



Pam White  
Health Net

# Group Information

## *from Membership Accounting*

Plan:	Group number:	Plan:	Group number:
Plan:	Group number:	Plan:	Group number:
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** – Remember, 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?*

Outside of Open Enrollment, dependents can only be added if there is a qualifying event.

### *What is a qualifying event?*

- Birth
- Adoption
- Marriage
- Loss of coverage
- Court order

All applications for adding new dependents due to a qualifying event must be signed by

the subscriber and received by Health Net within 30 days of that event.

### *Most common reasons an application is delayed*

- Missing date of hire
- Missing date of birth
- Missing signature
- Employee signed both acceptance and declination sections

### *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 questions?*

Please contact Membership Accounting to answer these and any other billing or eligibility questions you may have. For group sizes 2–50, please call 1-800-224-8808, option 3, or fax (916) 935-4420. For group sizes 51–100, please call 1-800-909-6362, or fax (818) 676-7411.