Group benefits

How to add and terminate members in eService.

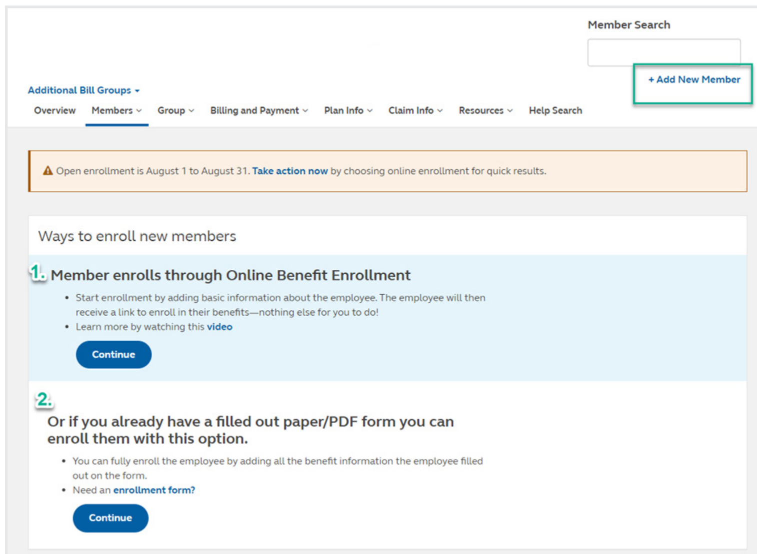
Adding a new member

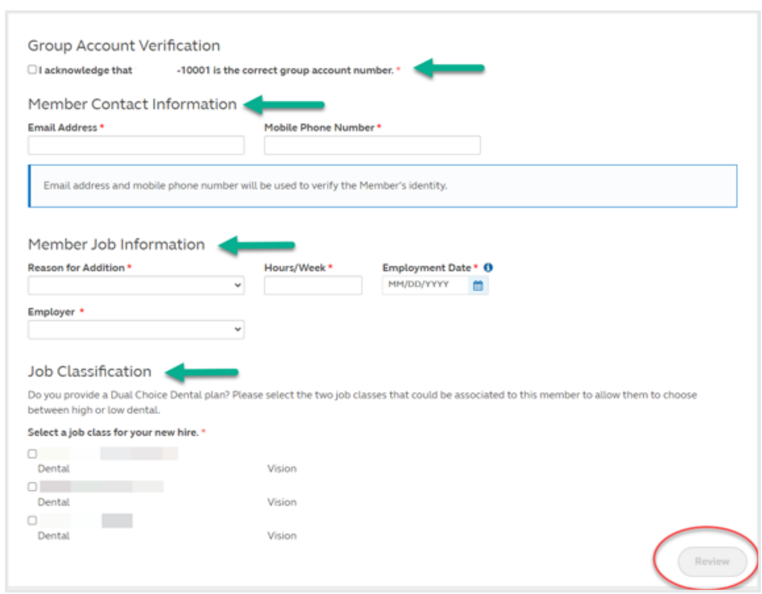
- In the upper right corner of any page, click on **Add New Member.**
- You'll see two options for enrolling a new member.

  › **Option 1**

  1. If you don't have an enrollment form for the member, click **Continue** within *Member enrolls through Online Benefit Enrollment*.
  2. Acknowledge the correct group account number. Then, enter the employee's contact information, job information, and job classification (if applicable).
  3. Review and submit. This will generate an email that is sent to the employee to elect their benefits.

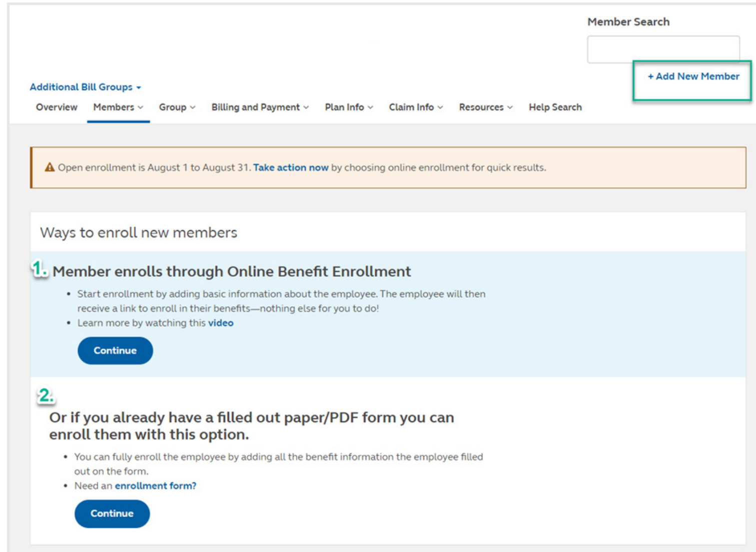
     Note: The employee needs to act on the link when received to enroll in their benefits. The employee's signature date will be based off the day they submit the form.



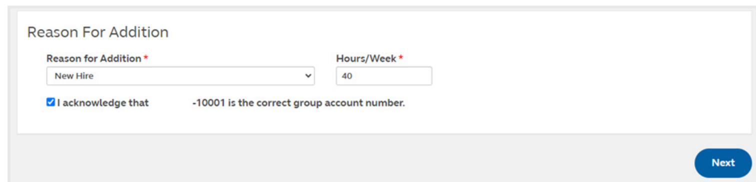


› Option 2

1. Already have a paper enrollment form? Click Continue within the second option on the *Add New Member* screen.



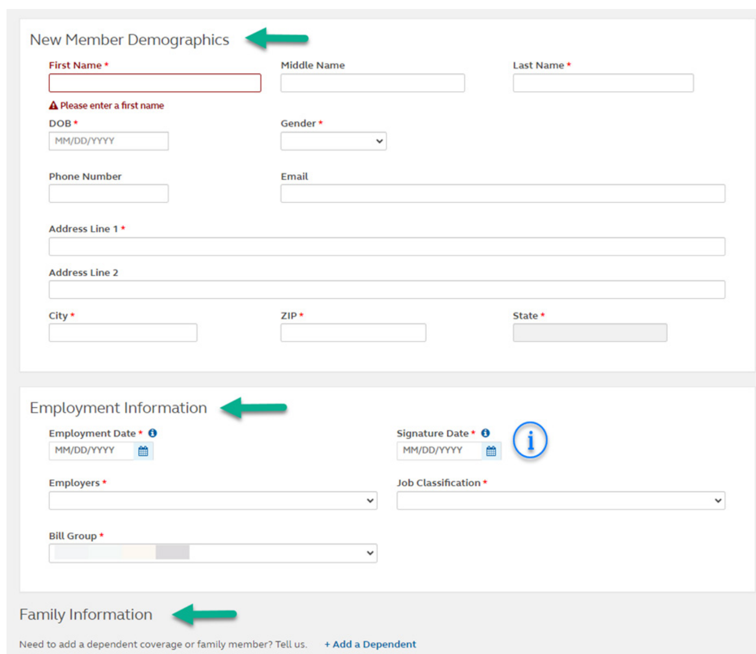
2. Select the Reason for Addition and enter the hours the employee works per week.



3. Enter the member demographic, employment, and family information.

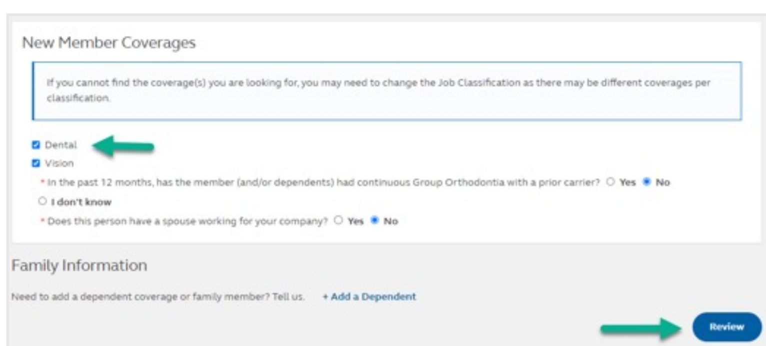
For signature date, use the date the member signed the enrollment form.

TIP: A timely signature date is within 31 days of the date the employee was eligible to enroll in benefits.



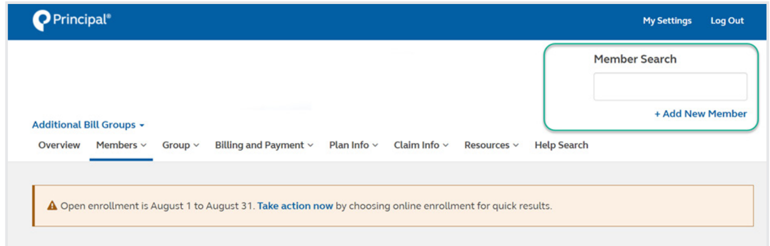
4. “Check” the box next to the new member coverages the member has elected. Then, review and submit.

Please note, submission does not guarantee all benefits will be approved. Some coverages may require additional review and proof of good health.

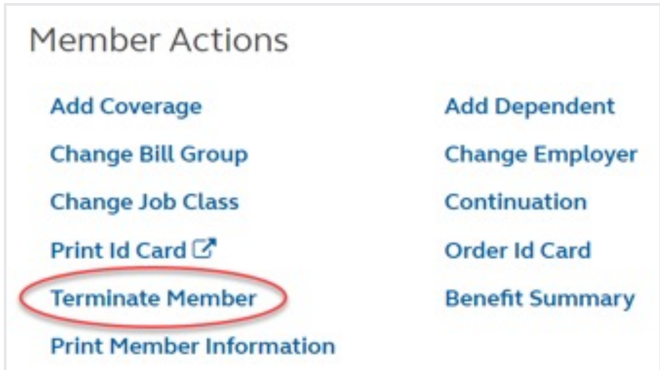


Terminating a member

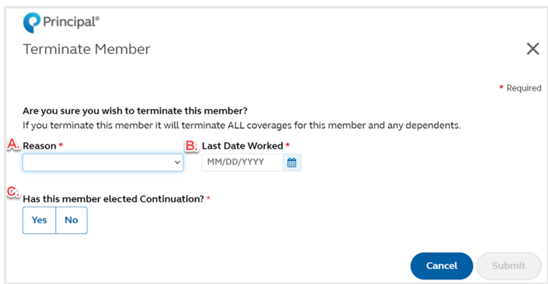
1. In the upper right corner of any page, click on the **Member Search** box and start typing the employee's name. The member's full name will begin to populate in a drop down. Click on their name and hit **Enter**.



2. On the member's page, you'll see *Member Actions* options on the right side of the screen. Click on **Terminate Member** .



3. Enter the following fields:
   A. Reason for termination.
   B. Last day worked - the system will calculate the benefit termination date based on policy provisions.
   C. Whether or not the member has elected continuation coverage.



4. Click **Submit**.

Have questions?

Brokers – Contact the Advisor Web Support Team at 800-554-3395 or advisorwebsupport@principal.com.

Employers – Call 800-843-1731.

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