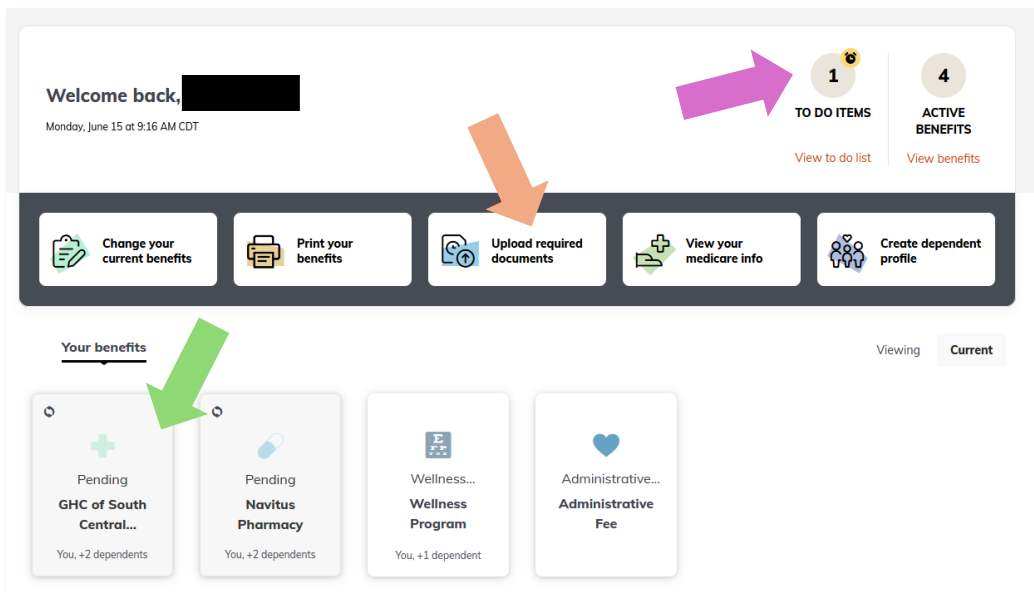


Document Verification via My Insurance Benefits

Have you had a midyear qualifying event? Then you'll need to upload documentation via My Insurance Benefits.

The example screenshots provided here may not apply to your specific qualifying event. **The upload process is the same for all qualifying events**, so this general process will apply no matter what qualifying event you have experienced.

When you need to upload documentation, the **To Do Items** circle will appear on the right hand side of your screen, across from the welcome back message (purple arrow). Your health and pharmacy benefits will also appear as "Pending" in the tiles below the horizontal welcome menu (green arrow).



There are several ways to get to the **Document Center**, which is where you'll upload your required documents. The fastest way is to select the white **Upload required documents** button (orange arrow) in the center of the horizontal welcome menu, beneath the welcome message.

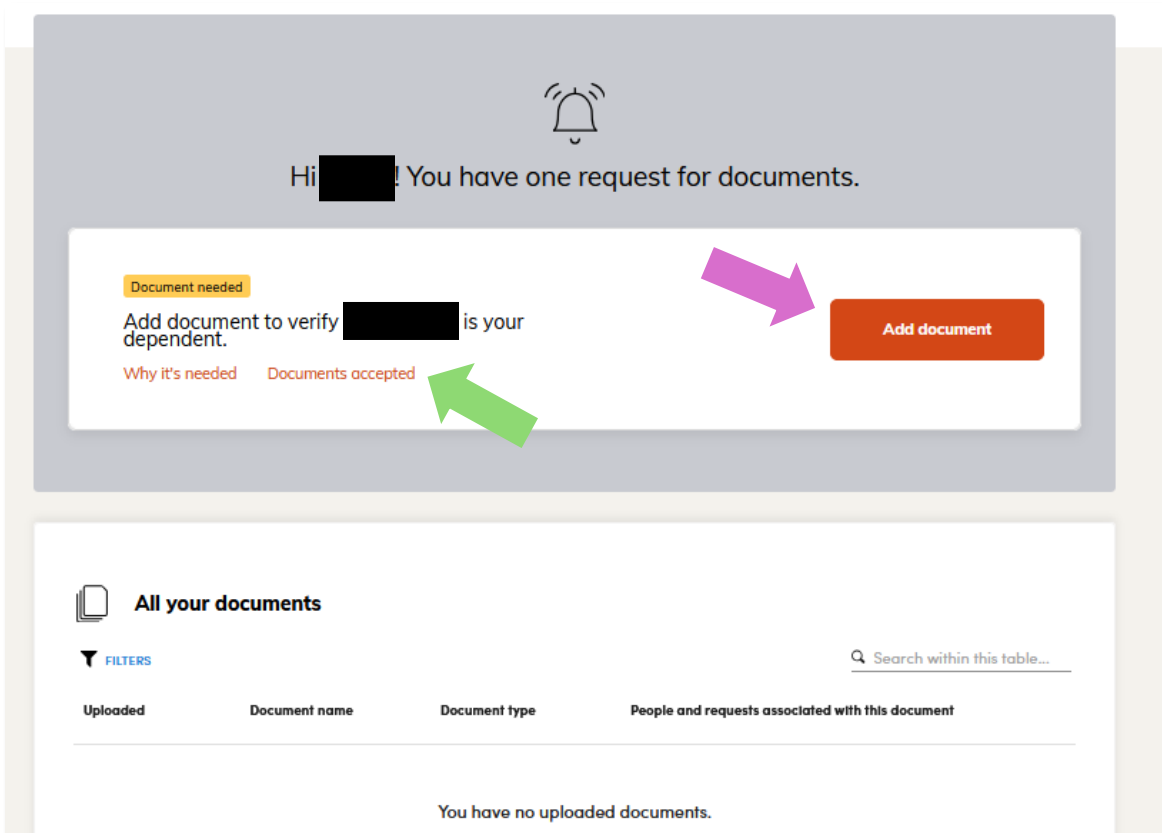
- It's also possible to access the Document Center at any time by selecting **Profile** in the upper right hand corner of the screen – this will bring up a blue menu – and then selecting **Document Center**, which is the third option down in the second column from the left.

Once you are in the Document Center, you can review previously-uploaded documents and can add any required documents.

Selecting the orange **Add document** button to the right of the white **Document needed** box (purple arrow) will take you to the upload portal.

If you instead select the orange text **Documents accepted** below the “Add document to verify...” instructions in the white **Document needed** box (green arrow), the portal will generate a pop-up that shows the full list of documents accepted for various qualifying events. **Please note that each qualifying event requires specific documentation.** Here are some examples of documentation required for common qualifying events:

- **Birth/adoption** requires sufficient proof of parenthood documentation (such as a legal birth certificate, official adoption paperwork, court ordered document that shows parenthood, or qualified medical support order that shows parenthood).
- **Marriage** requires a legal marriage certificate.
- **Divorce** requires a divorce decree.
- **Loss of coverage** requires proof of loss of coverage (a letter on letterhead from the former employer or insurance provider, specifying the end date of coverage, reason for coverage lost, name(s) of individual(s) losing coverage, and health plan name). If your spouse and/or child(ren) are **also** losing coverage, you must **also** provide proof of marriage and sufficient proof of parenthood for each child (as applicable).



After selecting the **Add document** button, you'll be taken to the upload portal. You can either drag and drop your documentation (if on a computer) or select the plus sign icon in the center of the upload field to upload (if on a computer or mobile device).

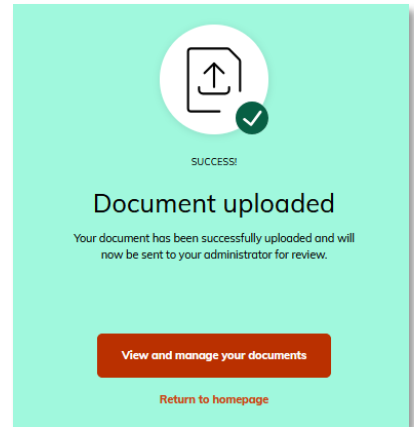
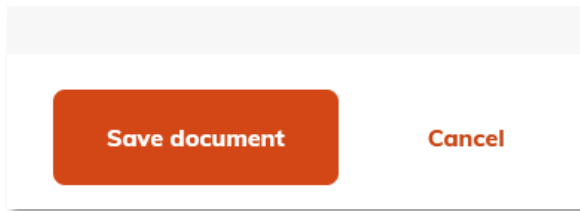
Please make sure your uploaded scan or picture is clear, full, and shows all required information cleanly and legibly!

If your upload is not readable or does not include all required information, it will be rejected during the administrative review by the Benefits team/ETF, and you will need to try again.

The screenshot shows a web interface for adding a document. At the top, there is a header with a plus icon and the text "Add document". Below this, a sub-header reads "Add document to verify [redacted] is your dependent." followed by two links: "Why it's needed" and "Documents accepted". The main section is titled "Upload the file(s) associated with your document and add the document name, document type, and who the document is for." Below this title is the sub-label "Document file(s) and basic information". A large dashed box contains a central plus sign icon and the text "Drag your file here to attach or click to select a file." Below the dashed box, a list of accepted file formats is shown: ".doc, .docx, .gif, .jpeg, .jpg, .pdf, .png, .xls, and .xlsx accepted". Below the dashed box are two input fields: "Document name" and "Type of document" with a downward arrow. Below these fields is the sub-label "Who this document is for" and a dropdown menu with a redacted name and a green checkmark icon.

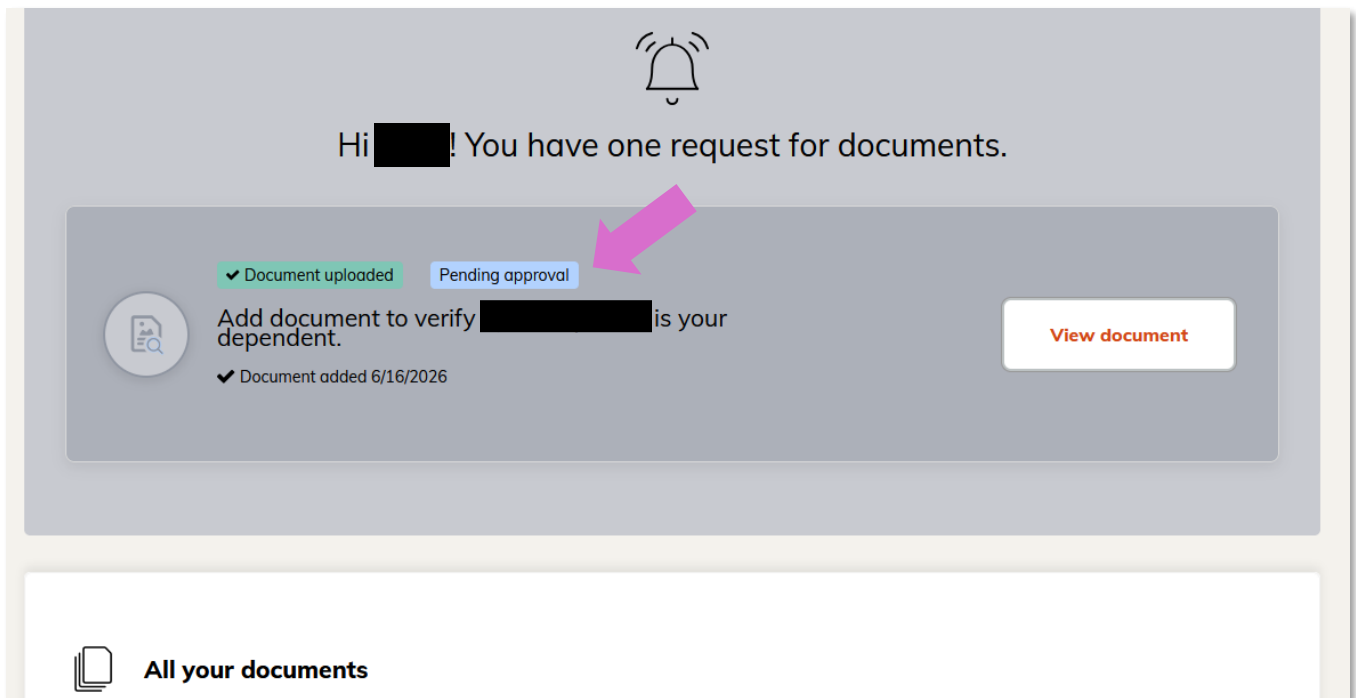
Once you've uploaded your document, enter a document name in the fillable **Document name** field to the left of the screen under the upload area, and select the type of document from the **Type of document** drop-down to the immediate right of the document name field.

When you've uploaded your document, named it, and selected what type of document it is, you can select the orange **Save document** button at the bottom left of the page.



Once you've selected the **Save document** button, you'll receive a green pop-up noting that your document was successfully uploaded. Select the orange **View and manage your documents** button at the bottom of the pop-up to return to the Document Center.

You can review your uploaded document(s) in the Document Center, which will show that your upload is now **pending approval** (purple arrow).



If your qualifying event requires multiple documents (for example, proof of parenthood, proof of marriage, and proof of loss of coverage), **repeat this process for all required documents.**

What next?

- If there are issues with your documentation (e.g. not legible, does not list all required information), your documentation will be **rejected** in the portal, and you will need to upload a new/clearer version.
 - If all is good to go with your documentation, you should receive final approval of your change **within 3-5 business days.**
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Questions?

Please contact the Benefits team at benefits@cityofmadison.com or (608) 266-4615 with any questions!