Eligibility Frequently Asked Questions

Q: How do I change an employee's status from part-time to full-time?
A: Enter the employee as a new hire. This becomes relevant only when the change from part-time to full-time makes the employee eligible for benefits.

Q: Am I able to submit paper applications for new enrollments or do they need to be completed online?
A: Employers can choose to submit new enrollments online or through a paper application.

Q: Will paper applications be updated to match web enrollment?
A: Yes. At the end of the enrollment process, a PDF of the application will be viewable and can be printed or saved.

Q: If I have previous insurance coverage, should I scan the paper application and attach it so WPS has the information?
A: No. Pre-existing language does not apply.

Q: Can I enter an employee's application?
A: Yes, the employer is able to pre-enroll or fully enroll employees.

Q: Will I get emails when there is new information in my enrollment queue?
A: Yes.

Q: Can I create a spreadsheet with changes and submit it to WPS for open enrollment?
A: Yes, this is an option. WPS also offers online processing.

Q: Is there a way to upload all enrolled employees and make changes on one spreadsheet for the open enrollment period?
A: Currently there is not an upload feature for open enrollment.

Q: What if I don't know the decision about COBRA at the time an employee is terminated?
A: If the employee hasn't decided on COBRA coverage at the time of termination, you have 31 days to process it online.

Q: Can I reinstate an employee?
A: Yes, you can do this through the Rehire Subscriber feature.
Q: If I terminate an employee and I choose an effective date of Nov. 30, will coverage run through the end of day on the 30th? On the other side of enrollment, if I choose Dec. 1, will coverage start at the beginning of the day on the first?
A: Yes. When terminating, coverage runs through the end of the last day chosen. When enrolling, coverage begins on the first day chosen.

Q: Does adding an initial for a customer or new enrollee transfer to their customer ID card?
A: Yes. Adding an initial will transfer to the customer ID card.

Q: When I make a change to an employee's/customer's account (e.g., class or address change, remove/add a dependent) is there communication at the time of the change? How is the employee's/customer's plan affected?
A: When processing an employee change, you always should explain the change to the employee/customer. Employees should never be surprised by a change.

Q: Is it possible to make an update to an employee's account and have it lead to an incorrect plan setup?
A: Yes. However, there are controls that help prevent the employer from making changes at will. For example, if you make a plan change that is not a life event or during the open enrollment period, the system will not accept the change, and you'll get an error.

Q: What if an employee wants to make a plan change at the time of renewal?
A: The employee can make the update on their customer portal account, and the update will queue to the employer representative to approve. Also, the group representative can make the update on the employee portal.

Q: What is the difference between the copay option and bi-directional option when selecting prescription drug coverage?
A: Copay indicates standard plans, while bi-directional is for HSA-qualified high-deductible health plans.

Q: Is a Social Security Number required when entering a new employee or dependent?
A: The Social Security Number is always required, except when adding a newborn dependent whose Social Security Number is not known.