**WPS. | HEALTH INSURANCE**

Wisconsin Physicians Service Insurance Corporation
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# Eligibility Frequently Asked Questions

**Q: How do I change an employee's status from part-time to full-time?**
Enter the employee as a new hire. This would be relevant only if the changes from part- to full-time makes the employee eligible for benefits.

**Q: Am I able to submit paper applications for new enrollments or do they need to be completed online?**
Employers can choose to submit new enrollments online or through a paper application.

**Q: Will paper applications be updated to match web enrollment?**
Not at this time.

**Q: If I have previous insurance coverage, should I scan the paper application and attach it, so WPS has the information?**
If the policy has pre-ex language, the employer will want to scan and attach the applicant's creditable coverage letter from their prior carrier.

**Q: When I change an address it gives me a confirmation page, but where does it state the employee's name?**
When you get to the summary page, before you click finish, click download as PDF. This confirmation page will tell you the employee name and any changes that were made. Or, click the transaction reference number.

**Q: Can I enter an employee's application?**
Yes, the employer is able to pre-enroll or fully enroll employees.

**Q: Will I get emails when there is new information in my enrollment queue?**
Not at this time.

**Q: Can I create a spreadsheet with changes and submit to WPS for open enrollment?**
Yes, this is an option. WPS also offers the additional option of online processing.

**Q: Is there a way to upload all enrolled employees and make changes on one spreadsheet for the open enrollment period?**
There is currently not an upload feature for open enrollment.

**Q: What if I don't know the decision about COBRA at the time of terminating an employee?**
If the employee hasn't decided on COBRA coverage at the time of termination, a request can be sent to Member Services at a later time to have COBRA coverage processed. You cannot process this online if the coverage is elected after the termination is processed.

**Q: How do I enroll an employee for COBRA online?**

Go to **Enrollment**>**Terminate Subscriber**>**Enter Name**>**Select member**. And, then click 'Yes' on the **Terminate Subscriber** webpage when it asks, "Enroll this member in COBRA/Continuance."

**Q: Can I reinstate an employee?**

Yes, you can do this through the **Rehire Subscriber** feature.

**Q: If I term an employee and I choose an effective date of 11/30, will coverage run through the end of day on the 30$^{th}$? On the other side of enrollment, if I choose 12/1, will coverage start in the beginning of the 1$^{st}$?**

Yes, when terming, coverage will run through the end of the last day chosen. When enrolling, coverage will begin on the first day chosen.

**Q: Enrollment defaults to the month following 90 days of new hire. According to the ACA, we can't go longer than 90 days. Will this default change when that occurs?**

When your plan renews, it will be modified to meet ACA regulations.

**Q: If an employee's hire date is 11/1, and the insurance effective date defaults to 90 days later, will I be able to change the hire date to reflect the effective date?**

The event should equal the effective date. This is on the first page of the enrollment.

**Q: Does adding an initial for a member or new enrollee transfer to their member ID card?**

Yes, adding an initial will transfer to the member ID card.

**Q: When I make a change to an employee/member's account (i.e., class or address change, loss/add a dependent) is there communication at the time of the change? How is the employee/member's plan effected?**

When processing an employee change, you should explain the change to the employee/member. An employee should never be surpassed by a network change; they should always be informed by their employer.

**Q: Is it possible to make an update to an employee's account and have it lead to an incorrect plan setup?**

Yes, however there are some controls that help prevent the employer from making changes at will. For example: If you make a plan change that is not a life event or during the open enrollment period, the system will not accept the change and you'll get an error.

**Q: If an employee wants to make a plan change at the time of renewal, the group representative needs to work with a consultant, does this include small group?**

Yes, but small groups should work with their agent.

**Q: What is the difference between the copay option and bi-directional option when selecting prescription drug coverage?**

Copay indicates standard plans whereas bi-directional is for HSA-Qualified High Deductible health plans.

**Q: Why is the Social Security number required when entering a new employee or dependent?**

The Social Security number is always required. Enter 999-99-9999 when adding a newborn dependent if the Social Security number is not known.

**Q: Will I receive reminders when to enter information in all CAPS?**

Not at this time. But, it could become a future enhancement.