouse, civil union partner or dependent, click the **Terminate** button in the row of the subscriber this member belongs to
2. Select the date in which you'd like to terminate enrollment. The termination date will fall on the last day of the month. If the subscriber is terminated, any spouse, civil union partner or dependents will also be terminated.
3. Click on **Submit Term**

Re-enroll a Member Enrollment

Once an employee is enrolled and voluntarily terminates coverage or the coverage for dependents, re-enrollment will not be allowed until the next open enrollment period. However, if the employee terminates coverage because coverage was to be provided through a spouse/Civil Union partner's program and later experiences a status change, UHA permits re-enrollment on the first day of the month following the status change.

To view terminated subscribers, from the **Subscribers** page, select **Terminated Subscribers Only** from the dropdown menu and click **Filter**.

To re-enroll a subscriber

1. Once in the Subscriber list window, choose from any terminated subscribers.
2. Click the **Re-enroll** button at the end of the subscriber's row.
3. The form will appear with the subscriber's information pre-filled. Verify all the information in current fields and update accordingly
4. Click **Submit** to send transactions to UHA
5. Additional options:
 - a. Click **Mark as Incomplete** to save the transaction for 2 weeks. After 2 weeks, it will automatically be deleted, or
 - b. Click **Cancel** to delete it immediately

To re-enroll a spouse or dependent

1. Go to the Subscriber page, select the subscriber that this family member belongs to.
2. Click on **Family**
3. Under **Actions**, click on **Re-enroll**
4. The form will appear with the member's information pre-filled. Verify all the information in current fields and update accordingly
5. Click **Submit** to send transactions to UHA
6. Additional options:
 - a. Click **Mark as Incomplete** to save the transaction for 2 weeks. After 2 weeks, it will automatically be deleted, or
 - b. Click **Cancel** to delete it immediately

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Request for Member ID Cards

1. Go to the Subscriber page, select the subscriber you want to request an ID card on behalf of
2. Select number of ID cards, system limit is 2 per day
3. Click **Request ID Cards**

Transaction History

Each submitted enrollment request has a Transaction Receipt ID, which is retained under **Activity History** for 2 years.

To look up a transaction for a member

1. Go to **Activity History**
2. Enter member's name or ID in **Search**
3. Click on **View Detail** for additional information on the transaction
4. To print out a copy of the transaction, hold down **CTRL + P** on your keyboard and print as needed

Transaction Status

Incomplete	<p>Transactions with this status are saved for 2 weeks from the creation date to be completed later. This could be because you may need additional information that might not be available at the time, or want to come back later to complete the transaction. After 2 weeks, it will automatically be deleted.</p> <p>These transactions will appear at the Dashboard and highlighted to remind you of their completion.</p>
Submitted	<p>Transactions with this status have been submitted for processing. These transactions are still available for edits as needed.</p> <p>All transactions submitted for the day will be processed later at night on same day.</p>
Completed	<p>Once the "Submitted" transactions are processed (same day), electronic enrollment 834 records will be created for loading to our Claim Processing System on the following business day. This generally happens in the morning.</p> <p>Note: All updates will be reflected on the Online Enrollment Portal the following business day after they are loaded to the Claim Processing System.</p>

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