



# Group Information from Membership Accounting

Plan	Group number	Plan	Group number
Our probationary period for new hires is:		Our group's Open Enrollment is:	

## When can you add an employee?

- **New hire** – New hires must meet the probationary period you have set for your group. Example: Probationary period is 1st of the month following date of hire (e.g., full-time employees hired 1/15 would have an effective date of 2/1).
- **Open Enrollment** – Once a year at renewal, you can enroll employees and dependents who had previously declined coverage.
- **Loss of coverage** – Remember to include a copy of the Prior Coverage Certificate with the enrollment form when submitting an application due to loss of coverage.

## When can you add a dependent?

Dependents may be added at Open Enrollment or when there is a qualifying event.

## What is a qualifying event?

- Newborn
- Marriage
- Court order dependent
- Adoption/Placement for adoption/Foster care
- Loss of coverage

All applications for adding new dependents due to a qualifying event must be signed by the subscriber and received by Health Net within 60 days of that event.

## Most common reasons an application is delayed

- Employee signed both acceptance and declination sections
- Illegible/ inaccurate information
- Date of hire and Effective date not matched to Probationary Period
- Missing information such as: Date of Hire, DOB, signature, QE

## Cancellations

Cancellation requests for employees and/or dependents must be received within 30 days of effective date (e.g., for an employer to cancel an employee effective 4/1, the request must be received by Health Net no later than 4/30).

## Billing or eligibility questions?

Please call Membership Accounting at **800-224-8808, option 2**, or fax **916-935-4420**.