



## HR Enrollment Guide

How to add or remove an enrollee or change someone's address outside of Open Enrollment

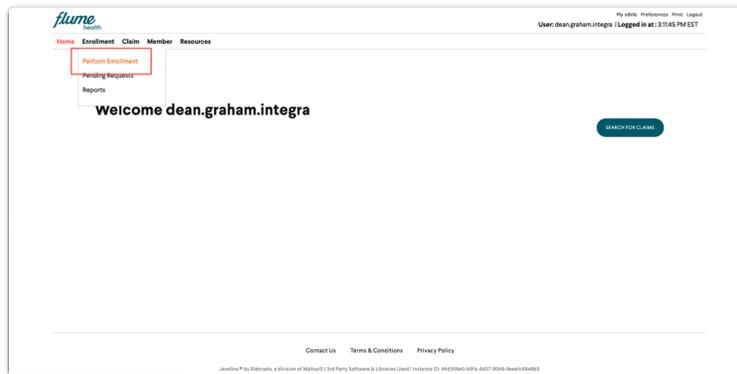
### Enrolling a new employee

To enroll a new employee, you'll need your administrator login, which was provided to you by your Flume Health Account Manager. If you don't have this, reach out to your Account Manager, whose contact info is on the next page.

You will also need the new enrollee's personal information, dependent information, and their health coverage elections (if they have multiple options). The easiest way to do this may be to go through the submission process together.

#### Step 1

Login to [my.flumehealth.com](https://my.flumehealth.com) using your administrator account. Go to "Enrollment" in the toolbar at the top of the page, and click "Perform Enrollment".



## Step 2

Enter the information requested under “New Hire,” and click “Go”. Be sure to select an Employee ID Type, or the enrollment won’t process correctly.

The screenshot shows the 'Enrollment' page for flume Health. The 'New Hire' section is highlighted with a red box and contains the following fields:

- Employee ID Type: --Select--
- Date of Birth: [text input]
- Employment Begin: [text input]
- Effective Date: [text input]

Below the 'New Hire' section is an 'Existing Requests' table with columns: NAME, MODIFIED DATE, TYPE, SUBMITTED BY, STATUS, and ACTION. The table is currently empty.

## Step 4

Fill out section 1 of the online Enrollment form, called “Employee Information”. There will be a drop-down box for the employee’s “Location”. For a list of your company’s location codes and the corresponding locations, refer to the client user manual you received when the plan went live. It will also ask for a “Bracket Code”. This should automatically set to default, and you don’t need to change it.

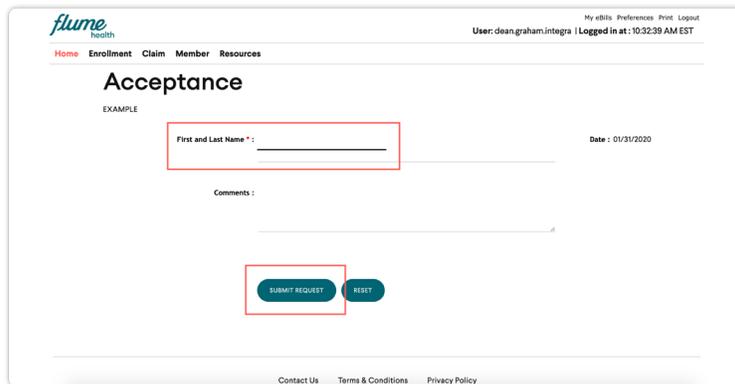
The screenshot shows the 'Employee Information' section of the enrollment form. The fields are as follows:

- City: New York
- State: NEW YORK
- Country: UNITED STATES
- Home Phone 1: 5555555555
- Employment Begin: 03/03/2020
- Marital Status: Single
- Annual Earnings: [text input]
- Employment: Active
- Location: --Select--
- Department: --Select--
- HPAA Credible Coverage Date: [text input]
- Medicare Coverage Type: --Select--
- Bracket Code: Default

At the bottom of the form, there are buttons for 'SAVE & CONTINUE', 'SAVE & EXIT', 'RESET', and 'BACK'.

## Step 5

Fill out sections 2-4 of the online Enrollment Form, review all the information to make sure it's correct, and then digitally sign your name under "Acceptance" and click "Submit Request". If you entered the enrollee's email address in the Enrollment Form, they should receive a confirmation email.

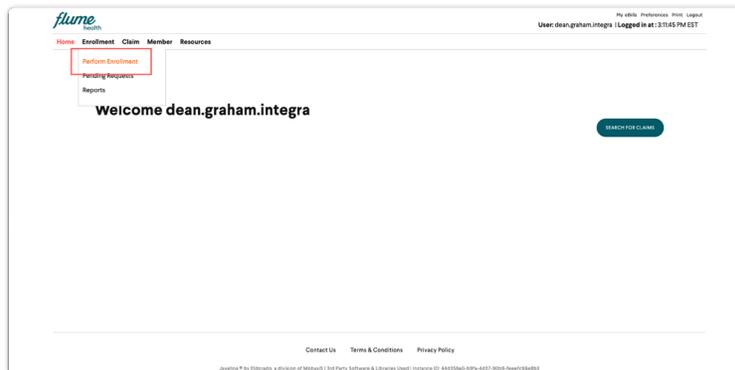


The screenshot shows the 'Acceptance' page in the flume health system. The page header includes the flume health logo, navigation links (Home, Enrollment, Claim, Member, Resources), and user information (User: dean.graham.integra | Logged in at: 10:32:39 AM EST). The main heading is 'Acceptance' with an 'EXAMPLE' label. Below this, there is a form with a red border. The form contains a text input field labeled 'First and Last Name \*' with a red box around it, a date field labeled 'Date : 01/31/2020', and a 'Comments :' field. At the bottom of the form, there are two buttons: 'SUBMIT REQUEST' (highlighted with a red box) and 'RESET'. The footer contains links for 'Contact Us', 'Terms & Conditions', and 'Privacy Policy'.

# Terminating an employee

## Step 1

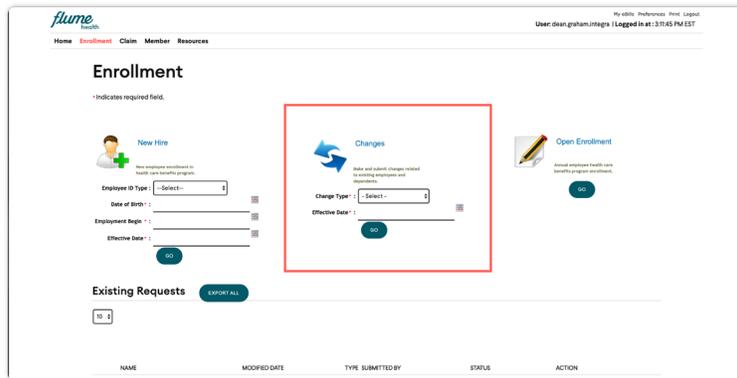
Login to my.flumehealth.com using your administrator account. Go to "Enrollment" in the toolbar at the top of the page, and click "Perform Enrollment".



The screenshot shows the 'Perform Enrollment' page in the flume health system. The page header includes the flume health logo, navigation links (Home, Enrollment, Claim, Member, Resources), and user information (User: dean.graham.integra | Logged in at: 10:31:45 PM EST). The main heading is 'Welcome dean.graham.integra' with a 'SIGN OUT' button. The 'Enrollment' menu is expanded, showing 'Perform Enrollment' (highlighted with a red box), 'Pending Requests', and 'Reports'. The footer contains links for 'Contact Us', 'Terms & Conditions', and 'Privacy Policy'.

## Step 2

Select "Termination" from the dropdown menu in the "Change" section, and enter the date you want the change to become effective. For example, if the enrollee's last day of employment is February 18, you should enter February 19 as the effective date.



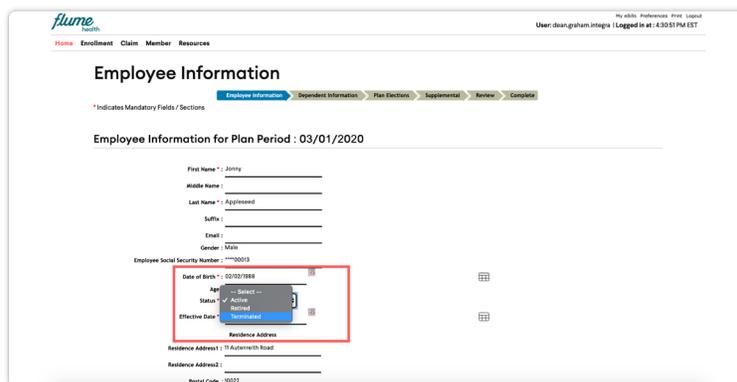
The screenshot shows the 'Enrollment' page on the flume Health website. The 'Changes' section is highlighted with a red box. It contains a 'Change Type' dropdown menu and an 'Effective Date' field. The 'Change Type' dropdown is currently set to 'Termination'. The 'Effective Date' field is empty. The page also includes a 'New Hire' section, an 'Open Enrollment' button, and an 'Existing Requests' table.

## Step 3

On the "Member Search" page, enter information for the employee who is being terminated. You should search for the member using at least their last name, but it's okay if you don't enter a Patient ID. Click "Search" and select the correct employee.

## Step 4

You'll be taken back into the enrollment form. Scroll down to "Status" and change it to Terminated. Then go to the bottom of the page and click "Save & continue".



The screenshot shows the 'Employee Information' page on the flume Health website. The 'Status' dropdown menu is highlighted with a red box. The dropdown menu is open, showing options: 'Active', 'Retired', and 'Terminated'. The 'Effective Date' field is set to '02/19/2020'. The page also includes a 'First Name' field, a 'Middle Name' field, a 'Last Name' field, a 'Suffix' field, an 'Email' field, a 'Gender' field, an 'Employee Social Security Number' field, a 'Date of Birth' field, a 'Residence Address' field, and a 'Postal Code' field.

## Step 5

You'll be taken straight to the "Review" section of the form. Once you've reviewed the information, click "Submit request" at the bottom of the page.

# Changing an employee's address

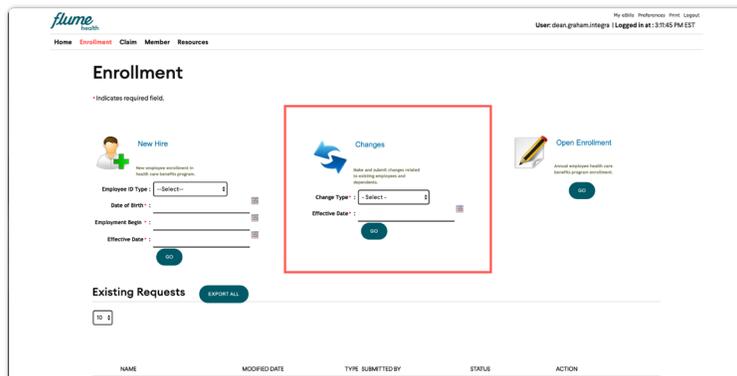
## Step 1

Login to my.flumehealth.com using your administrator account. Go to "Enrollment" in the toolbar at the top of the page, and click "Perform Enrollment".



## Step 2

Select "Address Change" from the dropdown menu in the "Change" section, and enter the date you want the change to become effective.



## Step 3

On the "Member Search" page, enter information for the employee whose address you want to change. You should search for the member using at least their last name, but it's okay if you don't enter a Patient ID. Click "Search" and select the correct employee.

## Step 4

Enter the employee's new address and click "Submit."



**Have questions?**

Contact your Flume Account Management Team

[account-management@flumehealth.com](mailto:account-management@flumehealth.com)