
Death or Divorce of Spouse

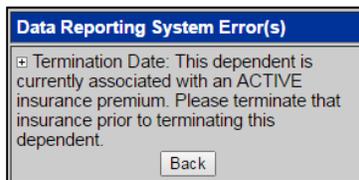
Some screenshots in these instructions may appear slightly different on your computer. This is due to browser differences (i.e. Internet Explorer vs Chrome, etc.). It should not affect how you set up insurance. However, if you see a different screen and are unsure how to proceed, please contact an NHRS Medical Benefits representative at (603) 410-3675 for further assistance.

When a spouse or dependent passes away, or in the event of a divorce, you will follow the same process. You will need to update the insurance information on the member's record.

Always use the current payroll, except: for retro (NHRS Subsidy) purposes, you will want to use a Retro Date of the month in which the event happened (unless it happened on the last business day of the month).

Ex: Date of Death 03/21/2017, Retro Date 03/01/2017.

Note: For this process, you must start from the bottom of the Payee Benefit Information screen under insurance and work your way up. You will receive the error message below if you attempt to terminate the dependent before terminating the insurance.



1. Start with terminating the insurance for the spouse or dependent.

Payee Benefit Information
Add, Edit or Terminate benefit information below or call a Medical Benefit Representative at (603) 410-3675 for assistance

SSN: [REDACTED]

Name: [REDACTED] DOB: [REDACTED] Gender: Female

Medicare#: [REDACTED] Part A Eligible Date: [REDACTED] Part B Eligible Date: [REDACTED]

Update Medicare Information

Dependents

	Name	SSN	DOB	Relationship	Medicare	Effective Date	
Edit	[REDACTED]	[REDACTED]	[REDACTED]	Husband	Y	07/01/2007	Terminate

Add Dependent

Insurance

	Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
Add Ins	Early Retirement	07/01/2007							
			[REDACTED]	Health	363056024- 1 PER	\$ 770.55	N	06/01/2016	Terminate
			[REDACTED]	Health	363056036- MEDI	\$ 197.97	N	06/01/2016	Terminate

2. a. Here you will want to use the current, or a future, payroll date for the **Termination Date**.
b. Include the **Termination Reason**.

Note: If the event happened prior to the payroll date, include a **Retro Date** and **Retro Note** with a brief explanation as to why you are requesting the retro NHRS subsidy payment.

- c. If all the information appears correct, click **Save Insurance Info**.

Insurance Information for [REDACTED]
Update Insurance Termination Information

Insurance Premium For: [REDACTED] Premium Type: Medicomp

Effective Date: 06/01/2016 Member Premium: 197.97

Ins Type: Health Insurance Subsidy Only:

Coverage Code: 363056036- MEDI → Termination Date: 04/01/2017

Description: [REDACTED] → Termination Reason: Divorce

Collection ID: 363056036 → Retro Date: 02/01/2017

→ Retro Note: Divorce decree effective 2/17/2017. Retro subsidy for spouse.

Back to Payee Save Insurance Info

3. Once saved, click **Upload Files**. Here you will want to include a divorce decree or death certificate as these items are needed for review by a Medical Benefits representative.

Insurance Information Result for [REDACTED]

A Medical Benefit representative will review the queued changes for approval. Please print screen for your records. Select "Upload Files" to upload the required document(s) supporting this change.

Insurance Premium For: [REDACTED]	Premium Type: Medcomp
Effective Date: 06/01/2016	Member Premium: 197.97
Ins Type: Health Insurance	Subsidy Only: <input type="checkbox"/>
Coverage Code: 363056036- MEDI	Termination Date: 04/01/2017
Description: 0314-900-07 [REDACTED]	Termination Reason: Divorce
Collection ID: 363056036	Retro Date: 02/01/2017
	Retro Note: Divorce decree effective 2/17/2017. Retro subsidy for spouse.

4. a. Click **Choose File** and select the appropriate file from your computer.

Note: The file must be saved as one of the following file types: .BMP, .JPEG, .JPG, .PDF, .PNG, .TIF, .TIFF, or .TXT.
- b. Click **Upload File**.
- c. Once you have uploaded the file, click **Back to Payee** to return to the Payee Benefit Information screen and continue updating the insurance information.

Dependent File Upload

Select the file(s) supporting the desired change (Medicare Card or Letter from Soc Sec). If more than one file is needed, you will be prompted after uploading this file.

Choose File [REDACTED].pdf

5. In the Dependents section, click **Terminate** next to the appropriate name.

Dependents							
	Name	SSN	DOB	Relationship	Medicare	Effective Date	
Edit	[REDACTED]	[REDACTED]	[REDACTED]	Husband	Y	07/01/2007	<input type="button" value="Terminate"/>

6. Fill in the **Termination Date** and **Termination Reason**, then click **Save Dependent Info**.
 (The date will revert back to the last business day of the previous month).

Dependent Information Result for [REDACTED]
 Dependent information has been successfully updated. No further action required.

Relationship: Husband* Medicare #: [REDACTED]
 First: [REDACTED]* Part A Elig Date: 04/01/2014
 Last: [REDACTED]* Part B Elig Date: 04/01/2014
 SSN: [REDACTED]* Effective Date: 07/01/2007*
 Birth Date: [REDACTED]* Termination Date: 03/31/2017
 Disabled: Termination Reason: Divorce
 Full Time Student:

[Back to Payee](#) [Save Dependent Info](#)

Note: All terminations of coverage due to death or divorce will be queued for a NHRS Medical Benefits representative to review and approve. Once approved, you will see the changes in the Payee record.

Payee Benefit Information
 Add, Edit or Terminate benefit information below or call a Medical Benefit Representative at (603) 410-3675 for assistance

SSN: [REDACTED]

Name: [REDACTED] DOB: [REDACTED] Gender: Female
 Medicare#: [REDACTED] Part A Eligible Date: [REDACTED] Part B Eligible Date: [REDACTED]

[Update Medicare Information](#)

Dependents

	Name	SSN	DOB	Relationship	Medicare	Effective Date
Add Dependent						

Insurance

	Benefit Type	Ben Eff Date	Associated To	Ins Type	Cov Code	Mbr Prem	Subsidy Only	Effective Date	
Add Ins	Early Retirement	07/01/2007							
			[REDACTED]	Health	363056024- 1 PER	\$ 770.55	N	06/01/2016	Terminate