Guide to Updating Participant Status

Your online account allows you to update an employee's status in real time. You may update the status of an employee who is on a leave of absence (LOA) by following the steps below.

Step 1: Hover your mouse over the Employees tab and search for the employee by entering their name or employee number. Then, click the Status tab and select Add New Status under the Actions column.


Profile Dependents Account Summary Enrollments Contributions Claims Payments **Status**

Employee Status History

Status Effective Date	Status	Status Details	Actions
1/2/1970	Active	No Additional Details	Add New Status

Step 2: Populate the fields to update their status.

- **Status Effect as of:** Enter the first day the new status takes effect. For example, if the employee's last day working prior to LOA is on 10/1, the effective date should be 10/2.
- If your plan design includes employer contributions, a "Continue Employer Contributions For" field (LOA) will be shown and also needs to be populated.

Step 3: Click "Add Status" when all of the required information has been entered. For HSA-only participants, a leave of absence does not need to be communicated. If a status has been changed in error, click Remove Status under the Actions column.

When an employee returns from LOA:
Step 1: Browse to the Status tab within their profile and click Add New Status.
Step 2: Select Active under Status, enter the first day the new status takes effect and click "Add Status."