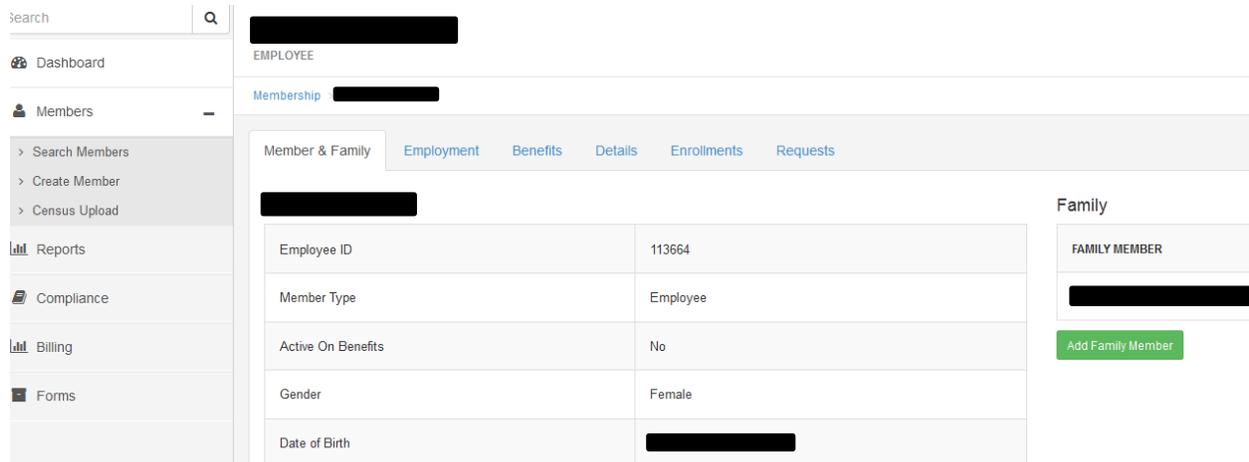


Instructions for Submitting High Deductible Health Plan (HDHP) Member Issues

For specific member issues, HBRs should send a request through the system on the member's account by following the instructions below.

For general plan questions or for issues on a member who isn't set up in the system yet, please continue to contact the HBR Support Line at 855-552-6272 or hbrsupport@cobraguard.net

Access members' account

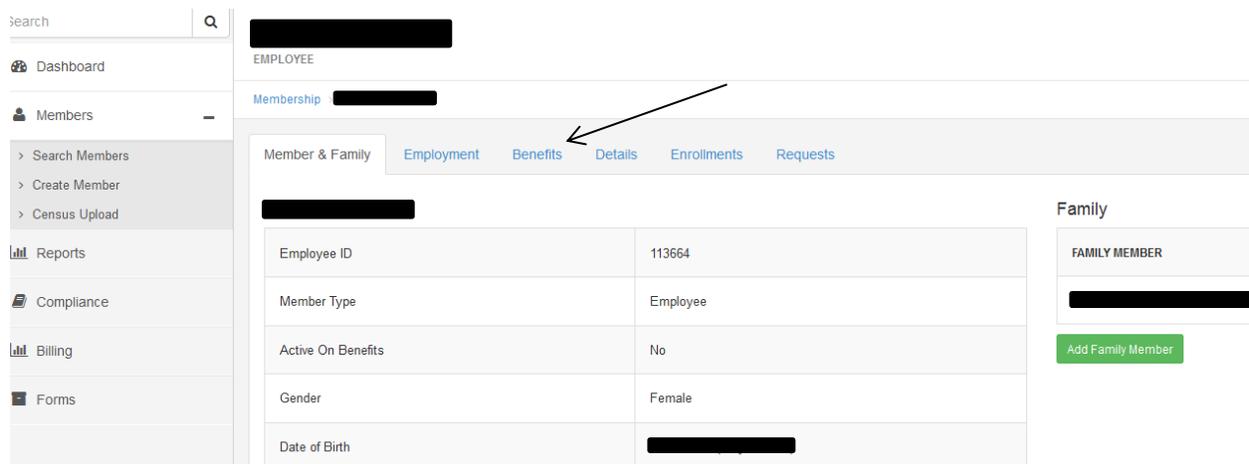


The screenshot shows a web application interface. On the left is a navigation menu with a search bar at the top. The menu items are: Dashboard, Members, Reports, Compliance, Billing, and Forms. The 'Members' item is expanded, showing sub-options: Search Members, Create Member, and Census Upload. An arrow points to the 'Members' menu item. The main content area shows a member profile for an 'EMPLOYEE' with a redacted name. Below the name are tabs for 'Membership', 'Member & Family', 'Employment', 'Benefits', 'Details', 'Enrollments', and 'Requests'. The 'Member & Family' tab is active, displaying a table with the following data:

| | |
|--------------------|------------|
| Employee ID | 113664 |
| Member Type | Employee |
| Active On Benefits | No |
| Gender | Female |
| Date of Birth | [REDACTED] |

To the right of the table is a 'Family' section with a 'FAMILY MEMBER' header, a redacted name, and an 'Add Family Member' button.

Click on the benefits tab



This screenshot is identical to the previous one, but with an arrow pointing to the 'Benefits' tab in the navigation bar. The 'Benefits' tab is highlighted in blue.

Click edit benefits

| Member & Family | | Employment | | Benefits | | Details | | Enrollments | | Requests | |
|-------------------------------|------------------------------------|---------------------|----------------|--------------|-----------------|---------|--|-------------|--|----------|--|
| Active Benefits | | | | | | | | | | | |
| BENEFIT TYPE | PLAN | COVERAGE LEVEL | COVERAGE START | COVERAGE END | EMPLOYER CONTRI | | | | | | |
| Edit Benefits | | | | | | | | | | | |
| Pending Benefits | | | | | | | | | | | |
| BENEFIT TYPE | PLAN | COVERAGE LEVEL | COVERAGE START | | | | | | | | |
| Medical | HDHP - High Deductible Health Plan | Member and Children | 03/01/2016 | | | | | | | | |

Choose type of request/change and check the T&A box then click submit

Choose a Request Type

Member Requests

- Enrollment for New Employee (or) Newly Eligible Employee
- Cancellation Due to Disability
- Change in Status 'Full Time to Part Time' (or) 'Part Time to Full Time'
- Change Tax Status (After to Before)
- Death of Employee
- Member Waive Coverage (Mid-Year)
- Retirement
- Termination of Employee (Voluntary / Involuntary / Ineligible))
- Communication Form

Dependent Requests

- Add/Drop a Dependent due to a Change in Coverage
- Death of Spouse or Dependent
- Newly Eligible Dependent
- Remove Ineligible Dependent

Leave Without Pay

- Leave Without Pay
- Return from Leave Without Pay
- Cancellation Due to Non-Payment

I have read and agree to the [User Agreement and Attestation](#)

[Continue](#)

Once submitted then it will hit our dashboard for processing

If you select Communication Form, this screen will pop up for you to type your question and then click Submit Request

Communication Form

Your Message

Type your question here

Please use this area to ask questions or express concern to the North Carolina State Health Plan.

[Submit Request](#)

[What happens when I submit a request?](#)
