

Subject: Benefits Backdating and Reimbursement

Hi xxxxx,

Hope all is well. I just wanted to follow up regarding this issue. I spoke with a representative who walked through the process of canceling your benefits and beginning the process of backdating and reimbursement.

1. Log into the **Membership Portal**.
2. In the left-hand sidebar, select **Benefits**.
3. Select the **Medical** tile.
4. Click **Request to change coverage**.
5. In the dropdown menu, make a selection (i.e., "I no longer need coverage", or otherwise appropriate selection).
6. In the second dropdown menu that appears, make a selection (i.e., "Enrolling in another group health plan", or otherwise appropriate selection).
7. A third dropdown will appear – the representative I spoke with advised to select Dec. 30, 2021*.
8. Click **Continue**.
9. Repeat these steps for **Dental** and **Vision**.

*Typically changes made to insurance are able to be done so within a 30-day window. However, there is an open support ticket aware of your coverage ending/not beginning on the initial effective date. Going through the above process will assist Membership Support in backdating internally to prompt the cancellation and reimbursement process.

It would prove beneficial to go through this process before end of day today, as payroll is tomorrow and going through these steps as soon as possible will hopefully prevent contributions being deducted.

If you have any questions, please let me know.

Thank you,

xxxxx