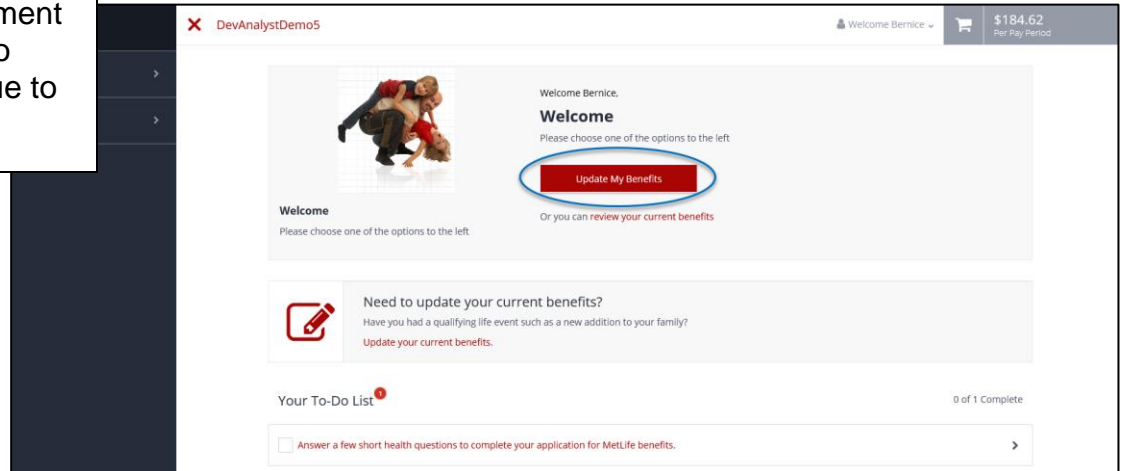


Certain changes can be made mid-year through a “Qualified Life Event,” such as a birth, marriage, adoption, divorce, move, or change in employment status. Follow these steps to request a benefit change due to one of these events!

Quick Guide How to Enter a Qualified Life Event

1. Log into the PlanSource [MyBenefits Portal](#)
2. From the Home page, select **Update My Benefits**.



Report Life Event

Some changes in your life or employment can affect your benefits. For example, when you have a baby you may want to add him/her to your health coverage. Changes like these that are made outside of standard benefit enrollment are called Life Events. First, select the type of Life Event from the drop down list to indicate the reason you are making the change. When selecting a particular Life Event, you will be given additional information on the type of change for the Life Event.

Select Life Event *

Adoption

Birth

Dependent Student Status Change

Domestic partnership creation

Marriage

Loss of Dependent Status

Moved

Overage Dependent

Dependent Loses Coverage

Significant Change in Cost of Coverage

Birth

Congratulations and best wishes to you and the newest member of your family.

Birth of a child is a qualified change in status, so you may make certain changes to your benefits. The coverage changes must be consistent with your change in status. Example: When you have a baby, you may change your medical coverage from single to family coverage.

Event Date *

Notes

Back Continue

3. Select the Life Event that meets your needs and enter the Event Date, then select **Continue**

4. You will then proceed through the enrollment wizard to make your intended changes

5. When you finish making any necessary updates, select **Review and Checkout**



6. If satisfied with your changes, select **Checkout** to complete your Life Event



Your change(s) will not reflect with carriers and payroll until the required documentation to support any requested life event changes is received. Supporting documentation must be sent to cone.health@trion-mma.com no later than 31 days from the date of the life event (or 60 days from the date of loss of Medicaid coverage).

Life events will show as pending approval in PlanSource until the documentation is received and approved. If supporting documentation is not received within the applicable timeframe, the life event will be denied.

If you are adding a new dependent (spouse, child, newborn), you must add the dependent to the plan(s) you would like them covered on during the enrollment process. You will also be required to upload dependent verification documentation for the newly added dependents*. Your dependent will not be added to coverage until the documentation is uploaded, approved, and the life event is approved.

Life event approvals are processed daily but may take up to three business days due to volume. HSA change, death of dependent, team member turning 26 losing coverage QLE's do not require supporting documentation. Once approved, the change(s) will be retroactive to the effective date of the event.

For questions or help with this process, please call the Cone Health Benefits Service Center at 336-832-8777.

*When adding a newborn child, coverage will be retroactive to the child's date of birth, pending the receipt of the birth certificate/social security card