KCARES

A Keenan Solution

ADMINISTRATOR REFERENCE GUIDE

*For questions and assistance with the **KCARES** system please contact **KCARES** Support using the information listed below:*

(855) 585-4330 | Phone
(310) 212-0355 | Fax

Keenan & Associates
Corporate Office:
2355 Crenshaw Blvd, Suite 200
Torrance, CA 90501

Innovative Solutions. Enduring Principles.

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A – Eligibility Services Overview

Keenan & Associates provides valuable eligibility services in addition to facilitating the reporting of eligibility data, helping our Clients improve the administration of their plans. Following is an overview of the services provided**:**

KCARES Overview

KCARES is Keenan's proprietary Web-based employee benefits administrative services system which allows Benefits Administrators to easily enter and manage employee benefits. Keenan provides a dedicated Eligibility Coordinator as a key contact for KCARES system support.

Electronic Transmission to Carriers

Eligibility updates are electronically transmitted to the Clients' carriers on the **1st**, **8th**, **15th** and **22nd** of each month. (Please see Transmittal Schedule Example in Section E, page 1).

Reporting of Over Age Dependent Children

On the **2nd** of each month, the Client will receive a courtesy dental Over Age Dependent Report (dependent tracking is not necessary for vision eligibility,) which captures all dependents who will be reaching the plan's overage limit in the upcoming month (refer to sample Over Age Dependent Report in Section G). This report will be e-mailed to the Client from the following e-mail address: benefitbridge@keenan.com.

Note: *It is the **Client's responsibility** to:*

- Notify the Employee of the dependent's termination of coverage
- Send notice of COBRA eligibility

Carrier Notification of Dependent COBRA Benefits

When a dependent is enrolling in COBRA **without** the subscriber, the Client should notify Keenan once the COBRA enrollment has been entered. Keenan will then request that Delta Dental transfer the history from the previous record to the COBRA record. The Client does not need to contact the carrier.

Carrier Billing Report (CBR) Summary

On the **20th** of each month, the Client will receive a Carrier Billing Report (CBR) Summary, which captures the following month's eligibility. The CBR is intended to assist the Client in reconciling monthly enrollment totals. This report will be e-mailed to the Client from the following e-mail address: benefitbridge@keenan.com (refer to sample CBR in Section G).

Eligibility List

On the **23rd** of each month, the Client will receive an Eligibility List reflecting the following month's eligibility. This report will be e-mailed to the Client from the following e-mail address: benefitbridge@keenan.com (refer to sample Eligibility List in Section G).

Special Note: All new enrollments, changes, and terminations must be entered by the Client by the **15th** of each month in order to be included on the following month's Eligibility List.

B – Client Administration Duties

COBRA

It will remain the Client's responsibility, as the employer, to comply with the continuation coverage requirements under COBRA.

A new record must be created for all dependent COBRA enrollments when the subscriber is not enrolling in COBRA. When a dependent is enrolling in COBRA **without** the subscriber, the Client should notify Keenan after the COBRA enrollment has been entered. Keenan will then request the carrier to transfer the history from the previous record to the COBRA record; the Client does not need to contact the carrier.

AB528

The Client should communicate directly with Delta Dental for AB528 coverage, provided the AB528 retirees are covered through the Delta Dental statewide pool. **In this case, the AB528 enrollment forms, eligibility statements, and premiums should be sent directly to Delta Dental and not to Keenan & Associates**.

Eligibility Verification

There will be instances when employees or their dependents seek treatment before the carrier has been notified of their eligibility. In these cases, the Client can ask the provider to accept their verification of eligibility. If a provider will **not** accept the Client's verification, please contact Keenan's Coalition Department to assist in resolving the situation. Please do not direct employees or providers to call **Keenan & Associates**' Coalition Department to verify eligibility. In order to minimize the number of eligibility issues, prompt entry of all enrollments is recommended.

Benefit Information

Please contact your Keenan Service Representative Keith Brown kbrown@keenan.com, or 408-441-0754 ext 6167.

ID Cards and Claim Forms

Please provide the employee with Delta Dental's website: www.deltadentalins.com if they would like to print an ID card or claim form. Instructions on how to fill out the claim form are also posted on the website. VSP does not issue ID cards. VSP providers submit electronic claims; therefore, no claim forms are provided.

Claims Information and Incentive Levels

Please instruct the employee to contact the Delta Dental Customer Service Department at 1-866-499-3001. Please provide employee with VSP's telephone number, 1-800-877-7195 for claim questions.

C – MONTHLY BILLING CYCLE

Wire Transfer Information

For any questions, call Marcia Gudmundsson of **Keenan & Associates'** Finance Client Services Department at 800-444-9995, extension 1624.

1. The Client will receive one invoice monthly from **Keenan & Associates**. The invoice will be mailed by the **5th** day of each month and will be for the next month's estimated cost of the program (e.g., claims, eligibility/administration fees, etc.)

2. The Client is required to pay the full invoice amount on a monthly basis, which is due by the first Tuesday of the month.

3. The Client amount represents the average monthly claims that we expect to be paid for the district. This amount is calculated by taking the total annual expected claims and administration costs divided by 12 months to develop an average monthly funding level.

4. If the Client account balance is not sufficient to cover costs, the district will receive an additional deficit billing and will be required to advance the amount requested within 10 business days.

5. If the Client is currently receiving a **monthly** invoice from the **Keenan & Associates** Accounting Department for dental consulting fees, this amount will be shown on the monthly invoice (sample invoice on page 4 of this section) for claims and administration fees.

6. Keenan & Associates will provide the Client with a monthly accounting statement (sample statement on page 5 of this section) mailed by the 15th day of each month, summarizing the prior month's beginning cash balance, contributions, paid claims, fees, interest allocation and ending case balance. Accompanying this statement will be the Delta Dental claims report.

7. The Client can pay their contribution invoice amount with a warrant or by wire transfer. All warrants should be made payable to "California Schools Dental Coalition" and mailed with one copy of the monthly contribution invoice to (remittance envelope provided):

   Keenan & Associates
   Finance Client Services
   P.O. Box 4328
   Torrance, CA 90510

The following information applies to wire transfers:

Bank of America
333 South Hope Street
Los Angeles, CA 90071

A.B.A. 026009593
A.B.A.. for ACH 121000358
Contact: Robert Louk
Tele: 213.621.7178
Fax: 213.621.3610

A/C Name: California Schools Dental Coalition
A/C Number: 14594-26385

Accounting Statement Cover Letter

April 1, 2014

Ms. Jane Doe
XYZ Benefits Joint Powers Authority
1234 Yellow Brick Road
Anytown, CA 94523

Re: California Schools Dental Coalition

Dear Ms. Doe:

Enclosed is the March 2014 statement of your participation in the Dental Coalition. The statement reflects the following:

a) Actual contributions received, irrespective of which month they apply to, to enable you to reconcile this figure back to your records.

b) Paid claims and the Delta Dental administration fee as billed by Delta Dental and detailed on the enclosed Delta Dental monthly activity report.

c) The Coalition eligibility/administration fee, based on the enclosed eligibility report included in this packet and/or via BenefitBridge. This report summarizes the District eligibility listing(s) received approximately the 25th of last month.

d) Keenan consulting fees, if initially built into your monthly funding levels.

e) An allocation of the interest income earned on the Coalition account during the period, based on the ratio of your daily balances to the total daily balances.

Please do not hesitate to call me if you have any questions or need additional information.

Sincerely,

Marcia Gudmundsson
TPA Supervisor

Sample Invoice

California Schools Dental Coalition

Invoice

Keenan & Associates Administrators
P.O. Box 4328
Torrance, CA 90510

DATE	INVOICE #
4/20/2014	012345

XYZ School District
Jane Doe
1234 Yellow Brick Road
Anytown, CA 94523

GROUP NO.	DUE DATE	CONTRACT PERIOD
XXXXX	5/3/2014	1/1/2014-12/31/2014

DESCRIPTION	AMOUNT
Monthly Contribution - Expected Paid Claims & Expenses May 2014	850,000.00

Please make payable to: California Schools Dental Coalition
For your convenience, please use the enclosed envelope.

Total $850,000.00

Sample Statement

California Schools Dental Coalition
XYZ Benefits
March 2014

Opening Balance	$29, 653.79
Contributions	136,000.00
Paid Claims	(130,010.80)
Delta Dental Administration Fee	(8,320.69)
CSDC Eligibility/Administration Fee (2,793 employees @ $0.48)	(1,340.64)
Consulting fees (2,793 employees @ $x)	if applicable
Interest Income Allocation	83.73
Closing Balance	**$26,065.39**

D – SIGN-ON (BENEFITS ADMINISTRATORS)

Keenan will set up all Benefits Administrators and provide each with their own unique Username and Password.

Administrative User Login

1. Access Keenan's ***KCARES*** system via your web browser at **[www.KCARES.com.](http://www.KCARES.com)**

2. On the ***KCARES*** login page, under the **User Login** heading (figure 1), enter your **Username** and **Password**.

Note: *In addition to Internet Explorer, supportability is available on portable devices, Apple Safari, Google Chrome and Mozilla Firefox*

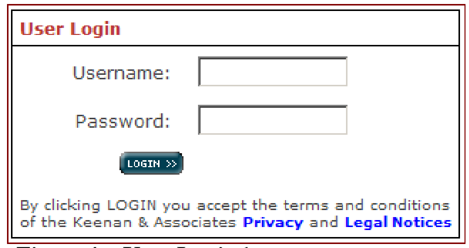


Figure 1 – User Login box

The ***KCARES*** Administration – "Admin Home" screen appears (figure 2).

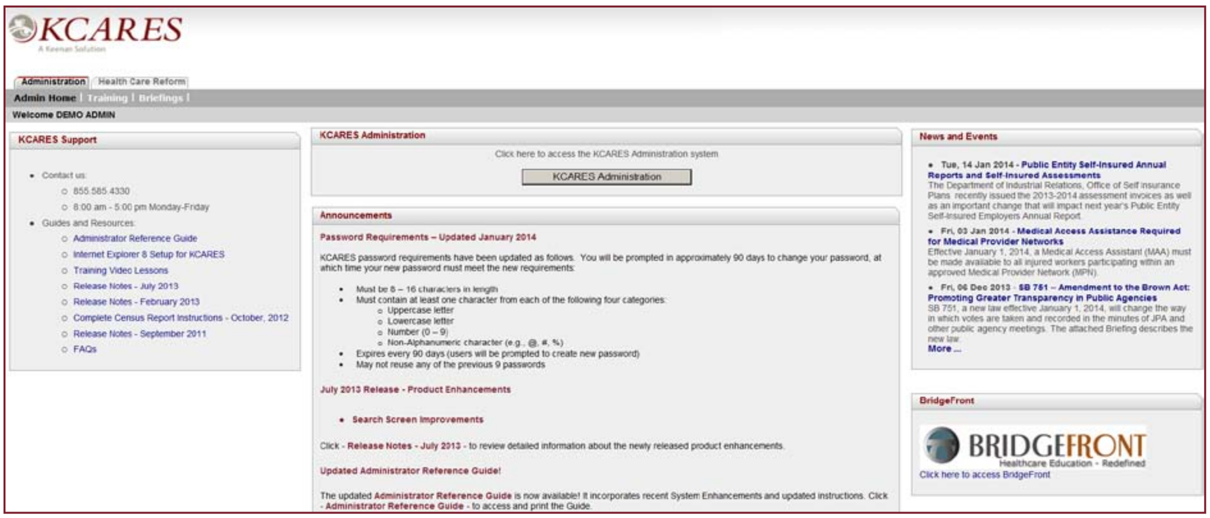


Figure 2 – KCARES Administration home screen

Forgotten Username and Password

If you need assistance or forget your username and/or password, please call ***KCARES*** Support (figure 3):

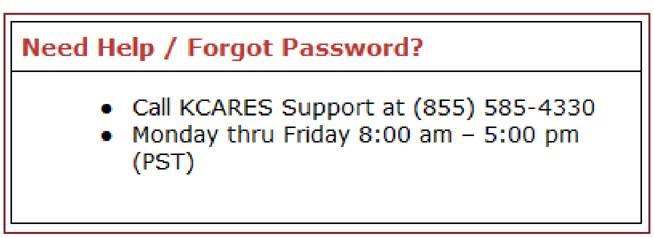


Figure 3 – KCARES Support Information

Password Requirements

If you are prompted to change your password, it must meet the following requirements:

- Must be 8 – 16 characters in length
- Must contain at least one character from each of the following four categories:
  - Uppercase letter
  - Lowercase letter
  - Number (0 – 9)
  - Non-Alphanumeric character (e.g., @, #, %)
- Expires every 90 days (users will be prompted to create new password)
- May not reuse any of the previous 9 passwords

Session Time-Out

A **Session Time-Out** warning message will appear as an alert to users when a ***KCARES*** session is about to expire (figure 4).

- Select the **Continue Session** button to keep your ***KCARES*** session "active."

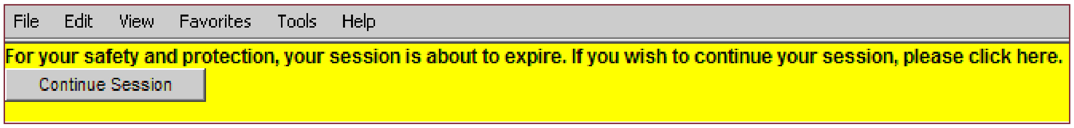


Figure 4 – Session Time-Out warning

- The system will log you off if you do not **click** the **Continue Session** button shortly after it is presented.
Note: You will know if you have been logged off if the popup "Log In" window appears following your attempt to access a screen or enter data (figure 5).

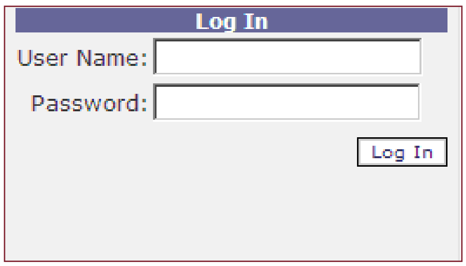


Figure 5 – Log In window

- If you are logged off, do the following:
  - Close the **Log In** popup window by clicking on the X in the top right corner. (*This is **NOT** the correct login window. You must login from the **KCARES** Admin Home web page.*)
  - Log into the ***KCARES*** website using your username and password
  - **Click** on the ***KCARES*** Administration button in the middle of the Admin Home page (figure 6).

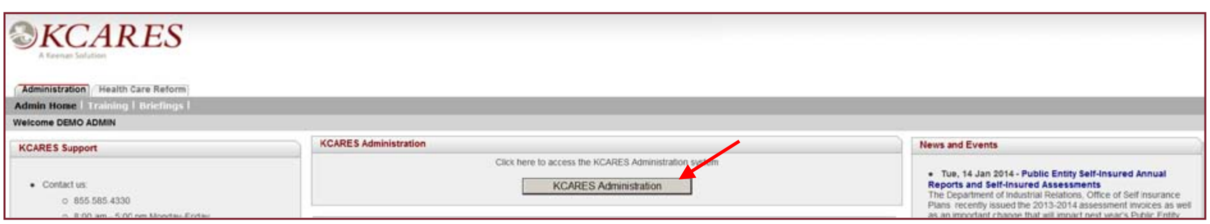


Figure 6 – KCARES Administration button

E - Navigation and Helpful Hints

Transmittal Dates

The transmittal of data files contains eligibility information which is electronically sent to carriers. These transmittals are processed and transmitted at approximately 5:00 p.m. on the 1st, 8th, 15th and 22nd of every month, even if this is a weekend or holiday.

Carrier Transmittal/Billing Schedule

The term "**Carrier Transmittal**" refers to the electronic reporting of eligibility information from Keenan's KCARES System. Transmittals will occur automatically and clients do not need to take any action.

Understanding when the data is **entered**, when it is **effective** and when it is **transmitted** to the carrier is important and will help Clients effectively manage benefits and avoid eligibility issues.

Eligibility: Eligibility is "captured and transmitted" on the **1st**, **8th**, **15th**, and **22nd** of each month starting at approximately 5:00 p.m. PST regardless of whether the date falls on a weekend or holiday.

Billing: Billing data is captured on the **15th** of each month at approximately 5:00 p.m. PST. Eligibility effective the first of the following month and entered on or before the 15th of the current month will be reflected on the following month's bill.

Future Effective/Termination Dates: Future effective or termination dates are not transmitted to the carriers until the **15th of the month for the 1st of the following month** (see example #5 below).

Transmittal/Billing Schedule Examples

	#	Entry Date	Effective Date	Transmittal Dates (1st, 8th, 15th, 22nd)	Billing Month
EXAMPLES	1	3/16	4/1	**3/22**	May*
	2	3/14	4/1	**3/15**	April
	3	3/4	3/1	**3/8**	April*
	4	2/23	3/1	**3/1**	April*
	5	2/14	4/1	**3/15**	April

***Note:** *Retroactive debits and credits will be reflected accordingly.*

Benefits Administration - Main Toolbar (figure 1)

Figure 1 – Main Toolbar

Add: Use this tab to enter new employees into the database.

Reports: Use this tab to open the reports section.

***KCARES* History:** Use this tab to access the history of active or terminated employees, if you have been utilizing the *KCARES* system prior to 3/22/11.

Search: Use this tab to search for employees' records in the database.

Reports Toolbar (figure 2)

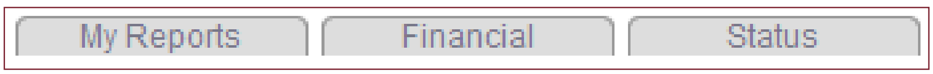


Figure 2 – Reports Toolbar

My Reports: Use this tab to access all scheduled reports and to access previously run reports.

Financial: This tab contains all Financially based reports.

Status: This tab contains all Status based reports.

Employee Record Toolbar (figure 3)

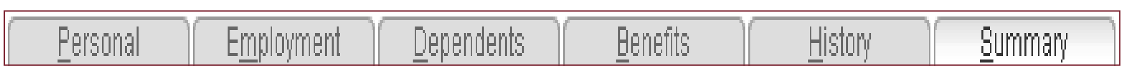


Figure 3 – Employee Record Toolbar

Personal: Employee's Personal information.

Employment: Employee's Employment information.

Dependents: Employee's Dependents and their personal information.

Benefits: Employee's Benefit information.

History: Any changes made to an employee's record after 3/22/11 appear on this tab.

Summary: Summarizes the Employee's information, as entered on the Personal, Employment, Dependents and Benefits tabs.

Show Sensitive Information

This link appears in the bottom left corner of each tab in the Employee Record. The employee's SSN and Annual Income are considered sensitive information and are not fully displayed. Only the last four digits of the SSN are displayed. Asterisks appear in place of the Annual Income. **Click** on the Show Sensitive Information link to display the complete information (figure 4).

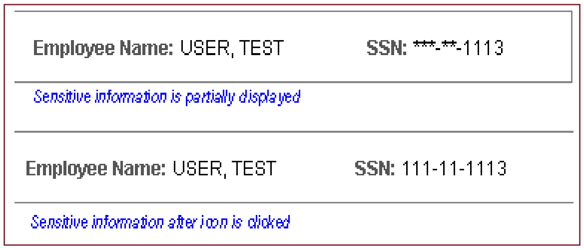


Figure 4 – Sensitive information

Edit Record

Edit Record - This icon appears on the Personal and Employment tabs in the Employee Record and is used when changes need to be made to existing information.

Add or View Comments/Enrollment Summary Archive

This link appears in the bottom right corner of each tab in the Employee Record and is used to post comments specific to an employee's record.

Add Comments

1. **Click** on the ⊞ Add or View Comments/Enrollment Summary Archive link to open the Comments section (figure 5).
2. Enter a short description in the **Subject** field.
3. In the **Comment:** field, enter an expanded description of the subject.
4. When complete, **click** on Save Comment.

Figure 5 – Comments section

View Comments

1. **Click** on the ⊞ Add or View Comments/Enrollment Summary Archive link to open the Comments section. All comments appear in a table below the Subject and Comment fields. Each comment will be date stamped and include the user's name.

KCARES Tabs

Each tab is described in detail in the Administrative Guide. Following are a few tips to remember when working in *KCARES*:

Personal Tab

Override Coverage Area Validation

- This option is currently inactive and cannot be used.

Employment Tab

Proper use of Status Start and Effective dates

- For New Hires, the Status Start Date (date benefits are effective) is calculated automatically to be the first of the month following date of hire. If this is incorrect, this date can be manually overwritten.

Benefits Status Change

- The **only** two choices available to *KCARES* clients are "**Active**" and "**Terminated.**"

Benefits Tab

Employee Enrollment Benefits Screen

- When adding a new dependent or changing an existing dependent's coverage, the "Eff From" column reflects the date the change becomes effective for all members under that record. See the "Orig Eff Date" column to determine when the specific coverage originally became effective (figure 6).

Employee Enrollment Benefits (select the benefit type you would like to manage)

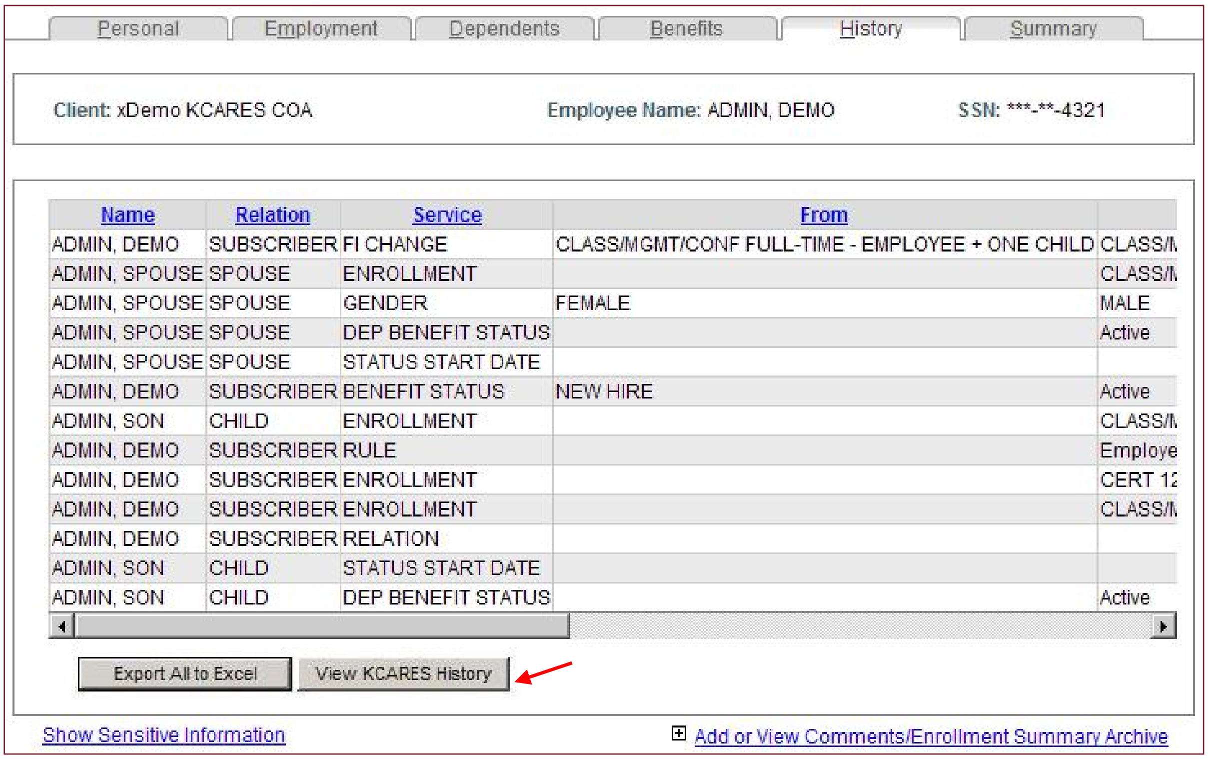
Benefit Type	Benefit Description	Coverage	Eff From	Eff To	Orig Eff Date	F & P
Dental	CLASS/MGMT/CONF FULL-TIME	Employee + Family	02/01/2011		09/01/2010	Present

Figure 6 – Eff From/Orig Eff Date

History Tab

Employee History

- The **History** tab for each employee contains detailed information regarding all completed changes made to an employee's record after 3/22/11.
    - o **History Export:** The **"Export All to Excel"** button will export the history information to an Excel worksheet, making viewing history data easier. This removes the need to scroll left and right and through multiple pages when trying to review historical changes, and allows for easier data manipulation and printing .
- The **"View *KCARES* History"** button allows you to access history from the old *KCARES* system prior to 3/22/11 (figure 7).



Name	Relation	Service	From	
ADMIN, DEMO	SUBSCRIBER	FI CHANGE	CLASS/MGMT/CONF FULL-TIME - EMPLOYEE + ONE CHILD	CLASS/I
ADMIN, SPOUSE	SPOUSE	ENROLLMENT		CLASS/I
ADMIN, SPOUSE	SPOUSE	GENDER	FEMALE	MALE
ADMIN, SPOUSE	SPOUSE	DEP BENEFIT STATUS		Active
ADMIN, SPOUSE	SPOUSE	STATUS START DATE		
ADMIN, DEMO	SUBSCRIBER	BENEFIT STATUS	NEW HIRE	Active
ADMIN, SON	CHILD	ENROLLMENT		CLASS/I
ADMIN, DEMO	SUBSCRIBER	RULE		Employe
ADMIN, DEMO	SUBSCRIBER	ENROLLMENT		CERT 12
ADMIN, DEMO	SUBSCRIBER	ENROLLMENT		CLASS/I
ADMIN, DEMO	SUBSCRIBER	RELATION		
ADMIN, SON	CHILD	STATUS START DATE		
ADMIN, SON	CHILD	DEP BENEFIT STATUS		Active

Figure 7 – View KCARES history

Summary Tab

- The Summary tab is a "static" compilation of the information contained in the four benefit management tabs. This is a view only page. If changes need to be made to any of the information, those changes must be made on the Personal, Employment, Dependents or Benefits tabs.

Search for Employees/Groups

There are several ways to find Employees in the Administration section of *KCARES*. Search for one Employee or a group list of Employees. To access the Search function, **click** on the Search tab from the main toolbar. Each search function is described below.

A. Individual Employee Search – Use this function to search for a specific Employee using the Last Name (default,) Social Security Number (you can search by using hyphens or you can omit the hyphens), EIN, last 4 digits of the SSN or First Name (figure 8).

1. **Click** on the drop-down arrow in the "**Last Name**" field to choose the search criteria.
2. Enter the data in the **Search For:** field that matches your search criteria.
3. **Click** Search. Any employee(s) with matching information will appear in a listing below the **Search For:** section.
4. To access the Employee record, **click** on the employee's name or the SSN.

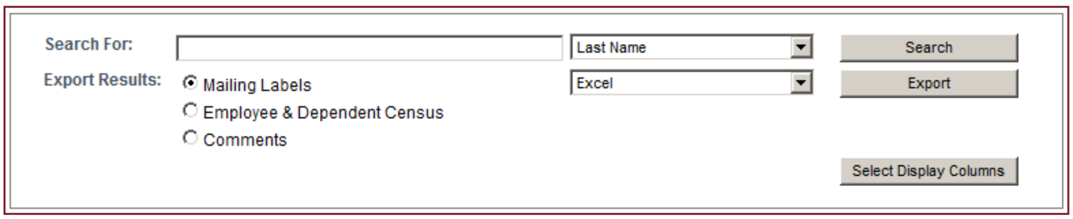


Figure 8 – Individual employee search options

B. Group List Search (expanded) – Use this function to search for a list of employees who meet specific criteria (e.g., determining how many employees you have with "Active" status that are Certificated Full-Time.) This is an excellent way to filter for counts.

1. **Click** on the ⊞ Show Search Criteria link above the **Search For:** section. The Search Criteria expands to reveal several criteria selection fields (figure 9).

   *In the expanded Search Criteria section, there are five main fields; you can use **Status** and **Group** to filter a group list of employees.*

   Status: a multi-select field containing a list of status types. Note that *KCARES* clients only use "Active" and "Terminated." *(To make multi-selections: hold the Ctrl key down, **point & click** on the desired choices.)*

   Classification: the default is "All;" there is only one option, "Employee," so leave as is

   Sub-Class: the default is "All;" there are no other options

   Group: a single-select drop-down menu field containing classifications, e.g., Certificated, Classified

   Location: the default is "All;" *("**Main**" is another option, but "**All**" is the preferred location.)*

Example: To filter a group list containing all your employees who are Active and Certificated Full Time:

a. **Click** on "Active" in the Status drop-down menu

b. **Click** on CERTIFICATED FULL TIME in the Group drop-down menu

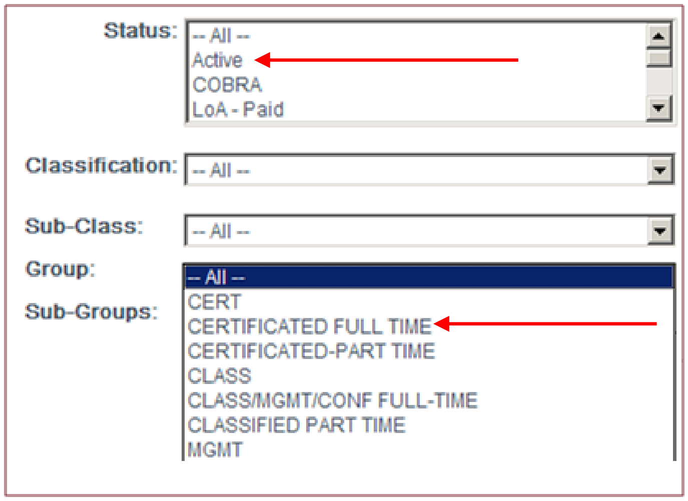
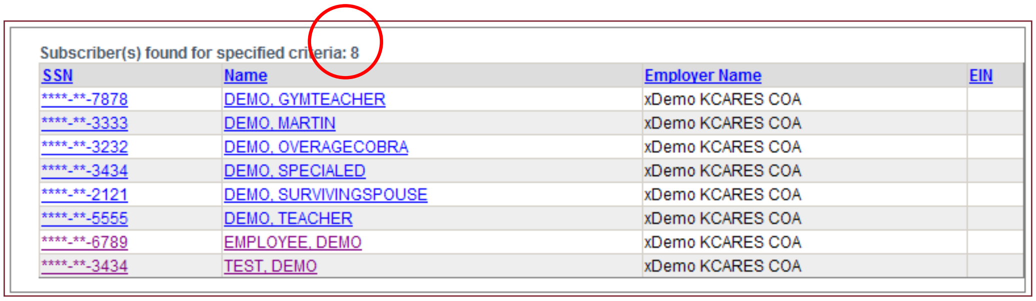


Figure 9 – Group list search options

2. When selections are complete, **click** the **Search** button. All employees matching the search criteria will appear in a listing below the **Subscriber(s) found for specified criteria:** section. In this example, 8 employees match the Group List criteria (figure 10).



Subscriber(s) found for specified criteria: 8

SSN	Name	Employer Name	EIN
****-**-7878	DEMO, GYMTEACHER	xDemo KCARES COA	
****-**-3333	DEMO, MARTIN	xDemo KCARES COA	
****-**-3232	DEMO, OVERAGECOBRA	xDemo KCARES COA	
****-**-3434	DEMO, SPECIALED	xDemo KCARES COA	
****-**-2121	DEMO, SURVIVINGSPOUSE	xDemo KCARES COA	
****-**-5555	DEMO, TEACHER	xDemo KCARES COA	
****-**-6789	EMPLOYEE, DEMO	xDemo KCARES COA	
****-**-3434	TEST, DEMO	xDemo KCARES COA	

Figure 10 – Search criteria results

Additional Search Screen Features

From the Search Screen, each user can make their own choices regarding the order of the data displayed, as well as enabling a text box to appear when you hover over an employee's name. The **Display Columns Selection** screen will appear on the search screen when you initially access the KCARES database (figure 11).

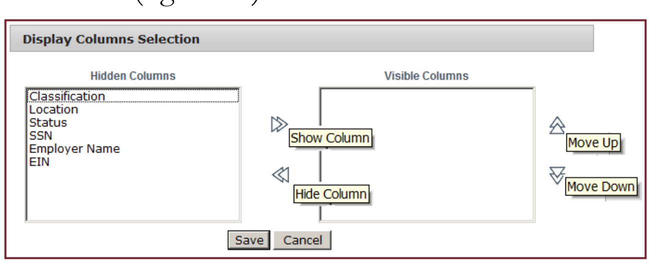


Figure 11 – Display Columns Selection

You can select up to three values in the **Hidden Columns** section for display in your search results. By highlighting the value and clicking on the “Show Column” arrows, your values are moved to the **Visible Columns** section. To remove the values, highlight a value in the **Visible Columns** section and click on the “Hide Column” arrows. Additionally, you can arrange the order of appearance in the **Visible Columns** section by highlighting a value and using the “Move Up” or “Move Down” arrows. Once your elections have been made, click the **Save** button. The completed list will display on your screen (figure 12).

In our example below (figure 12,) we selected SSN, Classification and Status as our **Visible Columns** values. The Name column is mandatory and will always appear first:

Name △	SSN	Classification	Status
AAAHENDERSON, JOVAN	****-**-4444	Executive/Board	Active
AD, MILLER	****-**-6021	Management	Active
ATEST, TEST MIDDLE	****-**-1111	Management	Active
BETTY, NURSE A	****-**-7777	Management	Active
CHECK, SUMARY	****-**-7854	Executive/Board	Active
CLARK, ROBERT	****-**-5898	Executive/Board	Active
DAVID, SAHANA	****-**-2145	Executive/Board	Active
DOCS, DOUBLE	****-**-4444	Executive/Board	New Hire
DOCS, PAIR A	****-**-4441	Management	Active
DRIVER, TRUCK	****-**-1111	Management	Terminated-COBRA Pending
EMAIL, TEST	****-**-3322	Executive/Board	New Hire

Clicking on any column heading will sort that column in ascending or descending order; a triangle indicator will help you keep track of your selection.

Figure 12 – Column Selection Results

After your initial selection, you can click on the **Select Display Columns** button on the search screen to further display, change and manage column selections (figure 13).

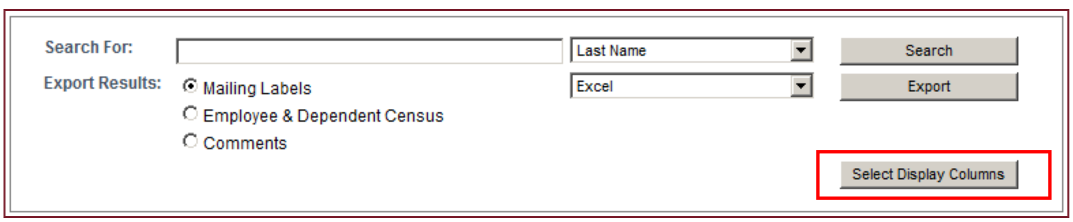


Figure 13 – Select Display Columns Button

A text box on the search screen provides you with data at a glance for each employee. When you hover over an employee’s name, a text box appears displaying the employee’s name, full SSN, EIN (if applicable,) Classification and Status (figure 14).

Name △	SSN	Classification	Status
AAAHENDERSON, JOVAN	****-**-4444	Executive/Board	Active
AD, MILLER	****-**-6021	Management	Active
ATEST, TEST MIDDLE	****-**-1111	Management	Active
BETTY, NURSE A	****-**-7777	Management	Active
CHECK, SUMARY	****-**-7854	Executive/Board	Active
CLARK, ROBE		ard	Active

BETTY NURSE A, 777-77-7777, Management, Active

Figure 14 – Text Box Display

F – Employee Administration Duties

Add an Employee

The Personal tab and Employment tab must be completed to fully add an Employee's record.

1. From the ***Administration*** main toolbar **click** the **Add** tab to open a new Employee record.

2. The Employee record defaults to the **Personal** tab (figure 1). Use the tab key to move from field to field, enter all required personal information, (**denotes a required field)*. Once all required information is entered and the cursor is in the **Gender** field, hitting the Tab key will **Save** all information and moves to the Employment tab (or you can **click** on **Next Step**).

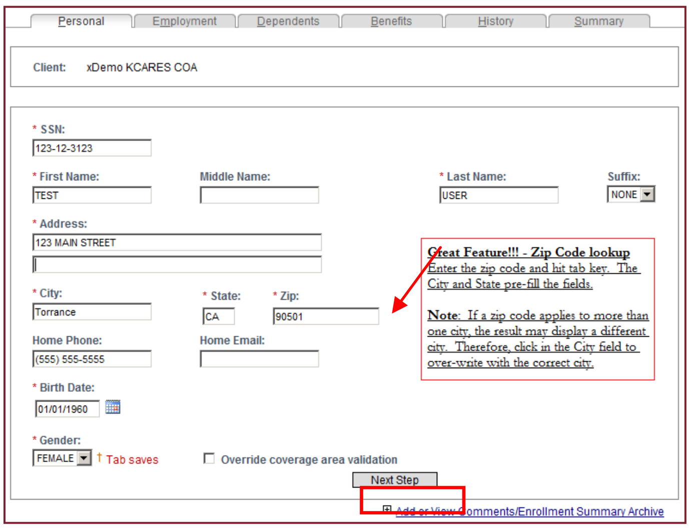


Figure 1 – Personal tab

3. The **Employment** tab (figure 2) – Using the tab key to move from field to field, enter all required employment information, (**denotes a required field)*. *Once a*ll required information has been entered and the cursor is in the **Work Email** field, hitting the Tab key will **Save** all information and moves to the Dependents tab (or you can **click** on **Next Step**).

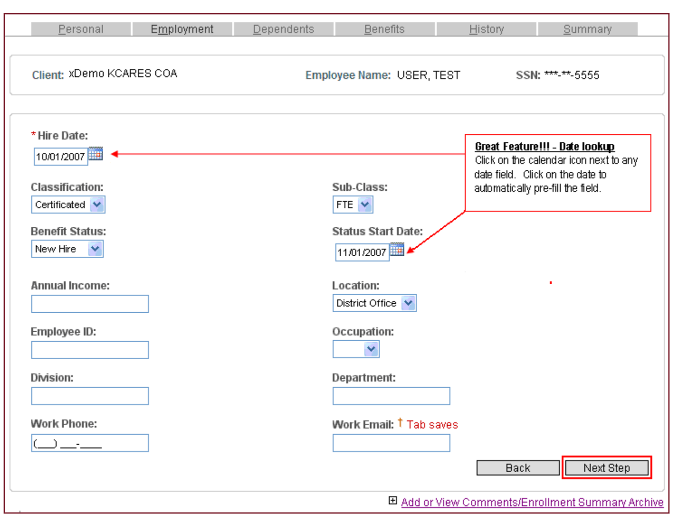


Figure 2 – Employment tab

Add Dependents

Dependents can be added during the "Adding New Employee" process or added to an existing Employee record. The following procedures apply to both.

BEFORE ADDING A DEPENDENT – Check the "All Dependents" section (figure 1) to make sure the Dependent has not already been created. Choose "ALL" in the drop-down menu.

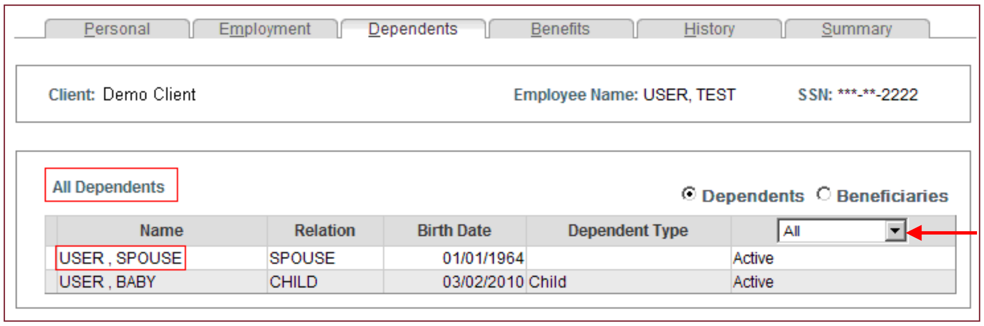


Figure 1 – Check dependents drop-down menu

1. To add a dependent(s) to an employee record, **click** on the Dependents tab from the Employee record toolbar.

2. On the **Dependents** page, using the tab key to move from field to field, enter the required dependent information (figure 2), (**denotes a required field).*

3. Once all information has been entered, **click** the **Add** button located in the lower right corner of the page; or, hit the **tab** key at the **State** field to save the information.

> ***Note:*** *1. The Employee's last name and address carry over to each dependent's screen. If this information is not correct,* ***click*** *in the appropriate field and enter the correct information.*
> *2. Once saved, a newly added dependent will be displayed in the All Dependents section (shown at top of page).*

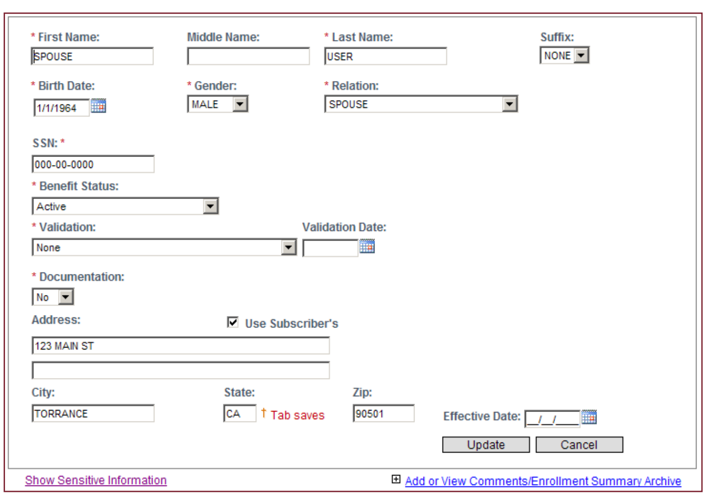


Figure 2 – Dependent page

4. Repeat the above steps to add additional dependents, if applicable.

Dependent Type

The **Dependents** screen identifies and stores "Dependent Type" information for each dependent within an employee record (figure 3). The **Dependent Type** list options vary based on the dependent ***Relation*** (Spouse, Child, Grandchild, etc.) and ***Birth Date*** (age calculation). See examples below for specific Dependent Types.

Relation/Age	Dependent Type List Choice	
Spouse, Domestic Partner, Ex-spouse, Same Sex Spouse	No Dependent Type field	
Child, Grandchild, Other, Dependent of Domestic Partner Age 0 - 18	* Dependent Type: N/A N/A Child Disabled	
Child, Grandchild, Other, Dependent of Domestic Partner Age 19 - 25	Age 19 - 24 * Dependent Type: N/A N/A Child Student Disabled IRS Dependent Not IRS Dependent	Age 25 * Dependent Type: N/A N/A Child Student Disabled IRS Dependent Not IRS Dependent
Child, Grandchild, Other, Dependent of Domestic Partner Age 26 or greater	* Dependent Type: N/A N/A Child Disabled	

Figure 3 – Dependent type options

The **Dependent Type** field does not initially display on the "blank" (new record) Dependent screen. For a Spouse (Domestic Partner, Ex-Spouse, or Same Sex Spouse), the **Dependent Type** field is not necessary and, therefore, will not be present. For any "child" relation (Child, Grandchild, Other, Dependent of Domestic Partner,) after entry of the Birth Date, the **Dependent Type** field will be present and display the appropriate list choice based on the dependent's age.

*Note: **Dependent Type** is a required field; however, "N/A" is pre-selected as the default option. (figure 4)*

Prior to entry of Birth Date:

After entry of Birth Date:

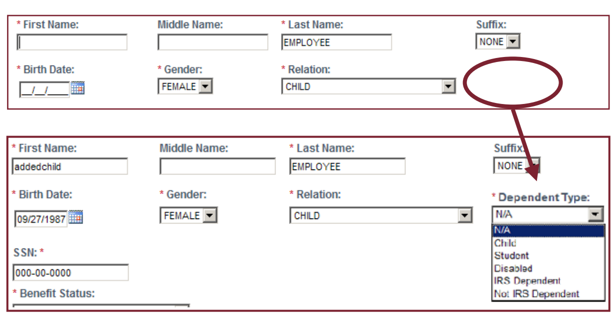


Figure 4 – Dependent type field

Add Coverage for an Employee and/or Dependent(s)

Benefit elections can be selected during the "Adding a New Employee" process or added to an existing Employee record. The following procedures apply to both. ***Note:*** *If dependents will be covered, make sure all dependents are added before the Benefit selections are made.*

1. To add coverage for an Employee and/or Dependent(s), **click** on the **Benefits** tab from the Employee record toolbar.
2. **Enrollment Package** – the system defaults to Employee.
3. On the **Manage Enrollment** drop-down menu, **highlight & click** on **Add New Enrollment** (figure 1).

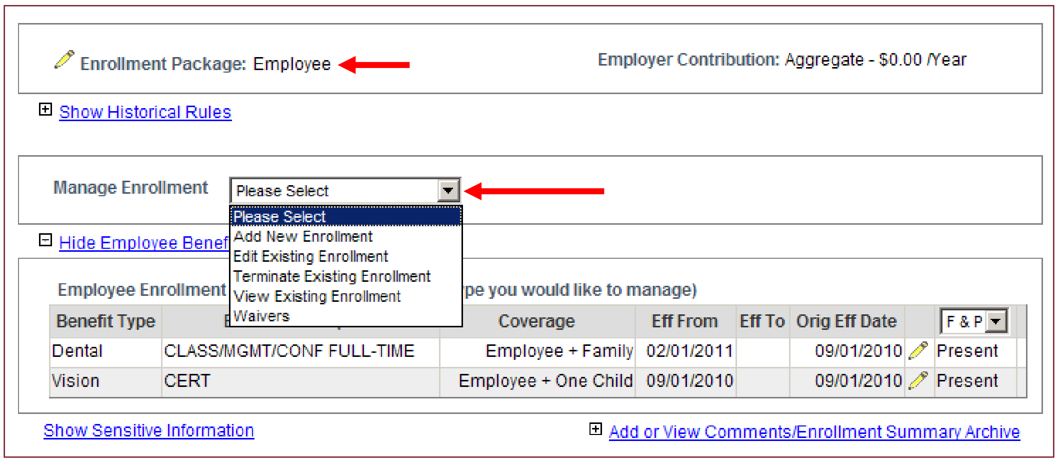


Figure 1 – Manage Enrollment drop-down menu

4. **Select Benefit to Manage** – a grid appears. The **Select Benefit to Manage** field defaults with a line of coverage for a single plan type. If this coverage is correct, proceed to Select Plan. If different coverage is needed, **click** on the drop-down arrow, **highlight & click** on the appropriate coverage. Once the correct coverage is selected, proceed to Select Plan.

5. **Select Plan** – **click** on drop-down arrow to view all of the plans available for this Employee for a single plan type. **Highlight & click** on the correct plan (figure 2).

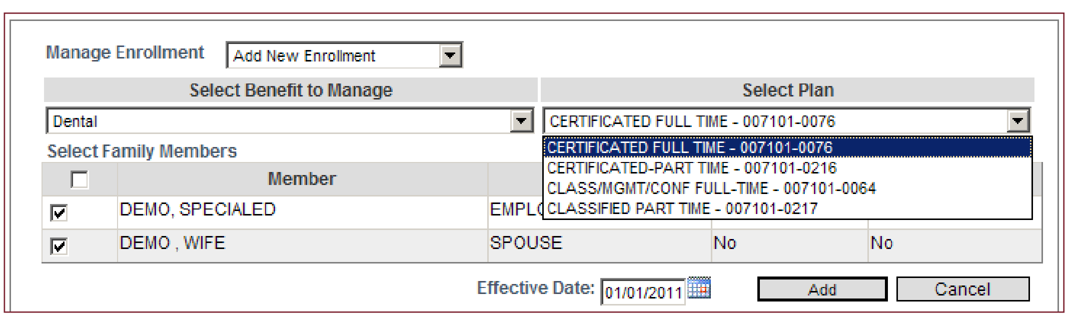
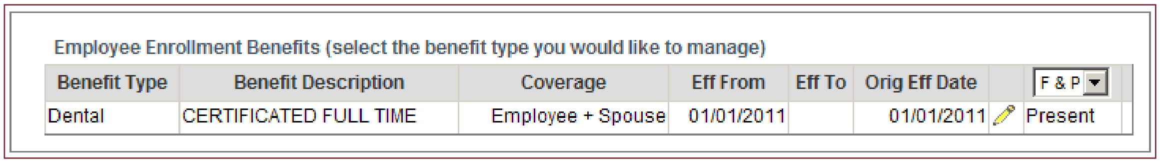


Figure 2 – Select Plan drop-down menu

6. **<u>Select Family Members</u>** – select the member(s) to be covered.
   - The system automatically defaults to select employee and all dependents.
   - To de-select a **dependent**, **click** in the box to the left of the Dependent's name.
   - Enter **Effective Date**: date the Employee/Dependents are eligible for coverage.

7. When all information has been entered, **click** Add. The newly added coverage will appear in the Employee Enrollment Benefits section (figure 3).



Employee Enrollment Benefits (select the benefit type you would like to manage)

Benefit Type	Benefit Description	Coverage	Eff From	Eff To	Orig Eff Date		F & P
Dental	CERTIFICATED FULL TIME	Employee + Spouse	01/01/2011		01/01/2011		Present

Figure 3 – Newly added coverage

***Note**: Repeat steps 3 – 7 of this section to enroll the Employee/dependent(s) in all available benefits.*

Change Subscriber's Personal Information

1. Locate the Employee's record (refer to **Search for Employees/Groups** section) if needed.
2. In the Employee record, **click** on the **Personal** tab (figure 1).
3. To edit any of the fields on the **Personal** tab, **click** on the Edit Record icon or type the letter "**E**."
4. Enter the correct information in the appropriate field(s).

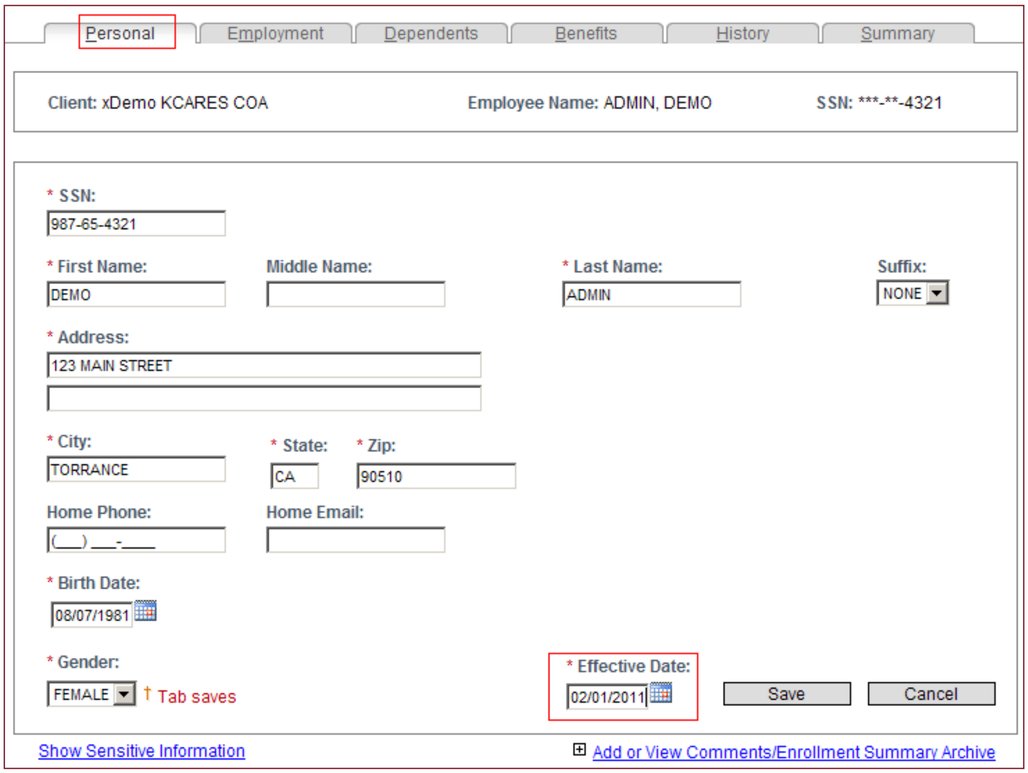


Figure 1 – Personal tab

5. Once corrections have been made enter a date in the **Effective Date:** field (*this date reflects when the corrections take effect)* and **click** on **Save**.

Change Dependent Information

1. Locate the Employee's record (refer to **Search for Employees/Groups** section) if needed.
2. In the Employee record, **click** on the **Dependents** tab (figure 1).

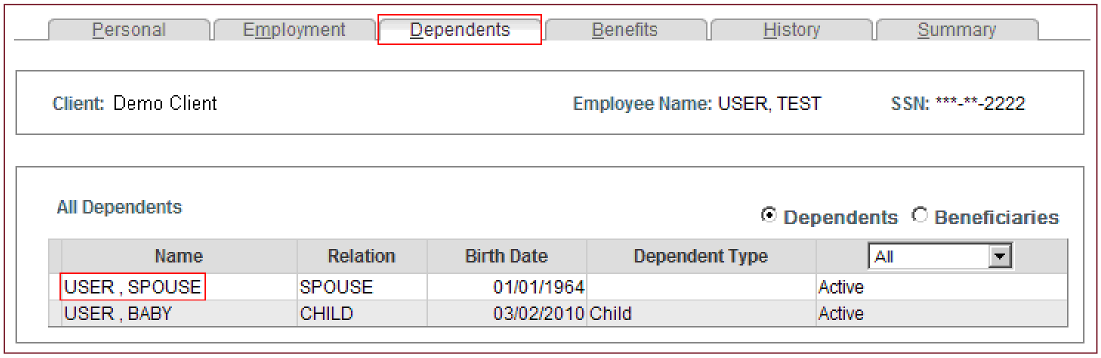


Figure 1 – Dependents tab

3. In the **All Dependents** section **click** on the name of the dependent to be modified.
4. The dependent's information appears in the lower section of the page in "edit mode." Enter the correct information in the appropriate field(s) (figure 2).

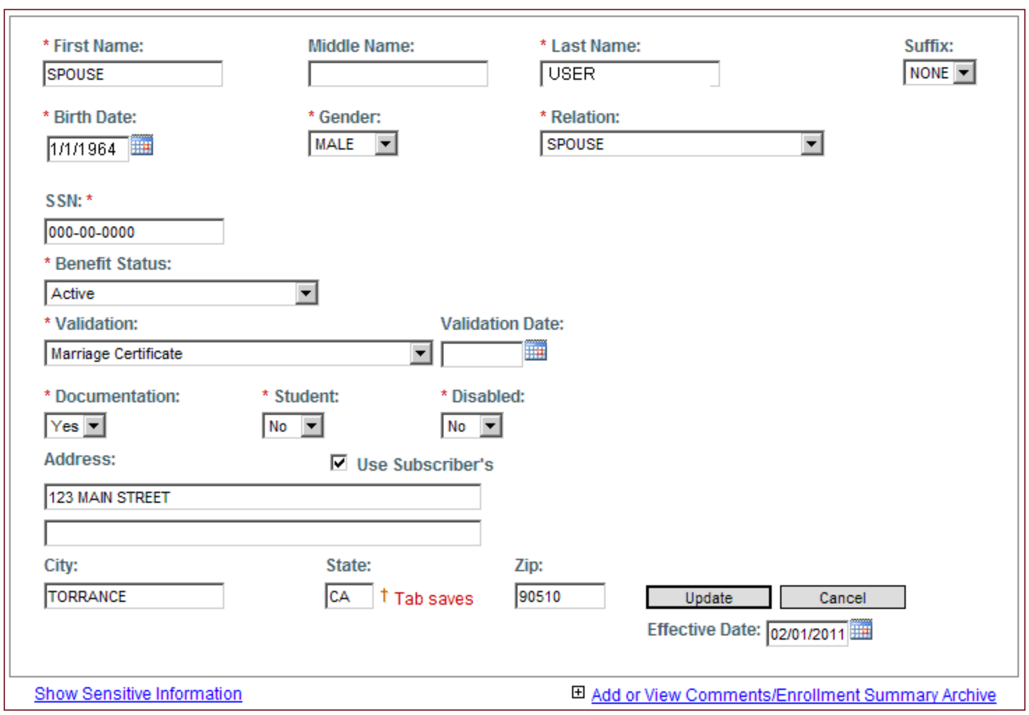


Figure 2 – Dependent screen

5. After all edits are complete, a date must be entered in the **Effective Date:** field (*this date reflects when the change takes effect)* and **click Update**.

Change Employment Details

1. Locate the Employee's record (refer to the **Search for Employees/Groups** section.)
2. In the Employee record, **click** on the **Employment** tab (figure 1).
3. To edit any of the fields on the **Employment** tab, **click** on the Edit Record icon or type the letter "**E**."
4. Edit the necessary field(s).

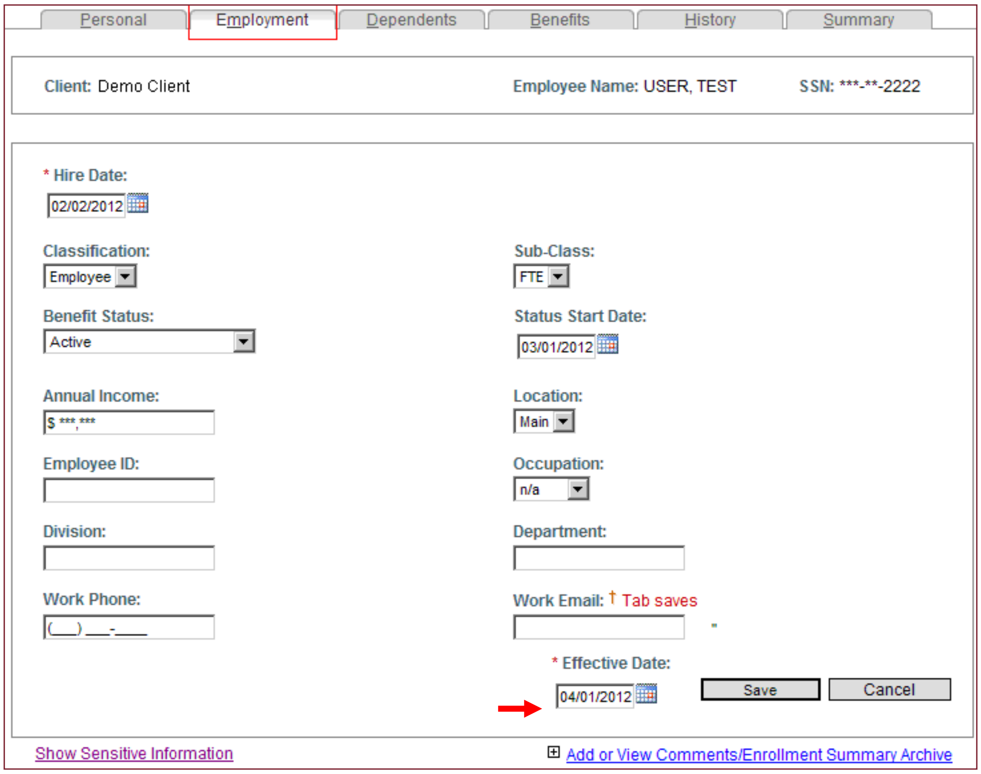


Figure 1 – Employment tab

5. After all edits are complete, a date must be entered in the **Effective Date:** field (*this date reflects when the change takes effect.*) *Changes to the Status field affect the Employee's eligibility.* ***If a change** is made to **this field** a **Confirm or Deny** section appears and a Reason code **must be** selected; follow step 6 (figure 2).*
6. ***Click** on the **reason code:** drop-down arrow, **highlight & click** on the* **appropriate reason** *then **click Ok**.*

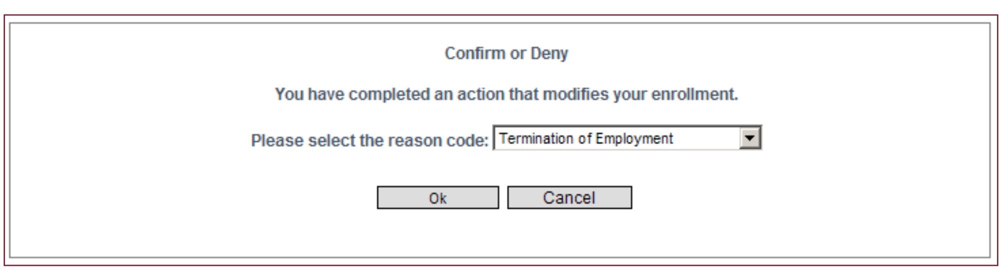


Figure 2 – Confirm or Deny drop-down menu

Create a New Record for a Dependent with COBRA

Step 1 - Terminate Dependent from Employee coverage

a. Locate the correct **Employee** record (refer to **Search for Employees/ Groups** section.)

b. **Click** on the **Summary** tab and print a copy of the **Employee Summary** screen (figure 1).

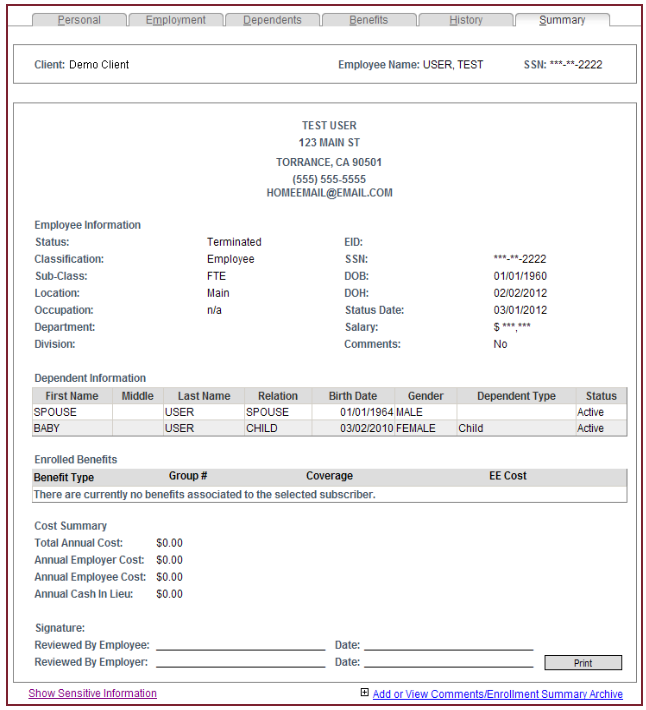


Figure 1 – Summary tab

c. **Click** on the **Dependents** tab. In the **All Dependents** grid, **click** on the appropriate Dependent's name (figure 2). ***Note:*** *You will need to capture the dependent information to create a new record.* From your web browser toolbar, **click** on File → Print. Or, write down the following information:

- First, middle, and last names and suffix
- Birth date
- Gender
- Social security number
- Address, city, state, and zip code

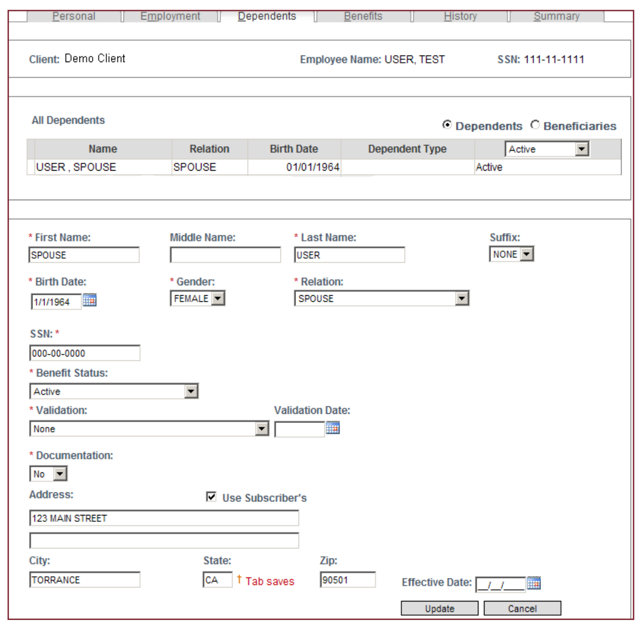


Figure 2 – Dependents tab

Now, you need to terminate the Dependent from the Employee's coverage.

d. Locate the correct Employee record (Refer to the **Search for Employees/Groups** section.)

e. In the Employee record, **click** on the **Benefits** tab (figure 3).

f. To terminate a benefit for the dependent, at the **Manage Enrollment** field, **click** the drop-down arrow. **Highlight & click** on Terminate Existing Enrollment.

g. At the **Select Benefit to Manage** field, **click** on the drop-down arrow and select the benefit being terminated.

h. **Click** on the box next to the dependent's name to deselect the coverage.

i. At the **Reason:** field, **click** the drop-down arrow, **highlight & click** on appropriate reason.

j. In the **Effective Date:** field, enter date the termination takes effect and **click Terminate**.

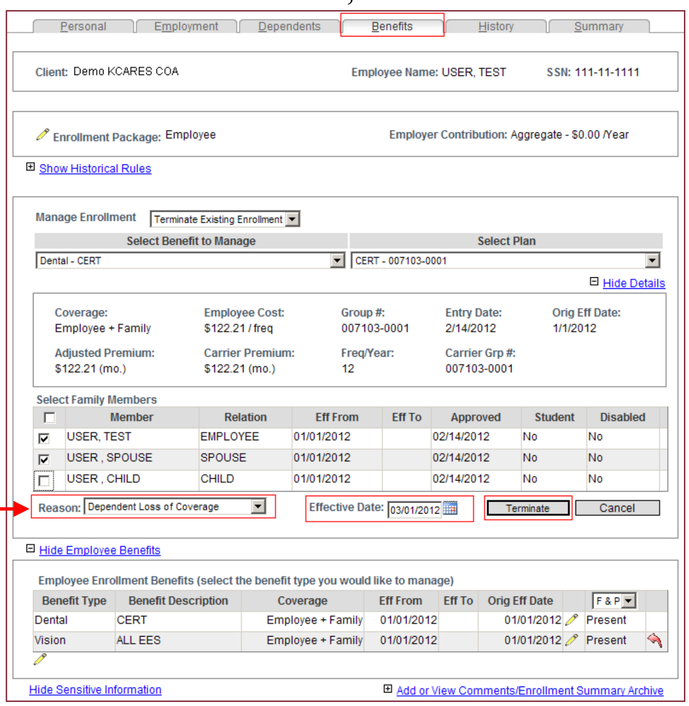


Figure 3 – Benefits tab

k. **Click** on [Add or View Comments/Enrollment Summary Archive]() to add a **Comment** <u>referencing the new record</u> for the Dependent (figure 4).

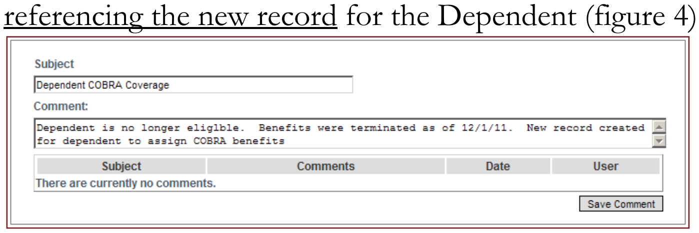


Figure 4 – Comments section

Now, you are ready to create a **NEW** record for the Dependent.

Step 2 – Create a New Employee Record for the Dependent

a. From the **Main Toolbar**, **click** the **Add** tab to open a new Employee record. The Employee record defaults to the **Personal** tab.

b. **Complete** all required fields on the Personal tab and **click** Next Step (refer to your printout from **Step 1b**.) (figure 5)

c. On the **Employment** tab complete the following fields:

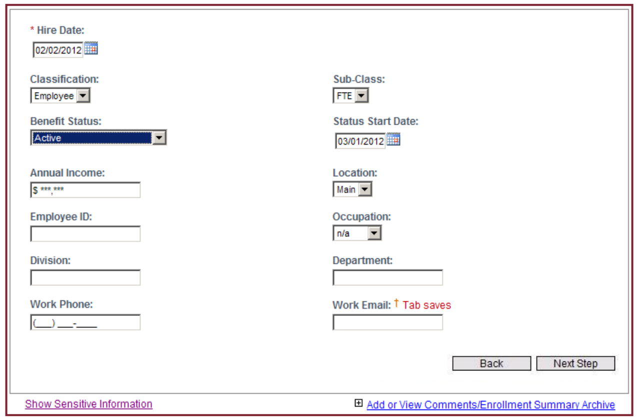


Figure 5 – Personal tab

- **Hire Date** – enter the effective date of the Benefits.
- **Classification** – Select **Employee.**
- **Benefit Status** – Select **Active**.
- **Status Start Date** – Change the Status Start Date to "match" the Effective Date of the Benefits (if a change is necessary.)
- **Sub Class** – Leave as FTE.
- **Location** - Leave as Main.
- **Occupation** – Leave as n/a, unless you have specific Occupation Codes you use.

d. **Click** Next Step to save your selections; you will be moved to the **Dependents** tab.

Step 3 – Add COBRA Coverage for the Dependent

1. Go to the **Benefits** tab.
2. In the **Manage Enrollment** section, select **Add New Enrollment** from the drop-down menu.
3. Refer to the **Add Coverage for an Employee/Dependent(s)** section in this guide to enroll Dependent in appropriate COBRA coverage.

   Important Note: *It is recommended that you enter a comment in the new Dependent record to explain why the new, non-employee record was created, referencing sufficient information to associate the dependent record to the employee record.*

4. Select **Add or View Comments/Enrollment Summary Archive,** enter a comment for the new record and **click** on **Save Comment** (figure 6)**.**

Figure 6 – Comments section

Terminate Coverage for a Single Benefit for a Subscriber/Dependent

Note: *The termination effective date must be the first of the month. If benefits end on 2/28/14 you must use 3/1/14 as the effective date.*

1. Locate the correct Employee record (Refer to the **Search for Employees/Groups** section.)
2. In the Employee record, **click** on the **Benefits** tab (figure 1).
3. To terminate a benefit for the subscriber (and associated dependents), at the **Manage Enrollment** field, **click** the drop-down arrow. **Highlight & click** on Terminate Existing Enrollment.
4. At the **Select Benefit to Manage** field, **click** on the drop-down arrow and select the benefit being terminated.
5. At the **Reason:** field, **click** the drop-down arrow, **highlight & click** on appropriate reason.
6. In the **Effective Date:** field, enter the date the termination takes effect and **click** Terminate.

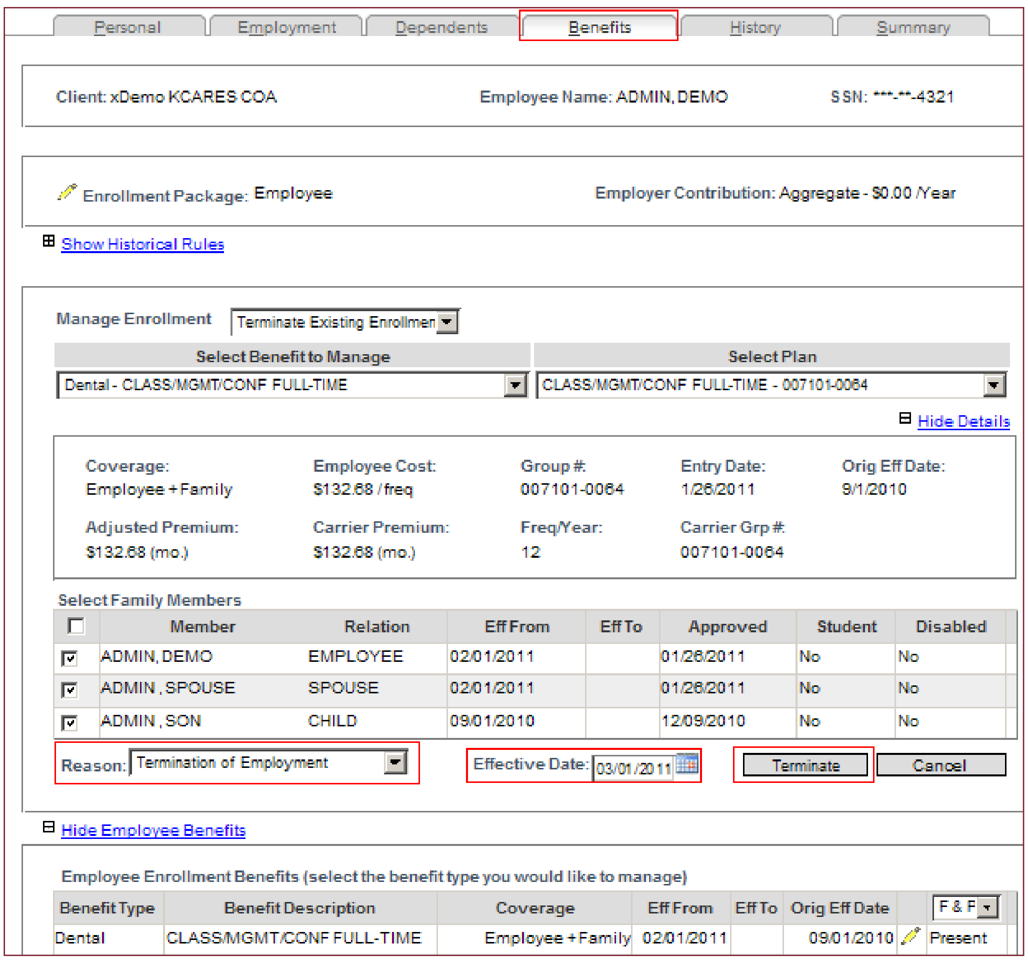


Figure 1 – Benefits tab - terminate

7. To terminate a dependent(s) only, at the **Manage Enrollment** field, **click** the drop-down arrow. **Highlight & click** on Edit Existing Enrollment.
8. In the **Select Family Members** section, **uncheck** the box next to the dependent(s) being terminated from coverage.

9. At the **Reason:** field, **click** the drop-down arrow, **highlight & click** on appropriate reason.

10. In the **Effective Date:** field, enter the date the termination takes effect and **click Update** (figure 2).

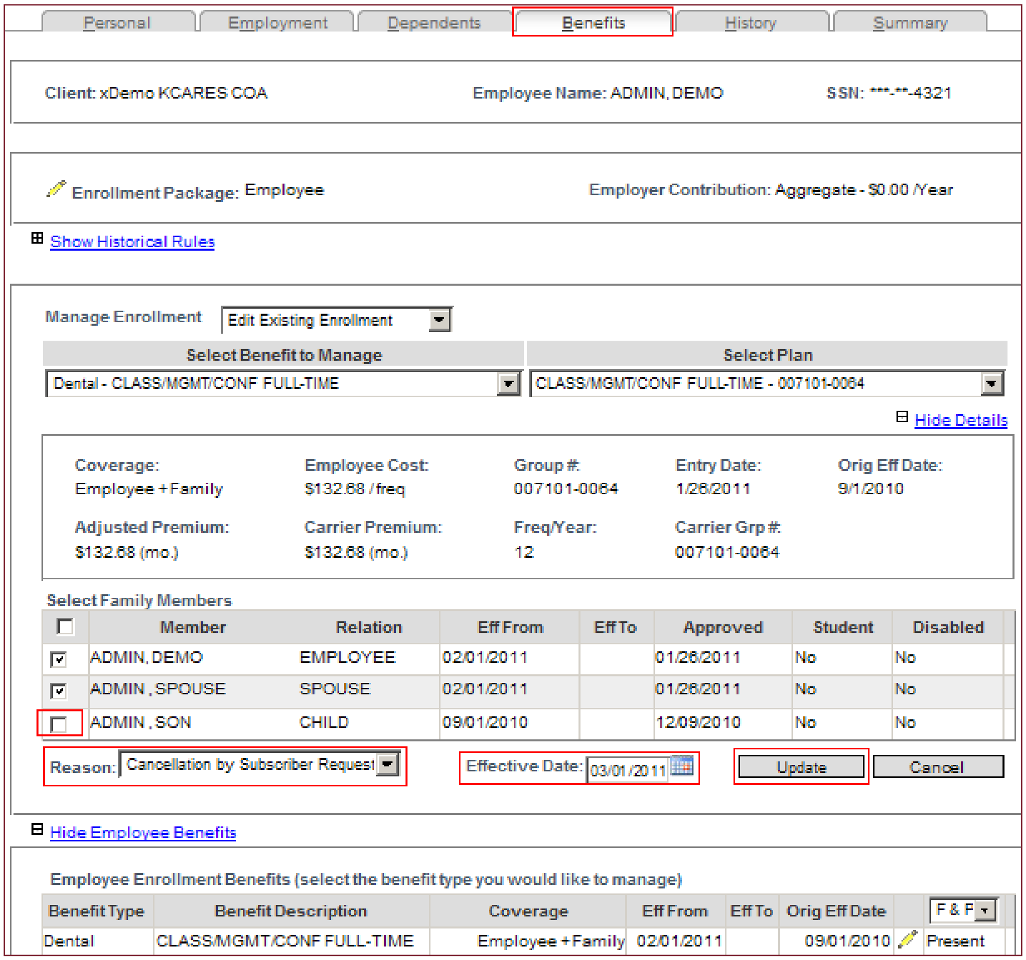


Figure 2 – Benefits tab - Update

Terminate All Coverage for a Subscriber

1. Locate the correct Employee record (Refer to the **Search for Employees/Groups** section.)
2. In the Employee record, **click** on the **Employment** tab.
3. To edit any of the fields on the Employment tab, **click** on the Edit Record icon or type the letter **"E."**
4. **Click** on the **Benefit Status** drop-down arrow. **Highlight & click** on **Terminated.**
5. In the **Effective Date:** field, enter the effective date of the status change then **click** Save. (figure 1)

   Note: *The termination effective date must be the first of the month. If benefits end on 1/31/14 you must use 2/1/14 as the effective date.*

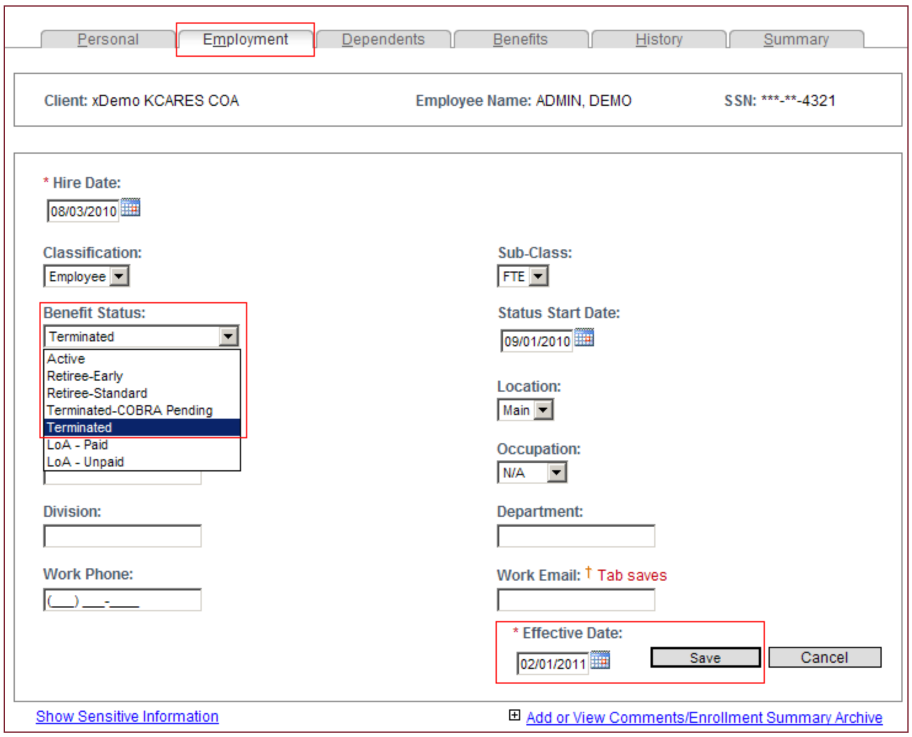


Figure 1 – Employment tab – Effective Date

6. The page will refresh and require you to confirm or deny the change and identify a **Reason** code. **Click** on the drop-down arrow, **highlight & click** on **Termination of Employment**, then **click Ok** (figure 2).

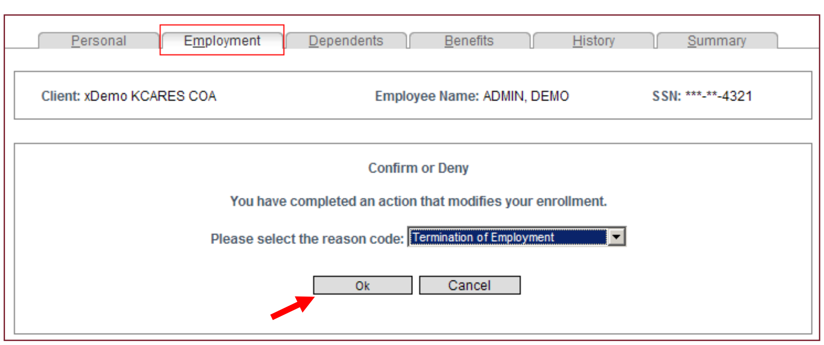


Figure 2 – Employment tab – Confirm or Deny

Change a Benefit Termination Date using Undo function

The "Undo" function gives Benefits Administrators direct ability to undo benefit enrollments or terminations entered in error. Below are instructions that will guide you through the use of the undo function and features.

Corrections or changes using the Undo function may be made up until the affected records are transmitted to a carrier (on the evenings of the 1st, 8th, 15th, and 22nd of each month), or are placed into an invoice (on the evening of the 15th of each month.) Changes needed after a transmittal occurs or after an invoice of a given record has been generated must continue to be referred to *KCARES* Support for correction, if applicable. The "Undo" icon is a red arrow and is displayed next to the benefit(s) where a change occurred.

1. On the **Benefits** tab, **click** on the **Undo** icon next to the plan with the incorrect termination date (figure 1).

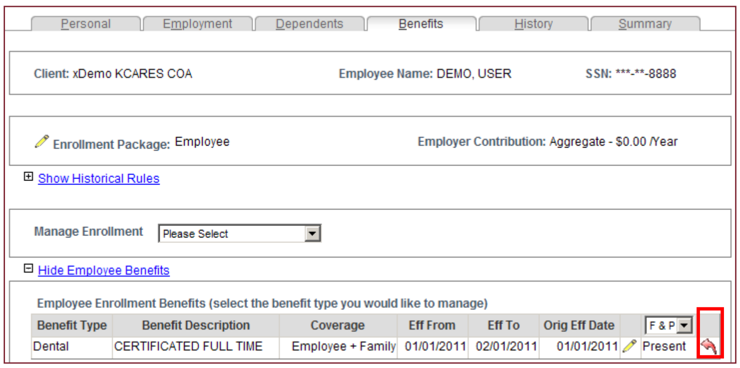


Figure 1 – Undo icon

2. The **Edit Subscriber** popup window opens. Select **Remove Termination Date** and **click Ok** (figure 2).

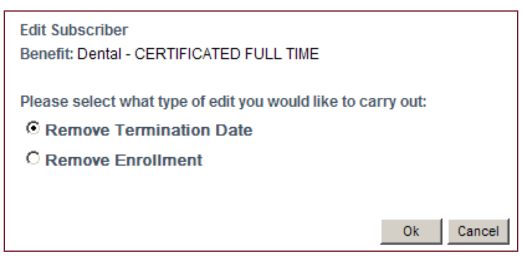


Figure 2 – Edit Subscriber popup window

3. A warning popup window opens with the question "**Are you sure you would like to remove the Termination date?" click OK** (figure 3).

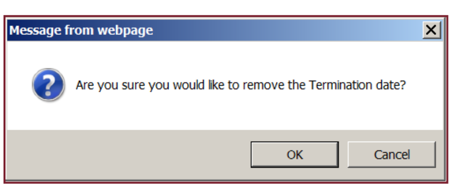


Figure 3 – Warning popup window

On the **Benefits** tab select **Terminate Existing Enrollment** from the **Manage Enrollment** drop-down. Enter the correct date in the **Effective Date:** field and **click Terminate** (figure 4).

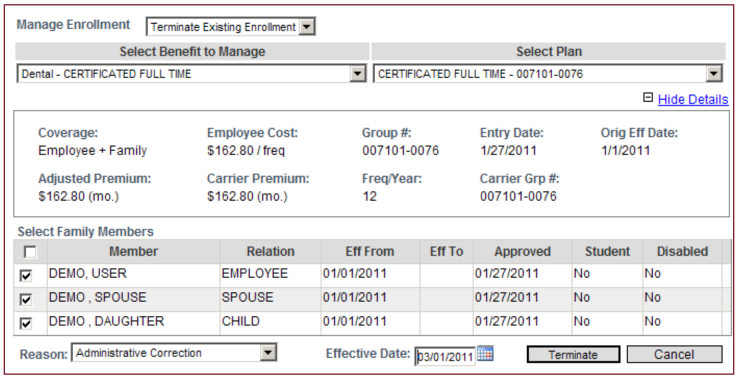


Figure 4 – Benefits tab – Terminate Existing Enrollment

4. In the **Benefits** grid the correct termination date is displayed and the plan is highlighted in yellow indicating that the Undo function was used (figure 5).

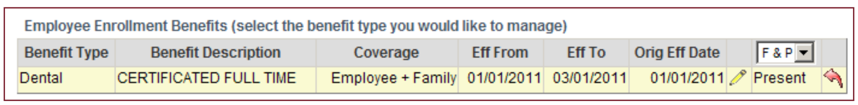


Figure 5 – Benefits grid

Correct Term / Effective Date using the Undo function - Examples

I changed an employee's coverage from one plan to another using the wrong Eff To/Eff From date

1. On the **Benefits** tab, **click** on the **Undo** icon next to the **new** plan (figure 1).

Employee Enrollment Benefits (select the benefit type you would like to manage)

Benefit Type	Benefit Description	Coverage	Eff From	Eff To	Orig Eff Date		F & P	
Dental	CLASS/MGMT/CONF FULL-TIME	Employee + Family	01/01/2009	03/01/2014	01/01/2009		Present	
Dental	CERTIFICATED FULL TIME	Employee + Family	03/01/2014		03/01/2014		Future	

Figure 1 – Undo icon – New Plan

2. The **Edit Subscriber** popup window opens. Select **Remove Enrollment** and **click Ok** (figure 2).

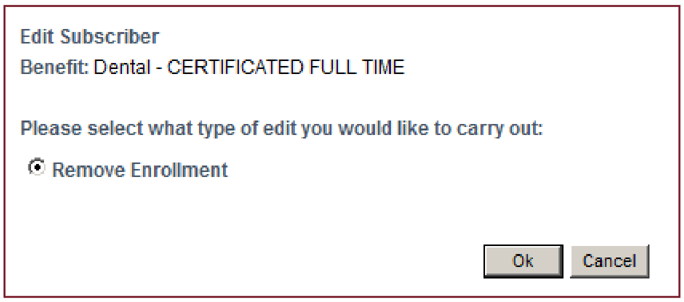


Figure 2 – Edit Subscriber popup window

3. A warning popup window opens with the question "**Are you sure you would like to remove the Enrollment entirely?**" **Click OK** (figure 3).

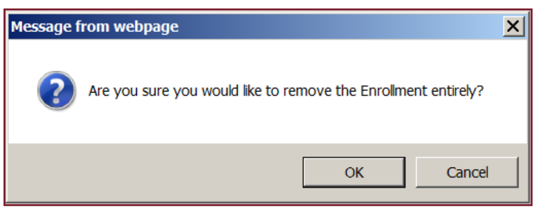


Figure 3 – Warning popup window

4. If the original benefit plan is in the Past, change Benefits grid to display "All" (default is "F&P"). Otherwise, go to Step 5.

5. Now, **click** on the **Undo** icon next to the original benefit plan.

Employee Enrollment Benefits (select the benefit type you would like to manage)

Benefit Type	Benefit Description	Coverage	Eff From	Eff To	Orig Eff Date		F & P	
Dental	CLASS/MGMT/CONF FULL-TIME	Employee + Family	01/01/2009	03/01/2014	01/01/2009		Present	

Figure 4 – Undo icon – Old Plan

6. The **Edit Subscriber** popup window opens (figure 5). Select **Remove Termination Date** and **click Ok** (figure 5).

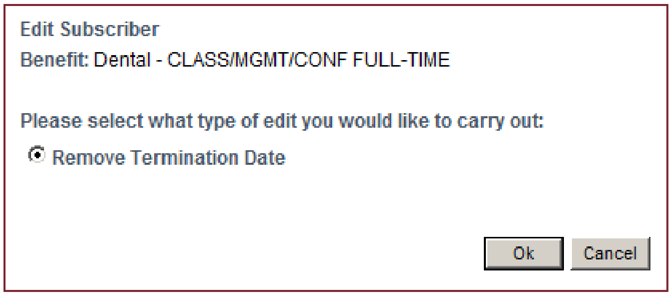


Figure 5 - Edit Subscriber popup window

7. A warning popup window opens with the question "**Are you sure you would like to remove the Termination date?**" **Click OK** (figure 6).

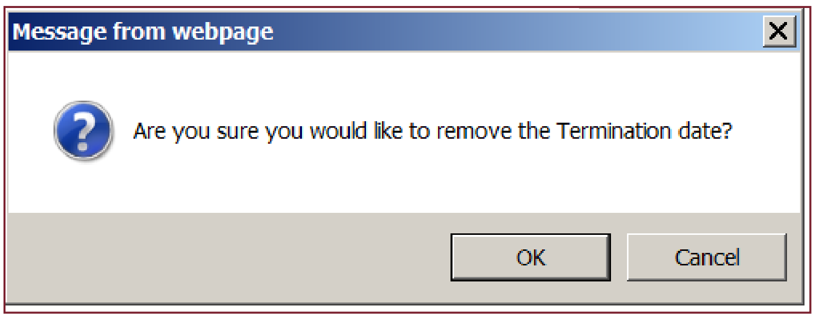


Figure 6 – Warning popup window

8. Still on the **Benefits** tab, select **Terminate Existing Enrollment** from the **Manage Enrollment** drop-down (figure 7).

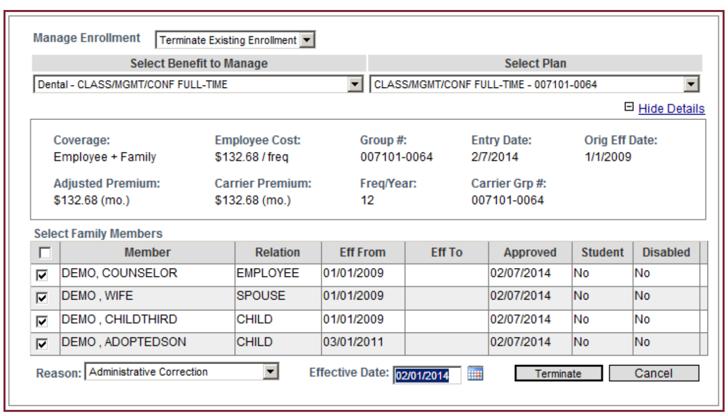
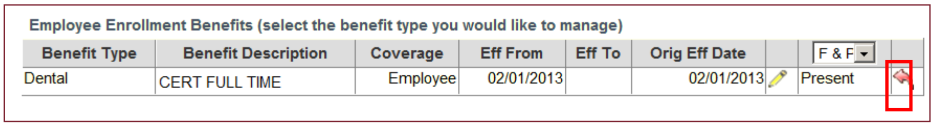


Figure 7 – Terminate Existing Enrollment

9. Enter the correct date in the **Effective Date** field then **click Terminate**. (The plan will now be highlighted in yellow in the Benefits grid indicating the Undo function was used.)
10. Now, select **Add New Enrollment** from the **Manage Enrollment** drop-down.
11. Select the appropriate **new** benefit plan from the **Select Plan** drop-down. Verify the member(s) to be selected, enter the correct date in the **Effective Date** field and **click Add**.

I enrolled an employee in a new plan using the wrong effective date. (This differs from the item above as there is no "old" plan involved.)

1. On the **Benefits** tab, **click** on the **Undo** icon next to the appropriate benefit plan (figure 1).


Employee Enrollment Benefits (select the benefit type you would like to manage)

Benefit Type	Benefit Description	Coverage	Eff From	Eff To	Orig Eff Date	F & F	
Dental	CERT FULL TIME	Employee	02/01/2013		02/01/2013	Present	

Figure 1 – Undo icon

2. The **Edit Subscriber** popup window opens. Select **Remove Enrollment** and **click Ok** (figure 2).

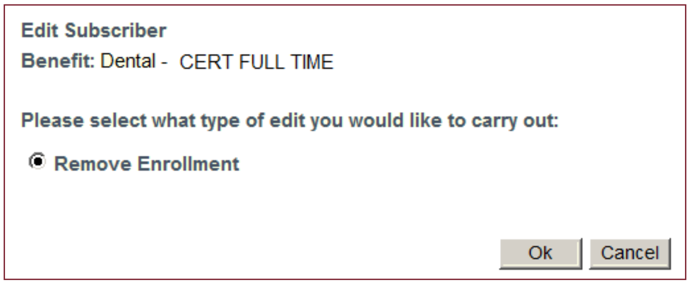


Figure 2 – Edit Subscriber popup window

3. A warning popup window opens with the question "**Are you sure you would like to remove the Enrollment entirely?**" **click OK** (figure 3).

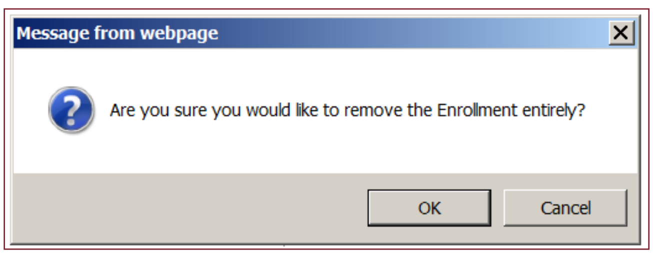


Figure 3 – Warning popup window

4. Now, select **Add New Enrollment** from the **Manage Enrollment** drop-down.
5. Select the appropriate benefit plan from the **Select Plan** drop-down.
6. Verify the member(s) to be selected, enter the correct date in the **Effective Date:** field and **click Add**.

Change Benefit Status – From Terminated to Active (Re-Hire)

> ***Note:*** *You cannot change the* ***Hire Date*** *UNTIL the* ***Status Start Date*** *is updated because the Hire Date must be PRIOR TO the Status Start Date. Entry of the Effective Date triggers the change of the Status Start Date. Once the Status Start Date is updated and saved, you may update the Hire Date.*

Locate the correct Employee record (refer to the **Search for Employees/Groups** section.)

1. In the Employee record, **click** on the **Employment** tab.
2. To edit any of the fields on the Employment tab, **click** on the Edit Record icon or type the letter "**E**."
3. **Click** on the **Benefit Status** drop-down arrow. **Highlight & click** on **Active** (figure 1).
4. **Effective Date:** enter the effective date for when benefits will become effective and **click** the **Save** button.

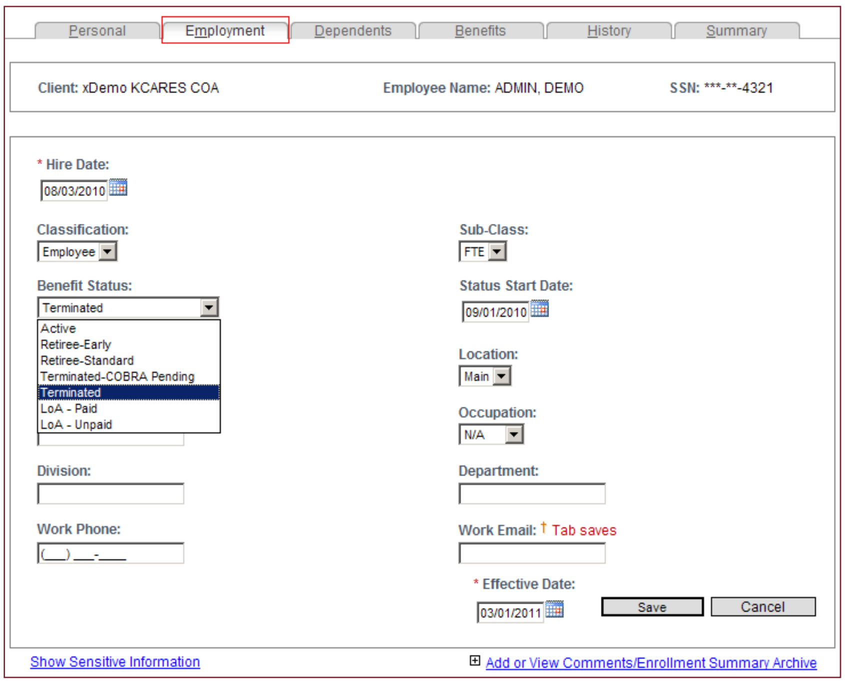


Figure 1 – Benefit Status drop-down menu

5. The page will refresh and require you to confirm or deny the change and identify a **Reason** code. **Click** on the drop-down arrow, **highlight & click** on **Re-Hire**, then **click Ok** (figure 2).

Figure 2 – Confirm or Deny

6. **Hire Date:** After you "Save" the Effective Date, go to the **Hire Date** and enter the actual "re-hire" date.
7. Enter a **Comment** to indicate the original Hire Date for reference purposes (if desired).

G – REPORTS

*The **Reports** Tab links you to all the **KCARES** standard Reports. All the reports on the **Reports** Tab have similar setup features. They all contain **Filters** to isolate information; most require some type of **Date Parameter;** they have a variety of **Output Types;** they can all be exported to **PDF** or **Excel** formats; and they can all be managed by using the "**Save & Schedule**" feature.*

Reporting – Expanded Search

*While the **Reports** Tab links you to all the **KCARES** standard **Reports**, sometimes a client can find the information they need by simply using the **Expanded Search** feature on the **Search** page (**"Show/Hide Search Criteria"**) which allows selection of specific search criteria from drop-down list choices (figure 1). The results can then be exported into a report.*

Figure 1 – Show Search Criteria

1. **From the Search** page **click** **<u>Show Search Criteria</u>** to display the available filter options.

2. Select specific search criteria: **Status** (choices are **Active** or **Terminated**) and/or **Group** from the list choices based on the information you wish to find (figure 2).

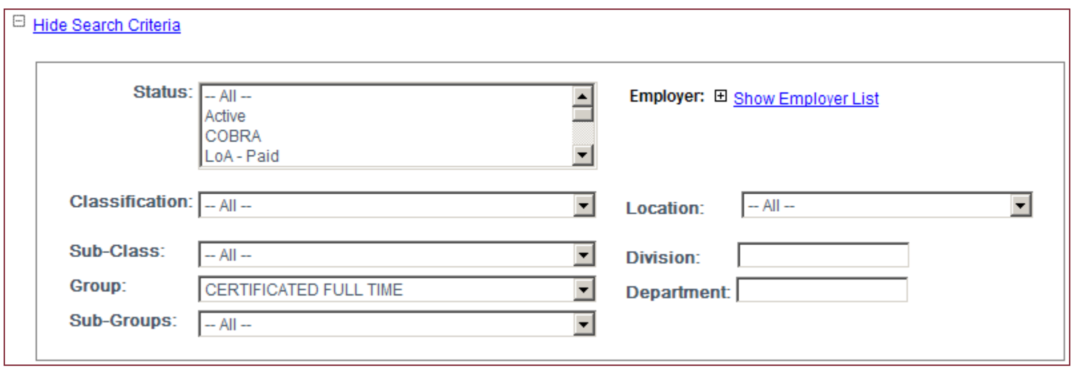
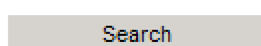
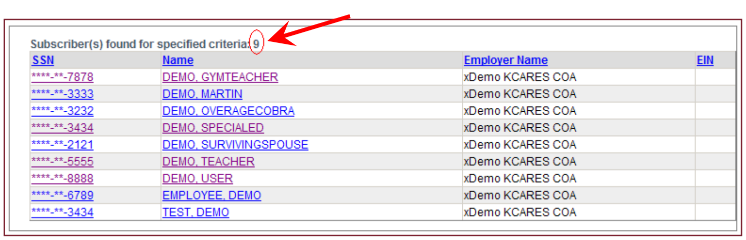


Figure 2 – Search criteria

3. **Click** the **Search** button  to find the list of employees that "match" the search criteria (figure 3).

<u>Example</u>: Find all CERTIFICATED FULL TIME, Active employees. (This is a GREAT tool for simply finding COUNTS!)



Subscriber(s) found for specified criteria: 9

SSN	Name	Employer Name	EIN
****-**-7878	DEMO, GYMTEACHER	xDemo KCARES COA	
****-**-3333	DEMO, MARTIN	xDemo KCARES COA	
****-**-3232	DEMO, OVERAGECOBRA	xDemo KCARES COA	
****-**-3434	DEMO, SPECIALED	xDemo KCARES COA	
****-**-2121	DEMO, SURVIVINGSPOUSE	xDemo KCARES COA	
****-**-5555	DEMO, TEACHER	xDemo KCARES COA	
****-**-8888	DEMO, USER	xDemo KCARES COA	
****-**-6789	EMPLOYEE, DEMO	xDemo KCARES COA	
****-**-3434	TEST, DEMO	xDemo KCARES COA	

Figure 3 – Search results

4. **To create the Report**, select the **Export Results** type desired (e.g., selection of **Mailing Labels** as an export to Excel will create a **data source document** for use with a mail merge using Word.)

   Choose the **File Type** from the drop-down list (figure 4); then

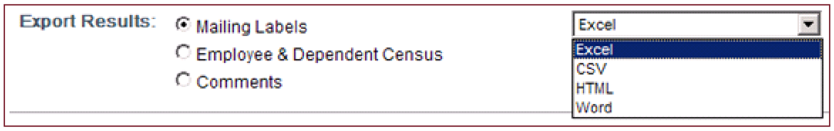


Figure 4 – File type

5. **Click** the **Export** button to open and view the report (figure 5).

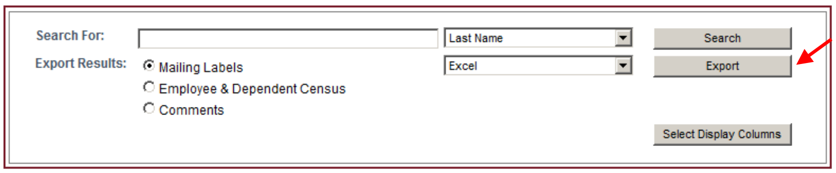


Figure 5 – Export button

Employee & Dependent Census

The Employee & Dependent Census, located on the Search tab, provides the option to export results with masked or unmasked social security numbers. By exporting unmasked social security numbers, you can more efficiently manipulate your data using the Excel numeric sorting feature.

1. **Click** on the **Employee & Dependent Census** radio button on the **Search** tab. A second selection will appear: **Export with full SSNs** (figure 1).
2. **Click** in the **Export with full SSNs** checkbox and select your Export Result Type (Excel is recommended.) (figure 2)

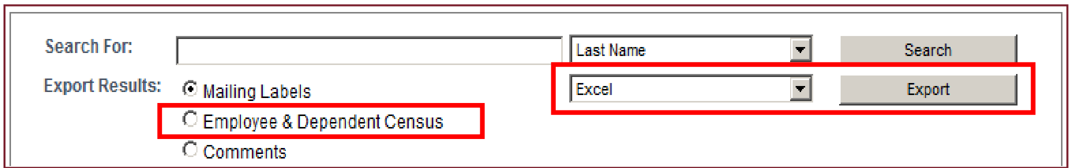


Figure 1 – Employee & Dependent Census

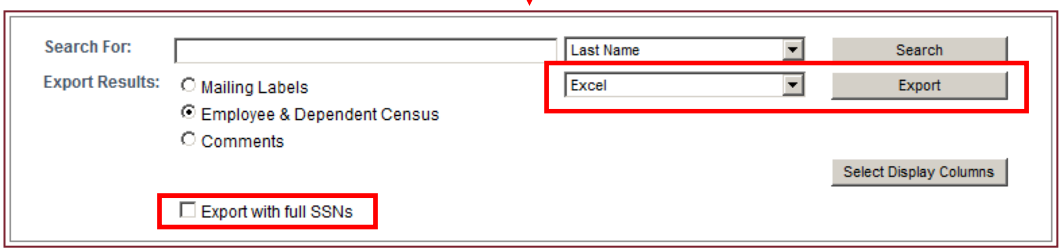


Figure 2 – Export with full SSNs

The report lists all subscribers and dependents in the system, regardless of plan enrollment or employee status. It includes complete census information (e.g., address, date of birth, gender, classification, etc). Using the Excel export type, you can group families together by sorting on the Subscriber social security number (even when the last names differ,) and you can filter the data based upon your needs (figure 3). ***Note:*** *This report includes* ***Terminated*** *employees unless you employ the* ***Expanded Search*** *feature to exclude them.*

A	B	C	D	E	F
Subscriber SSN	**Subscriber Last**	**Subscriber First**	**SSN**	**Last Name**	**First Name**
222-22-2222	BROWN	DAVID	222-22-2222	BROWN	DAVID
222-22-2222	BROWN	DAVID	000-00-0000	JONES	ELIZABETH
222-22-2222	BROWN	DAVID	111-23-4567	BROWN	SUSIE
222-22-2222	BROWN	DAVID	818-18-1818	BROWN	MIKEY
123-45-6789	CLARK	ROSE	123-45-6789	CLARK	ROSE
123-45-6789	CLARK	ROSE	000-00-0000	JOHNSON	BARRY
123-45-6789	CLARK	ROSE	998-89-9889	JOHNSON	MARY
123-45-6789	CLARK	ROSE	555-56-6666	JOHNSON	STEPHANIE
555-12-1212	EMPLOYEE	TEST	555-12-1212	EMPLOYEE	TEST
555-12-1212	EMPLOYEE	TEST	000-00-0000	EMPLOYEE	SPOUSE
212-12-1212	PROD	TEST	212-12-1212	PROD	TEST
111-11-1111	SMITH	JOHN	111-11-1111	SMITH	JOHN
111-11-1111	SMITH	JOHN	111-22-3333	SMITH	JUDY
111-11-1111	SMITH	JOHN	000-00-0000	SMITH	JOHNNY

Figure 3 – Employee & Dependent Census report

Comments Report

*This report is used to extract comments entered for each employee in the **KCARES** database into one source file.*

1. From the ***Search*** page, **click** on the **Comments** radio-button (figure 1). (A criteria search does not need to be completed prior to creating this report.)

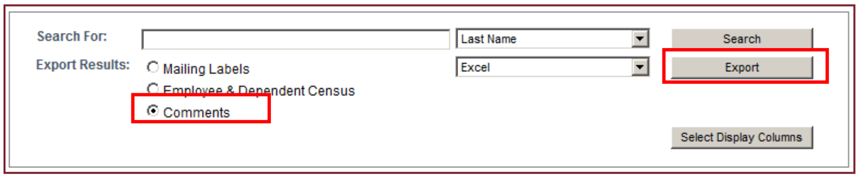


Figure 1 – Comments radio button

2. Ensure the Export field is listed as Excel, **click Export**.

3. The page will refresh and a popup window will appear, allowing you to open or save the report (figure 2).

Employer	SSN	Last Name	First Name	Subject	Description	Relation	Created By	Created Date
xDemo KCARES COA	***-**-2121	DEMO	SURVIVINGSPOUSE	SURVIVING SPOUSE	SURVIVING SPOUSE IS THE SPOUSE OF EE DECEASED DEMO.DECEASED DEMO PASSED AWAY ON 9/13/2010. SURVIVING SPOUSE ELECTED COBRA DENTAL EFFECTIVE: 10/01/2010.	Subscriber	cmichel	12/16/2010
xDemo KCARES COA	***-**-3232	DEMO	OVERAGECOBRA	DEP COBRA	DEPENDENT OVERAGECOBRA OF EE DEMO, TEACHER, WAS TERMED FROM BENEFITS ON 6/1/2010 DUE TO OVERAGE STATUS - BIRTHDATE 05/05/2010. DEP ELECTED COBRA; EFFECTIVE 6/1/2010 FOR DENTAL ONLY.	Subscriber	cmichel	12/17/2010
xDemo KCARES COA	***-**-3232	DEMO	OVERAGECOBRA	Non-Invoiced Change	Remove Plan: Dental - CERTIFICATED FULL TIME [Group: 14323] [Div: 0]	Subscriber	cmichel	12/17/2010
xDemo KCARES COA	***-**-3434	TEST	DEMO	Non-Invoiced Change	Remove Plan: Dental - CERTIFICATED FULL TIME [Group: 14323] [Div: 0]	Subscriber	demoadmin	1/24/2011
xDemo KCARES COA	***-**-8888	DEMO	USER	Non-Invoiced Change	Remove Plan: Dental - CERTIFICATED FULL TIME [Group: 14323] [Div: 0]	Subscriber	demoadmin	1/27/2011
xDemo KCARES COA	***-**-8888	DEMO	USER	Non-Invoiced Change	Remove Plan: Dental - CERTIFICATED FULL TIME [Group: 14323] [Div: 0]	Subscriber	demoadmin	1/27/2011
xDemo KCARES COA	***-**-8888	DEMO	USER	Non-Invoiced Change	Remove Termination Date: Dental - CERTIFICATED FULL TIME [Group: 14323] [Div: 0] Termination_Date [2/1/2011 12:00:00 AM]	Subscriber	demoadmin	1/27/2011

Figure 2 – Comments report

Save & Schedule

*The Save & Schedule feature allows criteria for reports run on a regular basis to be saved, reports scheduled to run for a specified period of time and the option to have notification emailed to one or several people in a secure manner. This feature is accessible on every report on the **Reports** tab and is divided into three processes: Save to My Reports; Notify Settings; and Date/Time Parameters Settings. To use this feature follow the steps below:*

1. Select the report to be scheduled (report procedures follow this section). Enter the search criteria and **click** on **Save & Schedule** (Figure 1).

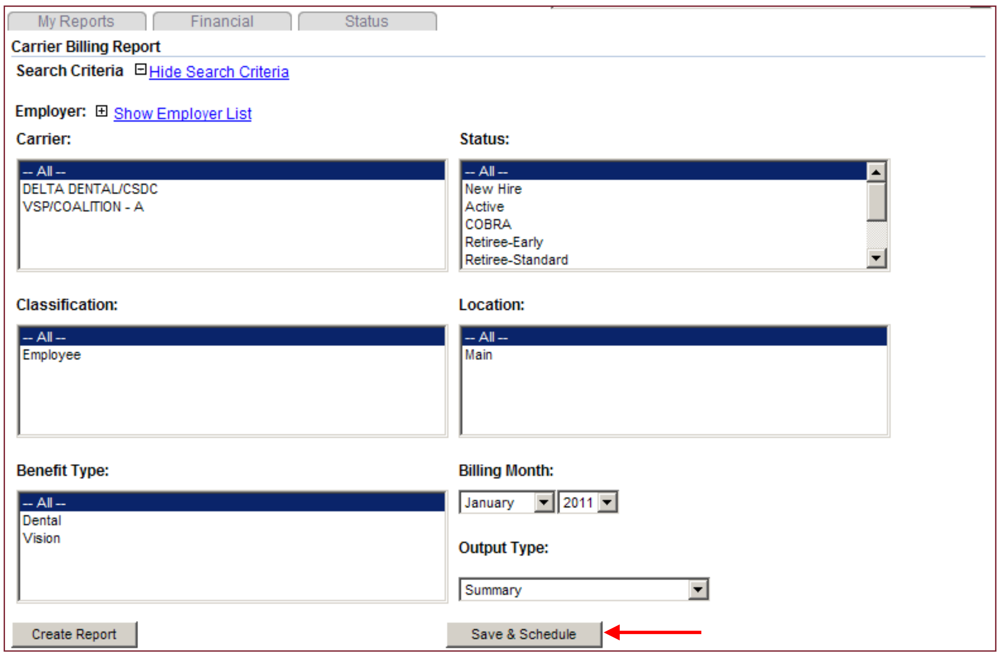


Figure 1 – Save & Schedule button

2. A popup window will appear displaying the following fields (figure 2):

Report Title: Enter a short descriptive report title
Description: Enter a more detailed description to help you remember report content
Output Type: PDF or Excel; the output format of the saved report
Attachment: Marking the box enables a PDF or Excel report to be attached to an email, *even for a system Non-User (a person without login credentials)*
Password: Password protects the file if delivered by email. ***Note:*** *A separate email containing the report password must be sent to any other person(s) you scheduled to receive the report.*

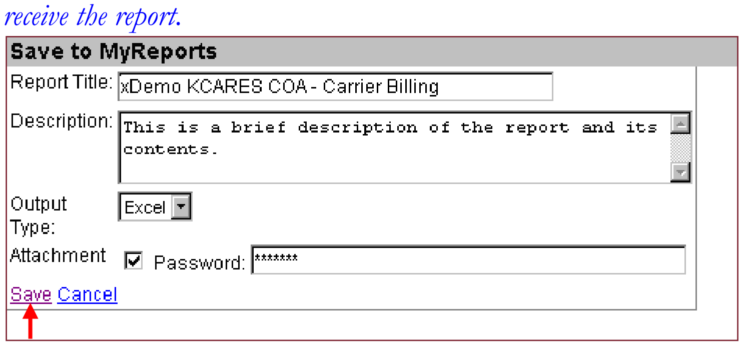


Figure 2 – Save to MyReports popup window

3. Once all entries are complete, **click Save**. The Report Notify and Schedule page appears.

Report Notify and Schedule

This page is divided into two sections: Notify Settings and Date/Time Parameters Settings. Each section and its function are described below.

Notify Settings:

Use this feature to assign the person(s) who will receive the saved report notification via email.

1. In the Notify Settings section, **click** on **Add New**.
2. **Click** on the User Name drop-down arrow and select a user. This will populate the Email Address field with that user's email address. If you cannot locate a user in the User Name drop-down menu, you can manually add a recipient's email address.
3. **Click** on **Insert** (figure 1).

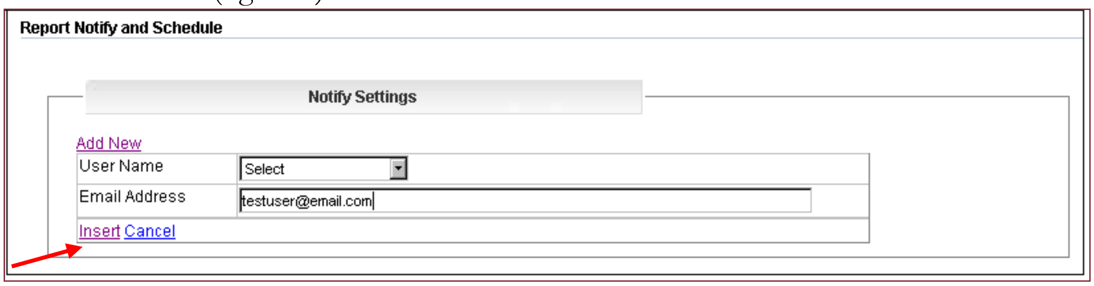


Figure 1 – Insert link

4. The screen refreshes and the added user appears in the grid.
5. To add another user, **click** on **Add New** and repeat Steps 2 & 3 as many times as necessary (figure 2).

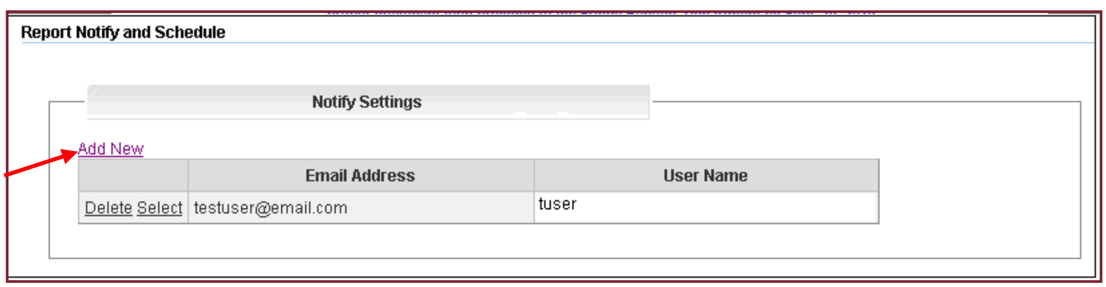


Figure 2 – Add New link

Date/Time Parameters Settings

Use this section to schedule when a report will be run. A report can be scheduled to run only one time or it can be scheduled to run more than once over a specified period of time.

Make your selections based on the definitions supplied below and **click Update** (figure 1).

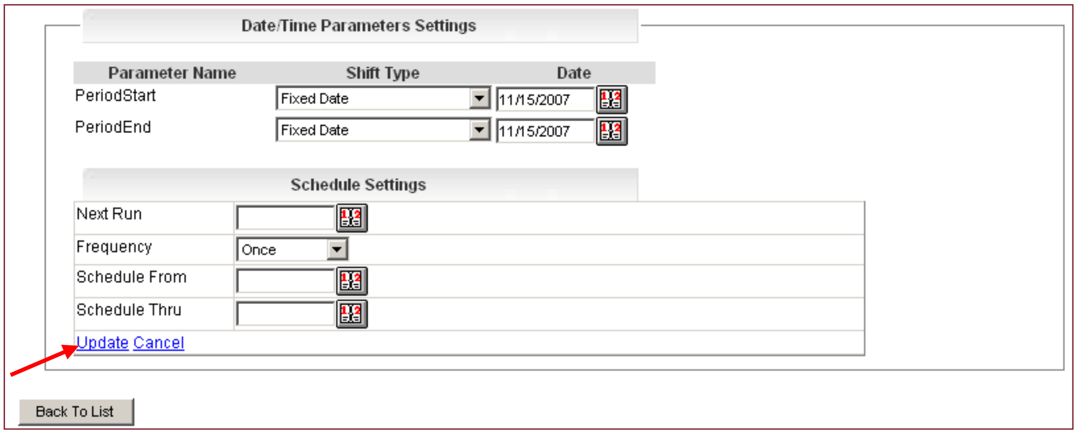


Figure 1 – Schedule Date/Time Parameter Settings

PeriodStart: Choose a **Shift Type** (see definitions below) and enter a **Date**

PeriodEnd: Choose a **Shift Type** (see definitions below) and enter a **Date**. This field only appears for reports needing a Start and End date.

Fixed Date: Enter a specific date; each time the report is run it will use this date.

Report Run Date: The system uses the date the report parameters are created. (i.e.: if the date is 12/12/yyyy when you are creating the parameters, 12/12/yyyy will be the date reflected in the report heading.)

1st of Month: Run-Date: Uses the first of the month of the run date (i.e.: if the run-date is 12/12/yyyy, the report date will be 12/01/yyyy.)

1st of Month: Following: Uses the first of the month following the run-date (i.e.: if the run-date is 12/12/yyyy, the report date will be 01/01/yyyy.)

1st of Month: 2nd Following: Uses the first of the month two months ahead (i.e.: if the run-date is 12/12/yyyy, the report date will be 02/01/yyyy.)

Last of Month: Run-Date: Uses the last day of the month for the run-date (i.e.: if the run-date is 12/12/yyyy, the data contained in the report will be 12/01/yyyy – 12/31/yyyy.)

Last of Month: Following: Uses the last day of the month following the run-date (i.e.: if the run-date is 12/12/yyyy, the data contained in the report will be 01/01/yyyy – 01/31/yyyy.)

Last of Month: 2nd Following: Uses the last day of the month two months ahead of the run-date (i.e.: if the run-date is 12/12/yyyy, the data contained in the report will be 02/01/yyyy – 02/28/yyyy.)

Report Run Date -1 Day: Uses run date and subtracts 1 day (report run on 12/16 will include data as of 12/15)

Report Run Date -7 Days: Uses run date and subtracts 7 days (report run on 12/16 will include data as of 12/9)

Date of the Prior Month: Uses any day of the prior month

End of Prior Month: Uses the last day of the prior month, regardless of how many days are in that month.

Next Run: Enter a date for the next report run. This date will be reflected in the report heading.

Frequency: Select a frequency from the drop-down menu (Once, Daily, Weekly, Bi-weekly, Monthly, Quarterly, Semi-Annual, Annual)

Schedule From: Enter the date the reports will begin to run.

Schedule Thru: Enter the date the report will stop running.

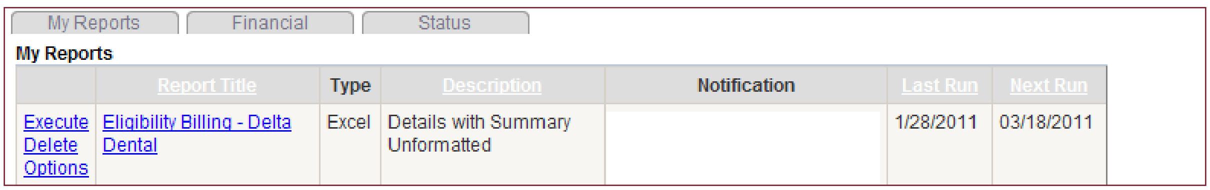
My Reports Tab

The drop-down menu for this tab contains two items: **My Reports** and **Saved Reports Folder** (figure 1).

Figure 1 – My Reports main tab

<u>My Reports</u>

To access all saved report parameters **highlight & click** on **My Reports** from the My Report drop-down menu. The **My Reports** page appears displaying a table with all saved report parameters (figure 2).



My Reports | Financial | Status

My Reports

	Report Title	Type	Description	Notification	Last Run	Next Run
Execute Delete Options	Eligibility Billing - Delta Dental	Excel	Details with Summary Unformatted		1/28/2011	03/18/2011

Figure 2 – My Reports sub-tab

Only the report creator can make the following changes:

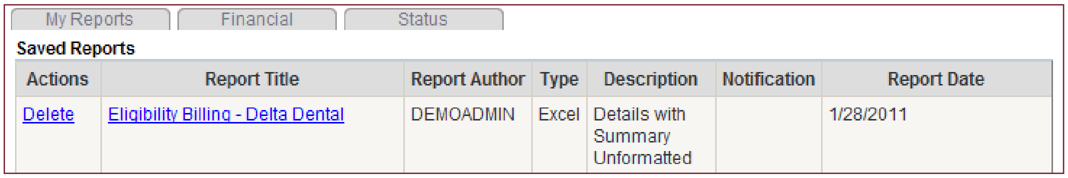
Clicking on **Execute** to the left of the appropriate report allows you to run a report before the "Next Run" date; **the system will still run a report on the scheduled run date**. If you do use the **Execute** link, the report will be run in the background. When completed, the report will appear in the **Saved Reports Folder**.

To delete a specific saved and scheduled report, **click** on **Delete** to the left of the appropriate report. The report will be removed.

To change the report criteria, **click** on **Options**. This will open the report parameters to be edited. When all changes have been completed, **click Update**.

Saved Reports Folder

This folder contains all final Saved & Scheduled reports (figure 3).



My Reports | Financial | Status

Saved Reports

Actions	Report Title	Report Author	Type	Description	Notification	Report Date
Delete	Eligibility Billing - Delta Dental	DEMOADMIN	Excel	Details with Summary Unformatted		1/28/2011

Figure 3 – Saved Reports

1. To view the report, **click** on the title of the appropriate report.
2. A popup window will appear, **click Open** (figure 4).

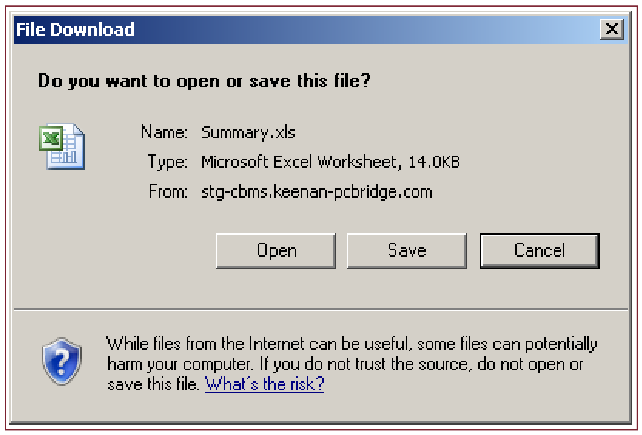


Figure 4 – Popup window

3. The report will download and then open in the application format in which it was saved (figure 5). From here you can print, save or email the report.

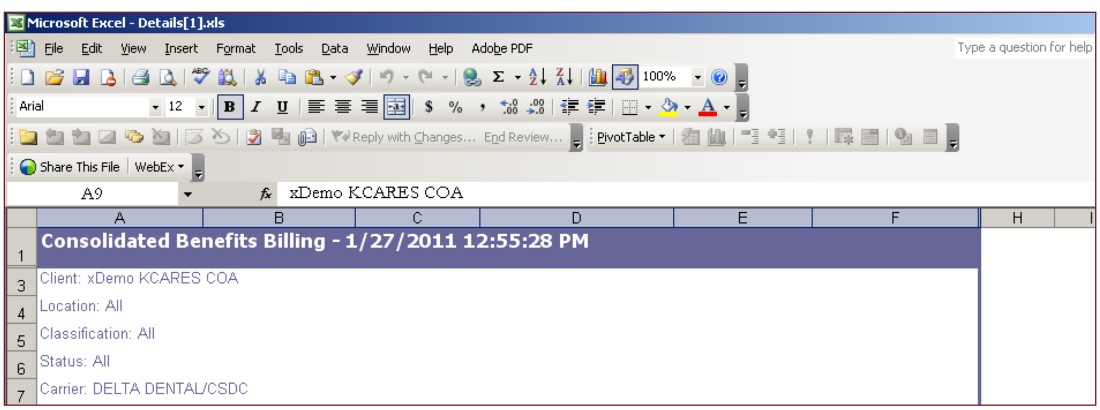


Figure 5 – Report download

Financial Reports – Carrier Billing

The Carrier Billing Report (CBR) produces a complete billing record of premiums for each carrier plan**. It is important to note that CBRs are generated after the Carrier transmission on the 15th of the month and reflect billing for the first of the following month**.

*On the **20**th of each month, the Client will receive a Carrier Billing Report (CBR) Summary (figures 1, 2 and 3), which captures the following month's eligibility. The CBR is intended to assist the Client in reconciling monthly enrollment totals. This report will be e-mailed to the Client from the following e-mail address: benefitbridge@keenan.com.*

Consolidated Benefits Billing Summary - 3/24/2011 2:51:06 PM

Client: xDemo KCARES COA
Location: All
Classification: All
Status: All
Carrier: DELTA DENTAL/CSDC
Billing Month: 4/1/2011

xDemo KCARES COA

DELTA DENTAL/CSDC

Group ID:	007101-0076	Group Name:	DENTAL-CERTIFICATED FULL TIME	Carrier Code:	DELT01
	FI Description	FI Count	FI Rate	FI Total Amount	Group Total Amount
	Employee	4	$59.41	$237.64	
	Employee + Family	5	$162.80	$814.00	
	Employee + Spouse	2	$109.30	$218.60	
	Current Month Totals:	11			$1,270.24
Retro Code	Retro Reason		Retro Count	Retro Total Amount	Group Total Amount
101	Debit: New Enrollment		9	$1,304.70	
	Retro Totals:		9		$1,304.70
	Group Total:	11	9		$2,574.94
Group ID:	007101-0064	Group Name:	DENTAL-CLASS/MGMT/CONF FULL-TIME	Carrier Code:	DELT01
	FI Description	FI Count	FI Rate	FI Total Amount	Group Total Amount
	Employee	2	$50.97	$101.94	

Confidential Page 1 of 3

Figure 1 – Carrier billing report

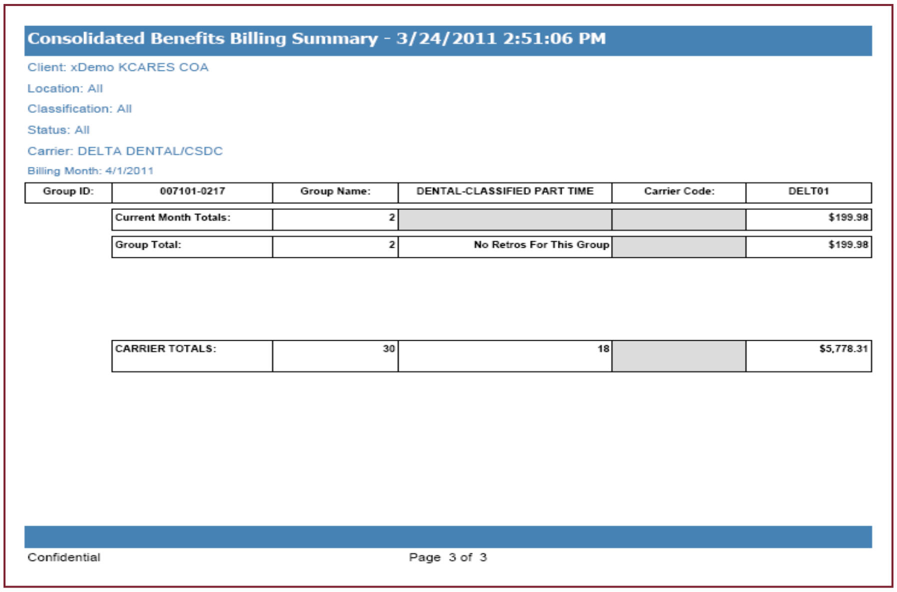
Consolidated Benefits Billing Summary - 3/24/2011 2:51:06 PM

Client: xDemo KCARES COA
Location: All
Classification: All
Status: All
Carrier: DELTA DENTAL/CSDC
Billing Month: 4/1/2011

Group ID:	007101-0064	Group Name:	DENTAL-CLASS/MGMT/CONF FULL-TIME	Carrier Code:	DELT01
	FI Description	FI Count	FI Rate	FI Total Amount	Group Total Amount
	Employee + Children	1	$132.68	$132.68	
	Employee + Family	7	$132.68	$928.76	
	Employee + One Child	3	$92.27	$276.81	
	Employee + Spouse	4	$92.27	$369.08	
	Current Month Totals:	17			$1,809.27
Retro Code	Retro Reason		Retro Count	Retro Total Amount	Group Total Amount
101	Debit: New Enrollment		9	$1,194.12	
	Retro Totals:		9		$1,194.12
	Group Total:	17	9		$3,003.39
Group ID:	007101-0217	Group Name:	DENTAL-CLASSIFIED PART TIME	Carrier Code:	DELT01
	FI Description	FI Count	FI Rate	FI Total Amount	Group Total Amount
	Employee	1	$50.97	$50.97	
	Employee + Family	1	$149.01	$149.01	

Confidential Page 2 of 3

Figure 2 – Carrier billing report



Consolidated Benefits Billing Summary - 3/24/2011 2:51:06 PM

Client: xDemo KCARES COA
Location: All
Classification: All
Status: All
Carrier: DELTA DENTAL/CSDC
Billing Month: 4/1/2011

Group ID:	007101-0217	Group Name:	DENTAL-CLASSIFIED PART TIME	Carrier Code:	DELT01
	Current Month Totals:	2			$199.98
	Group Total:	2	No Retros For This Group		$199.98
	CARRIER TOTALS:	30	18		$5,778.31

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Figure 3 – Carrier billing report

1. To access the Carrier Billing report, hover over the Financial tab to reveal the drop-down menu. **Highlight & click** on **Carrier Billing**.

2. The required input fields are displayed (figure 4). A selection can be made for each field (except as noted below,) but the default is “All,” except for Display SSN, Billing Month and Output Type; see field descriptions below.

Carrier: select which Carrier(s) bills to be produced*

Status: select which Employment Status(es) to search*; Active and Terminated are the only choices

Classification: default is “All”—leave as is

Location: default is “All”—leave as is

Benefit Type: select which Benefit Type to be run*

Display SSN: select **No** to remove SSN; **Mask** to display the last four digits only; and **Full** to display the entire SSN (SSNs are never listed in the Summary output type)

Billing Month: select which month/year’s invoice to be used to generate this report

Output Type: select a report format to display the content

Summary (**Recommended Output Type**): provides the enrolled subscriber count by Coverage Tier/Family Indicator for each plan along with premium and totals for each Coverage Tier.

Details: provides a line item for each individual subscriber enrollment in given plan along with the Coverage Tier and the premium.

Unformatted: provides an unformatted version of the results that includes all of the header and selection criteria in a columnar format. This version should be used for more detailed history reporting, analysis and data manipulation.

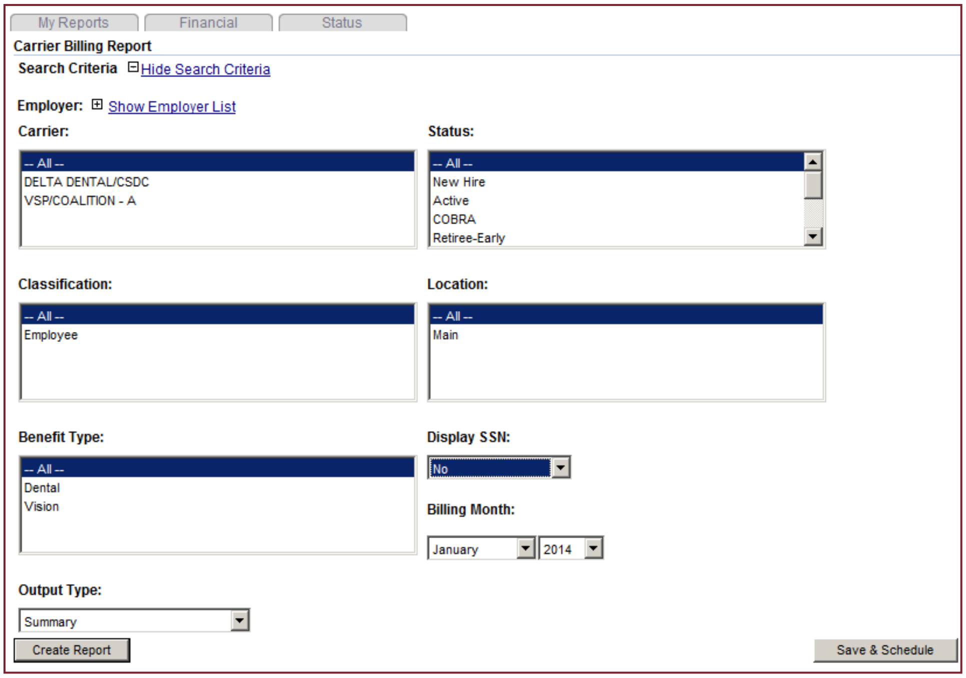


Figure 4 – Carrier Billing Report input fields

3 Once selections have been made, **click Create Report**. The screen will begin generating the report. The completed report will display on the screen. To **Save & Schedule** this report, refer to the **Save & Schedule** section in this guide. To **export** this report, refer to the ***How to Export Reports*** section in this guide.

****Note:*** *to make multiple selections, hold the* ***Ctrl*** *key down while clicking on selections.*

Financial Reports – Eligibility Billing (Eligibility List)

The Eligibility List is a report of all eligible and enrolled members for the following month. This report is used by the Client to reconcile upcoming eligibility.

*On the 23rd of each month, the Client will receive the Eligibility List reflecting the following month's eligibility (*figures 1 and 2). This report will be e-mailed to the Client from the following e-mail address: benefitbridge@keenan.com.

The Eligibility List is intended to help the Client verify that all changes entered in KCARES from the 16th of the last month to the 15th of the current month are reflected and correct. The Eligibility List will be produced for each sub-location number and will show the names of all covered employees. Employees appearing on the list will be sorted by sub-location number, employee class and last name. A report that summarizes the sub-location totals will also be included (figures 1 and 2).

a. Termination Effective Dates:

Terminated enrollees are eligible through the last day of the month in which the termination occurs, unless otherwise specified in the Client's carrier contract (**the termination effective date should always be the 1st of the month**). If an enrollee is terminated retroactively to a prior month and a claim was paid before the carrier was notified of the termination, eligibility must continue through the month in which the claim was incurred, and dues will be owed for that enrollee until the end of that month. **A 90-day limitation on retroactive terminations is standard.**

ELIGIBILITY LIST

EMPLOYER: xDemo KCARES COA
BENEFIT PLAN: DELTA DENTAL/CSDC
REPORTING PERIOD: 3/1/2014 TO 3/31/2014
GROUP: 007101-0064 DENTAL-CLASS/MGMT/CONF FULL-TIME

Page: 0

Keenan & Associates
Eligibility Department
P.O. Box 3277
Torrance, CA 90510-1431
1-855-585-4330
FAX (310)212-0355

SOCIAL SECURITY #	EMPLOYEE NAME	SEX	EMPLOYEE CLASS	COVERAGE TYPE	EFFECTIVE DATE	RATE	TERMINATION DATE
***-**- 4321	ADMIN, DEMO	F		Employee + One Child	02-01-14	$98.73	
	***Employee New Enrollment		Effective Date: 02/01/2014				
	***Coverage Cancelled	F	Effective Date: 01/01/2014				
***-**- 9999	DEMO, COUNSELOR	M		Employee + Family	01-01-09	$141.96	
	***Dependent Cancelled	M	Effective Date: 03/01/2014				
***-**- 1111	DEMO, DENTALONLY	M		Employee	11-01-10	$54.53	
***-**- 5454	DEMO, LANDSCAPER	M		Employee	06-01-09	$54.53	
***-**- 9999	DEMO, NURSE	F		Employee + Children	09-01-09	$141.96	
***-**- 4444	DEMO, PRINCIPAL	F		Employee + Spouse	08-01-10	$98.73	
***-**- 8888	DEMO, SECRETARY F	F		Employee + Children	09-01-09	$141.96	
***-**- 7676	DEMO, SPEECHLANG	F		Employee + One Child	07-01-09	$98.73	
***-**- 8989	DEMO, SUPERINTENDENT	M		Employee + Spouse	01-01-09	$98.73	
***-**- 1234	EMPLOYEE, CHANGE	M		Employee + Spouse	03-01-11	$98.73	
***-**- 4567	EMPLOYEE, TERMALL	M		Employee + Family	01-01-11	$141.96	
***-**- 2345	EMPLOYEE, TERMDEP	M		Employee + Spouse	04-01-11	$98.73	
***-**- 3333	EXAMPLE, CHANGE	M		Employee + Family	04-01-11	$141.96	
***-**- 4444	EXAMPLE, TERMDEP	M		Employee + Spouse	05-01-11	$98.73	
***-**- 3333	USER, CHANGE	M		Employee + Spouse	04-01-11	$98.73	
***-**- 4455	USER, TERMALL	M		Employee + Family	01-01-11	$141.96	
***-**- 3535	USER, TERMDEP	M		Employee + Spouse	04-01-11	$98.73	

Confidential Internal Use - 3/6/2014 4:26:04 PM

Figure 1 – Eligibility List

ELIGIBILITY LIST

EMPLOYER: xDemo KCARES COA
BENEFIT PLAN: DELTA DENTAL/CSDC
REPORTING PERIOD: 3/1/2014 TO 3/31/2014
GROUP: 007101-0064 DENTAL-CLASS/MGMT/CONF FULL-TIME

Page: 2

Keenan & Associates
Eligibility Department
P.O. Box 3277
Torrance, CA 90510-1431
1-855-585-4330
FAX (310)212-0355

Coverage Type	Count	Rate	Amount
Employee	2	$54.53	$109.06
Employee + Spouse	7	$98.73	$691.11
Employee + Family	4	$141.96	$567.84
Employee + One Child	2	$98.73	$197.46
Employee + Children	2	$141.96	$283.92
Total Employees For This Month	17		$1,849.39

Summary of Changes	Count
Coverage Cancelled	1
Dependent Cancelled	1
Employee New Enrollment	1
***Total Changes for this Month	3

GROUP TOTAL: 17 **Total Changes:** 3 **Amount:** $1,849.39

Confidential Internal Use - 3/6/2014 4:26:04 PM

Figure 2 – Eligibility List

1. To access the Eligibility Billing Report, hover over the Financial tab to reveal the drop-down menu. **Highlight & click** on **Eligibility Billing**.
2. The required input fields are displayed (figure 3). A selection can be made for each field (except as noted below,) but the default is "All," except for Billing Month and Output Type; see field descriptions below.

Carrier:	select which Carrier(s) to be included in the bill*
Status:	select the Employment Status(es)*; Active and Terminated are the only choices
Classification:	default is "All"–leave as is
Location:	default is "All"–leave as is
Insurance Type:	select a type(s) to include*
Billing Month:	select a month and year
Output Type:	select a report format to display the content

Summary: provides the enrolled subscriber count by Coverage Tier/Family Indicator for each plan along with premium and totals for each Coverage Tier.

Details with Summary (**Recommended Output Type**): provides a line item for each individual subscriber enrollment in given plan along with the Coverage Tier and premium, as well as a summary of the Coverage Tier and premium amounts.

Details with Summary Unformatted: provides an unformatted version of the results that includes all of the header and selection criteria in a columnar format. This version should be used for more detailed history reporting, analysis and data manipulation.

Changes Only: provides a list of changes made and includes the employee's name, change description (e.g., change of address, name change) and effective date.

Details without Summary: provides a line item for each individual subscriber enrollment in given plan along with the Coverage Tier and the premium. Each Group ID number is listed on a separate tab.

3. Once all selections have been made, **click Create Report**. The screen will change and begin generating the report and the report navigation heading is displayed. The completed report will be displayed on the screen. To **Save & Schedule** this report, refer to the **Save & Schedule** section in this guide. To **export** this report, refer to the ***How to Export Reports*** section in this guide.

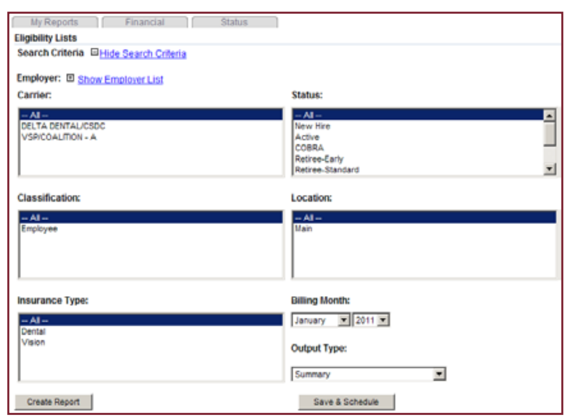


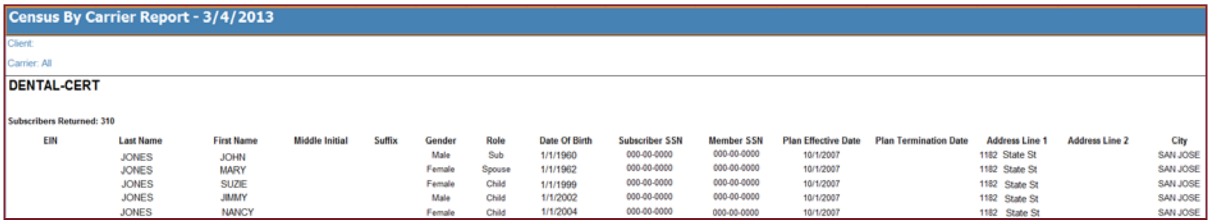
Figure 3 – Eligibility List input fields

****Note:*** *to make multiple selections, hold the* ***Ctrl*** *key down while clicking on selections.*

Status Reports – Carrier Enrollment Census

This report lists all subscribers and dependents enrolled in a given carrier's plan. It includes complete census information required by a carrier to be used for the enrollment of the subscriber and their dependents in lieu of an electronic transmittal. The search requirements to produce this report include Carrier, Date and Output Type.

A truncated sample of the report is shown below (figure 1); other column headings include Employee Classification, FI/Coverage, Group, etc.



Census By Carrier Report - 3/4/2013

Client:

Carrier: All

DENTAL-CERT

Subscribers Returned: 310

EIN	Last Name	First Name	Middle Initial	Suffix	Gender	Role	Date Of Birth	Subscriber SSN	Member SSN	Plan Effective Date	Plan Termination Date	Address Line 1	Address Line 2	City
	JONES	JOHN			Male	Sub	1/1/1960	000-00-0000	000-00-0000	10/1/2007		1182 State St		SAN JOSE
	JONES	MARY			Female	Spouse	1/1/1962	000-00-0000	000-00-0000	10/1/2007		1182 State St		SAN JOSE
	JONES	SUZIE			Female	Child	1/1/1999	000-00-0000	000-00-0000	10/1/2007		1182 State St		SAN JOSE
	JONES	JIMMY			Male	Child	1/1/2002	000-00-0000	000-00-0000	10/1/2007		1182 State St		SAN JOSE
	JONES	NANCY			Female	Child	1/1/2004	000-00-0000	000-00-0000	10/1/2007		1182 State St		SAN JOSE

Figure 1 – Carrier Enrollment Census report

1. From the **Reports** home page hover over the **Status** tab to reveal the drop-down menu. **Highlight & click** on **Carrier Enrollment Census** report.

2. The required input fields are displayed (figure 2). A selection can be made for each field, but the default is "All;" see field descriptions below.

   Carrier: select the Carrier(s) to be included in the report.*

   Date: enter a date or use the Calendar icon to select a date.

   Output Type: **<u>Normal</u>:** provides a fully formatted report with the selection criteria in the header, grouped and sorted by Classification and Status.

   <u>Simple</u>: provides a simple formatted report grouped and sorted by Classification and Status without header information.

   <u>Unformatted</u>: provides an unformatted version of the results that includes all of the header and selection criteria in a columnar format. This version should be used for more detailed history reporting, analysis and data manipulation.

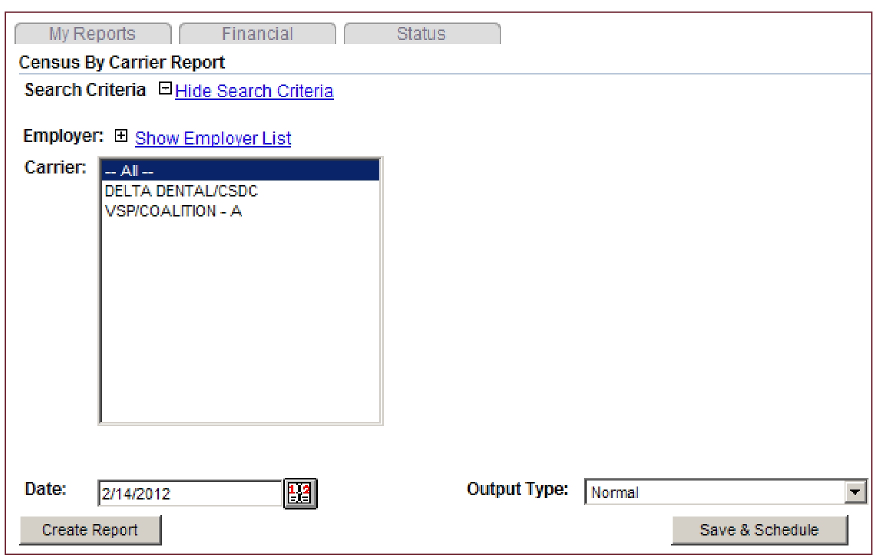


Figure 2 – Census By Carrier Report input fields

3. Once all selections have been made, **click** Create Report. The screen will change and begin generating the report and the report navigation heading is displayed. The completed report will be displayed on the screen. To **Save & Schedule** this report, refer to the **Save & Schedule** section in this guide. To **export** this report, refer to the ***How to Export Reports*** section in this guide.

   ****Note:** to make multiple selections, hold the **Ctrl** key down while clicking on selections.*

Status Reports – Complete Census

*This report provides the ability to tailor a report through filters, selection and ordering of data elements and selecting the type of data to be included. The search requirements to produce this report are broken into three sections: **General Filters** – Carrier, Status, Classification, Location and Benefit Type; **Report Data** – Select Demographic Data and Select Dependent Data; and **Benefits Data** – Select Benefits Data and Select Sort Fields.*

1. It is important to note that to run this report, the "**Download**" features in your security settings must be enabled. To do this, follow these steps: From the Internet Explorer toolbar, **click** on **Tools** → **Internet Options** (figure 1).

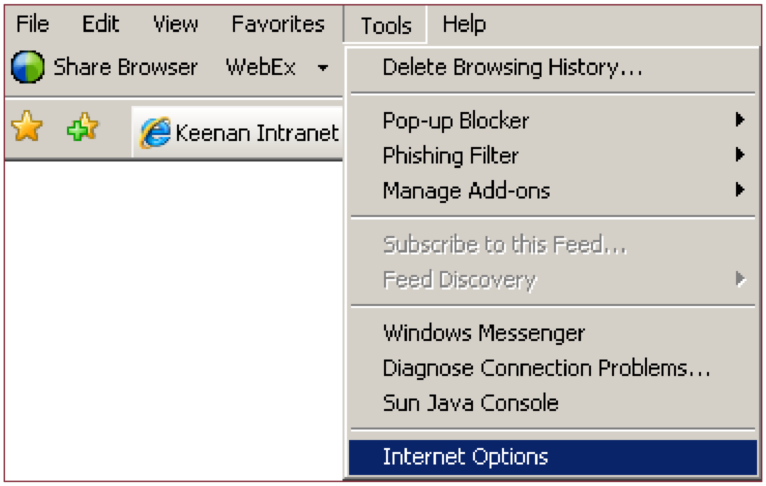


Figure 1 – Tools → Internet Options

2. **Click** on the **Security** tab (figure 2).

3. **Click** on the **Internet** icon and then **click** on **Custom level . . .**

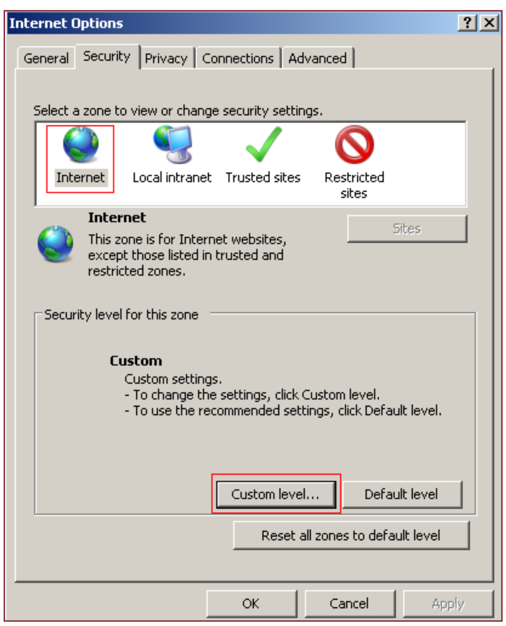


Figure 2 – Security tab

4. In the **Settings** box (figure 3), scroll down to the **Downloads** section
   a. **Click** the **Enable** radio button for **Automatic prompting for file downloads; File download**; and **Font download**
   b. **Click** the **OK** button
   c. You will be returned to the **Security** tab**; click OK**

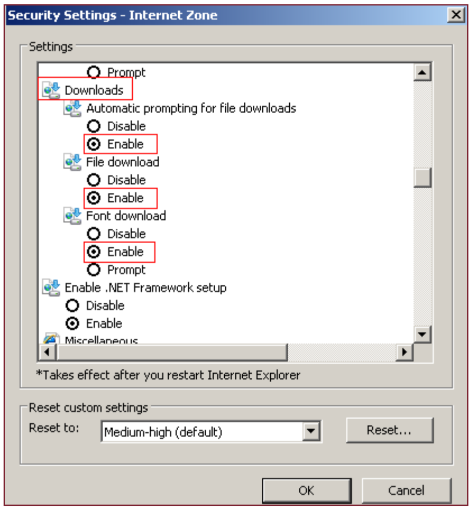


Figure 3 – Security Settings box

To create the **Complete Census** Report:

1. From the **Reports** home page hover over the **Status** tab to reveal the drop-down menu. **Highlight & click** on **Complete Census** report.

2. The required input fields are displayed for Part I – **General Filters** (figure 4). A selection can be made for each field, but the default is "All;" see field descriptions below.

Carrier:	*Select the Carrier(s) to be included in the report**
Status:	*Select which Employment Status(es) to search**
Classification:	*Select which Employment Classification(s) to be included**
Location:	*Select which Locations(s) to search**
Benefit Type:	*Select which Benefit Type to be run**

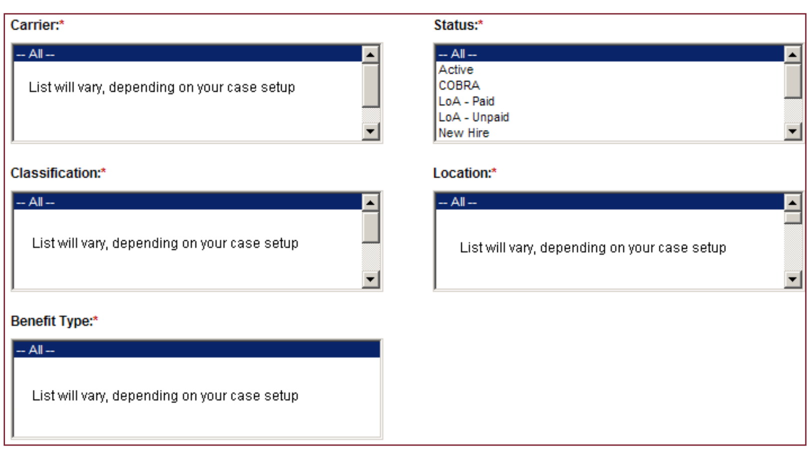


Figure 4 – Complete Census input fields – Part I

3. The required input fields are displayed for Part II – **Report Data** (figures 5 and 6). Selections can be added to the "Selected" fields, but at least one data element must be selected and added. See field descriptions below. (**Click** on the **Add Field(s)** double arrow to finalize your selection.)

Select Demographic Data:	*Select at least one Demographic element to be included in the report (you can choose as many elements as are available in the list)**
Select Dependent Data:	*Select at least one Dependent Data element to be included in the report (you can choose as many elements as are available in the list)* You can also **click** on the **Include Dependent Data** box if you want to omit dependent data.*

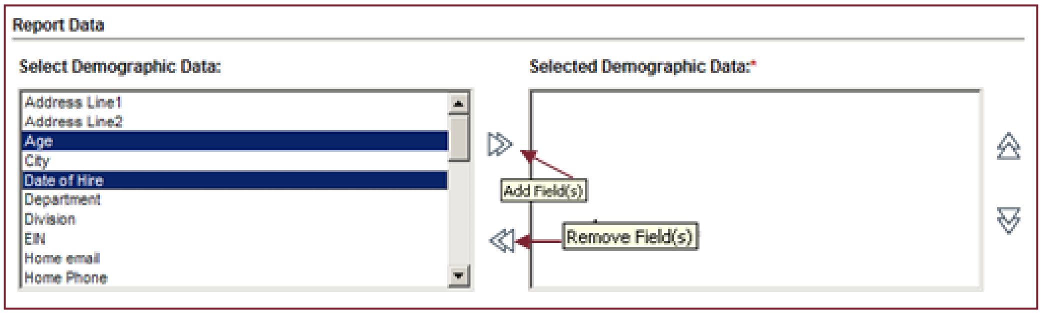


Figure 5 – Complete Census input fields – Part II

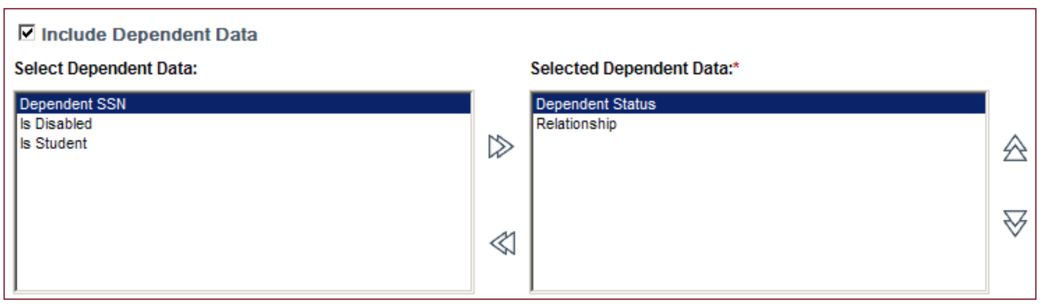


Figure 6 – Complete Census input fields – Part II

a. To change the order of your **Selected Demographic Data**, highlight a line of data and use the **Move Up** or **Move Down** double arrows to change the order in which your data will appear in the final report (figure 7).

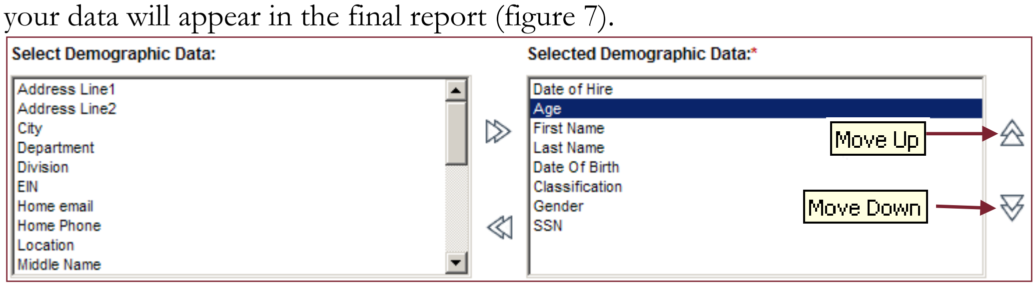


Figure 7 – Move Up and Move Down double arrows

4. The required input fields are displayed for Part III – **Benefits Data** (figure 8). Selections can be added to the "Selected" fields, but at least one data element must be selected and added. See field descriptions below. (**Click** on the **Add Field(s)** double arrow to finalize your selection and/or the **Move Up** or **Move Down** double arrows to change the order in which your data will appear in the final report.)

Select Benefits Data:	*Select at least one Benefits element to be included in the report (you can choose as many elements as are available in the list)* You can also **click** on the **Include Benefit Data** box if you want to omit benefit data. We recommend that you keep the **Exclude Terminated Records** box checked.*
Select Sort Field:	*Select the sort element to be used to format the report output*

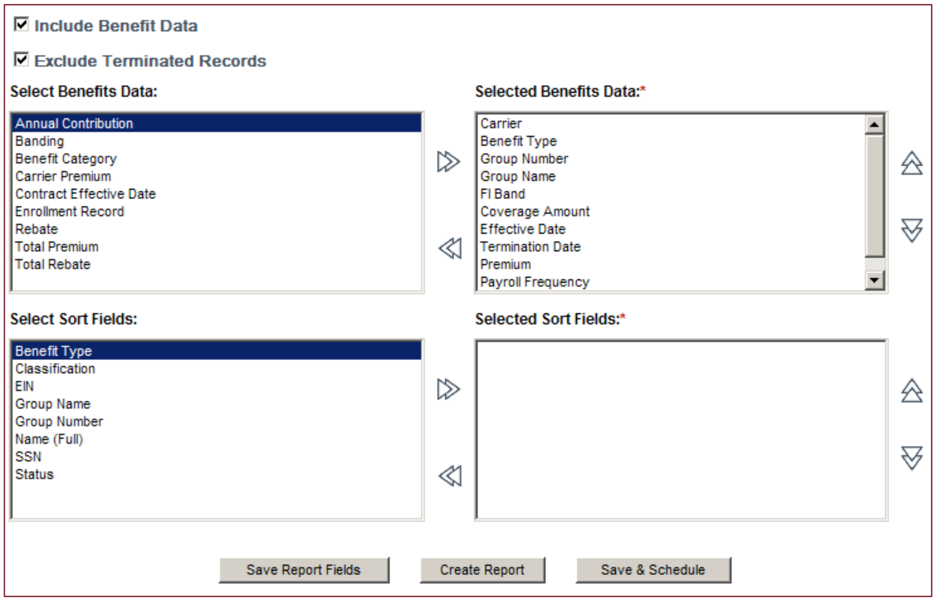


Figure 8 – Benefit Data input fields – Part III

5. Once all selections have been made, **click** Save Report Fields to save these selections for future use (this is not required).
6. **Click** Create Report. A popup window will appear and begin generating the report (figure 9). A File Download box will appear, allowing you to Open or Save this report.

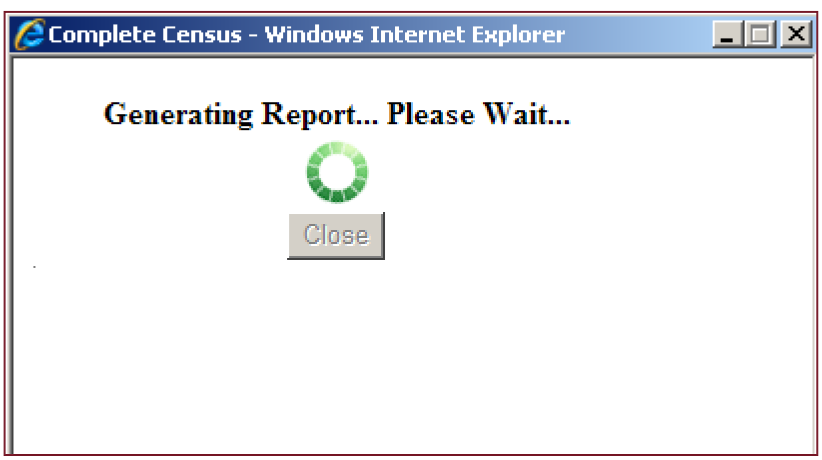


Figure 9 – Complete Census popup window

****Note:** to make multiple selections, hold the **Ctrl** key down while clicking on selections.*

Save & Schedule Feature (for Complete Census only)

1. Select the Complete Census Report and enter the report criteria.

2. **Click** on **Save & Schedule**.

3. A **Complete Census Report Save & Schedule** popup window will appear displaying the following fields (figure 1):

Report Title:	Enter a short descriptive report title
Report Description:	Enter a more detailed description to help you remember
Password:	Password protects the file when delivered to your email inbox
Notify:	Enter your email address to be notified when the report has been run
Next Run:	Enter a date for the next report run.
Recurring Report:	Checkbox is checked
Frequency:	Select a frequency from the drop-down menu (Monthly, Quarterly, Semi-Annual, Annual)
Schedule Start:	Enter the date the reports will begin to run
Schedule Thru:	Enter the date the report will stop running

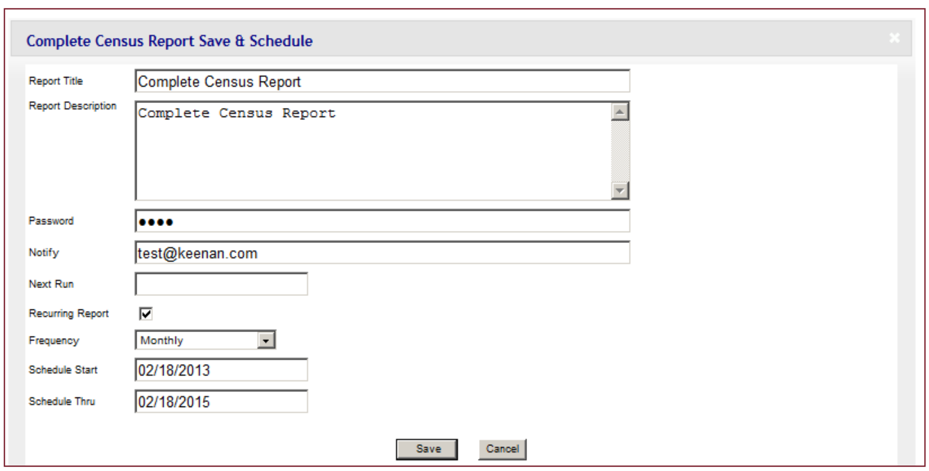


Figure 1 – Complete Census Save & Schedule popup window

4. Once all entries are complete, **click Save**.

5. A popup box appears (figure 2), notifying that the report schedule is saved.

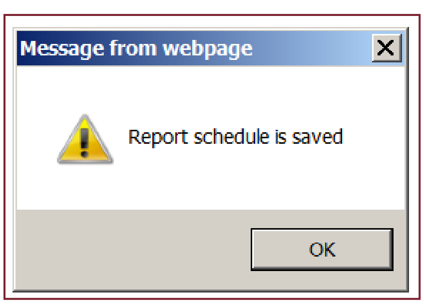


Figure 2 – Saved popup box

6. **Click** OK.

Status Reports – Enrolled Subscribers by Plan

This report provides a count of subscribers by Group for dental and/or vision benefits (figure 1). This report can be used for budgeting, bargaining and negotiation purposes. The search requirements to produce this report include Date and Status.

Enrolled Subscribers By Plan - 3/5/2013 8:25:03 AM

Client:
Status: All
Date: 3/5/2013

Terminated

Classification	CLASS	COBRA	RETIREES	Total
EMPLOYEE	0	0	0	0
Total	0	0	0	0

Active

Classification	CLASS	COBRA	RETIREES	Total
EMPLOYEE	163	12	152	1109
Total	163	12	152	1109

Figure 1 – Enrolled Subscribers By Plan report

1. From the **Reports** home page hover over the **Status** tab to reveal the drop-down menu. **Highlight & click** on **Enrolled Subscribers By Plan**.

2. The required input fields are displayed (figure 2). A selection can be made for each field, but the default is "All;" see field descriptions below.

   Date: enter a current or future date

   Status: select the Status(es) to be included in the report*; Active and Terminated are the only options which should be used

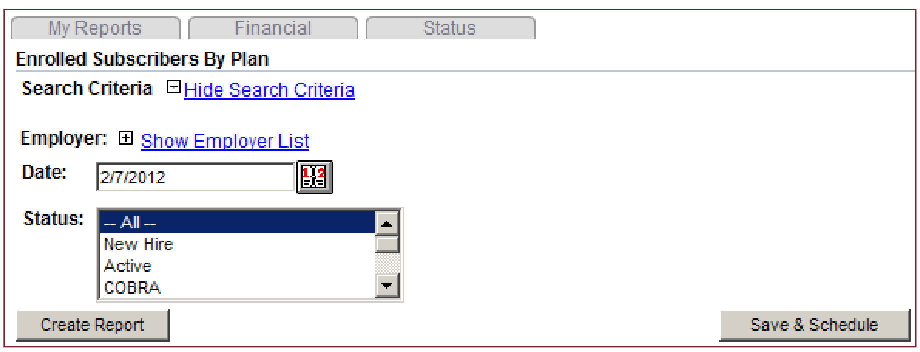


Figure 2 – Enrolled Subscribers By Plan input fields

3. Once all selections have been made, **click Create Report**. The screen will change and begin generating the report and the report navigation heading is displayed. The completed report will be displayed on the screen. To **Save & Schedule** this report, refer to the **Save & Schedule** section in this guide. To **export** this report, refer to the ***How to Export Reports*** section in this guide.

*__*Note:__ to make multiple selections, hold the __Ctrl__ key down while clicking on selections.*

Status Reports – Over Age Dependents

This report lists all dependent children (non-spouses) who have exceeded the age limits for all plans in which they are currently enrolled.

On the 2nd of each month, the Client will receive a courtesy dental Over Age Dependent Report (dependent tracking is not necessary for vision eligibility), which captures all dependents who will be reaching the plan's overage limit in the upcoming month (figure 1). This report will be e-mailed to the Client from the following e-mail address: benefitbridge@keenan.com.

Note: It is the Client's responsibility to:

- Notify the Employee of the dependent's termination of coverage
- Send notice of COBRA eligibility

Over Age Dependents - 3/24/2011 4:45:10 PM

Client: xDemo KCARES COA
Location: All
Start Date: 3/24/2011
End Date: 3/24/2011

Subscriber SSN Benefit Type	EIN	Relationship Carrier	Dependent Name: Last First MI Group Name/Group Number	Date of Birth	Age
999-99-9999		CHILD	DEMO, CHILDFIRST	1/1/1985	26
Dental		DELTA DENTAL/CSDC	CLASS/MGMT/CONF FULL-TIME/007101-0064	**Ineligibility Age:**	26
333-33-3333		CHILD	DEMO, DAUGHTER	11/19/1984	26
Dental		DELTA DENTAL/CSDC	CERTIFICATED FULL TIME/007101-0076	**Ineligibility Age:**	26
111-11-1234		CHILD	EMPLOYEE, SON	2/15/1985	26
Dental		DELTA DENTAL/CSDC	CLASS/MGMT/CONF FULL-TIME/007101-0064	**Ineligibility Age:**	26
111-11-3333		CHILD	USER, SON	3/1/1985	26
Dental		DELTA DENTAL/CSDC	CLASS/MGMT/CONF FULL-TIME/007101-0064	**Ineligibility Age:**	26

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Figure 1 – Over Age Dependents report

1. From the **Reports** home page hover over the **Status** tab to reveal the drop-down menu. **Highlight & click** on **Over Age Dependents**.
2. The required input fields are displayed (figure 2). A selection can be made for each field (except as noted below,) but the default is "All;" see field descriptions below.

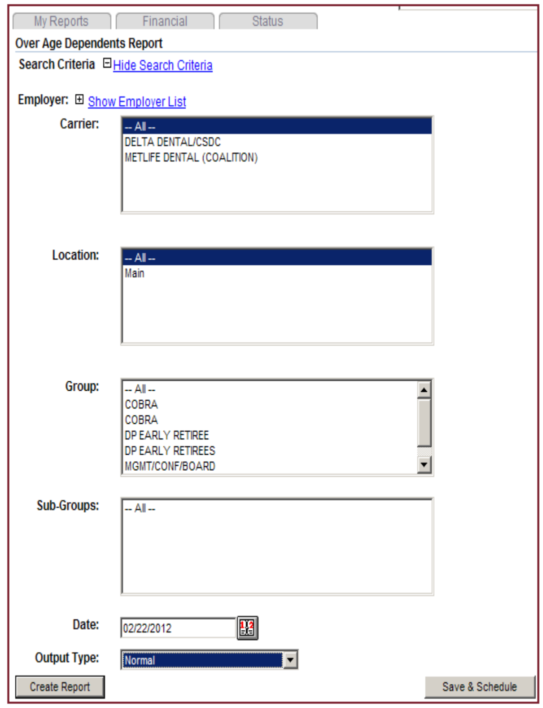


Figure 2 – Over Age Dependents report

Carrier: select the Carrier;*

Location: default is "All"—leave as is

Group: select the Group in which the subscriber is a member

Sub-Groups: default is "All"—leave as is

Date: enter a current or future date

Output Type: **<u>Details</u>:** provides a fully formatted report with the selection criteria in the header, grouped and sorted by Last Name.

<u>Normal</u>: provides a simple formatted report in line item fashion grouped and sorted by Last Name.

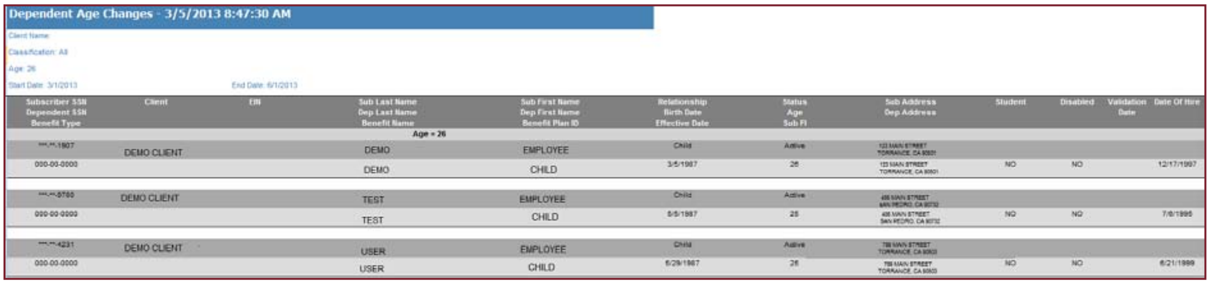
<u>Unformatted</u>: provides an unformatted version of the results that includes all of the header and selection criteria in a columnar format. This version should be used for more detailed history reporting, analysis and data manipulation.

3. Once all selections have been made, **click Create Report**. The screen will change and begin generating the report and the report navigation heading is displayed. The completed report will be displayed on the screen. To **Save & Schedule** this report, refer to the **Save & Schedule** section in this guide. To **export** this report, refer to the ***How to Export Reports*** section in this guide.

Note: to make multiple selections, hold the **Ctrl key down while clicking on selections.*

Status Reports – Dependent Age Changes

This report lists all dependents (non-spouses) who will become a certain age in an upcoming period (age range includes 18 through 26) (figure 1). The search requirements to produce this report include Classification, Mask SSN, Start Date, End Date, Age and Output Type.



Dependent Age Changes - 3/5/2013 8:47:30 AM

Client Name:

Classification: All

Age: 26

Start Date: 3/1/2013 End Date: 6/1/2013

Subscriber SSN Dependent SSN Benefit Type	Client	EIN	Sub Last Name Dep Last Name Benefit Name	Sub First Name Dep First Name Benefit Plan ID	Relationship Birth Date Effective Date	Status Age Sub FI	Sub Address Dep Address	Student	Disabled	Validation Date	Date Of Hire
Age = 26											
***-**-1907	DEMO CLIENT		DEMO	EMPLOYEE	Child	Active	[illegible]				
000-00-0000			DEMO	CHILD	3/5/1987	26	[illegible]	NO	NO		12/17/1997
***-**-5780	DEMO CLIENT		TEST	EMPLOYEE	Child	Active	[illegible]				
000-00-0000			TEST	CHILD	5/5/1987	25	[illegible]	NO	NO		7/6/1995
***-**-4231	DEMO CLIENT		USER	EMPLOYEE	Child	Active	[illegible]				
000-00-0000			USER	CHILD	5/29/1987	26	[illegible]	NO	NO		6/21/1999

Figure 1 – Dependent Age Changes report

1. From the **Reports** home page hover over the **Status** tab to reveal the drop-down menu. **Highlight & click** on **Dependent Age Changes**.

2. The required input fields are displayed (figure 2). A selection can be made for each field (except as noted below,) but the default is "All;" see field descriptions below.

Classification: default is "All"—leaves as is

Mask SSN: **Yes** displays only the last 4 digits of the subscriber's SSN

No displays the subscriber's entire SSN (recommended)

Start Date: enter a start date

End Date: enter an end date

Age: select All or choose ages to be included in the report

Output Type: **<u>Normal</u>:** provides a fully formatted report with the selection criteria in the header, grouped and sorted by Age and Last Name.

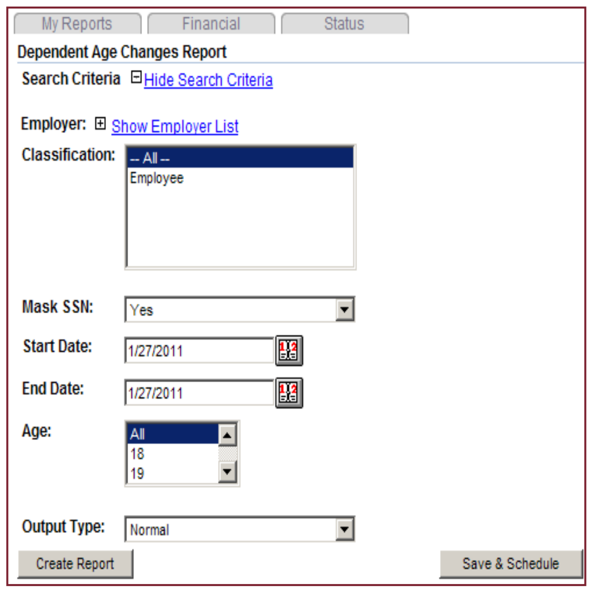


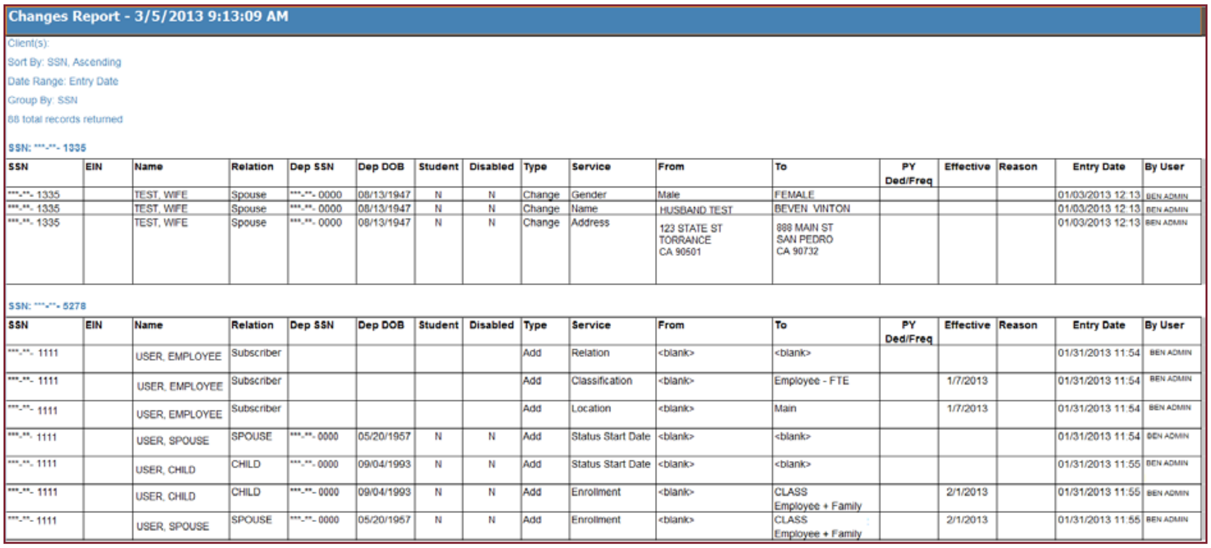
Figure 2 – Dependent Age Changes report input fields

<u>Unformatted</u>: provides an unformatted version of the results that includes all of the header and selection criteria in a columnar format. This version should be used for more detailed history reporting, analysis and data manipulation

3. Once all selections have been made, **click Create Report**. The screen will change and begin generating the report and the report navigation heading is displayed. The completed report will be displayed on the screen. To **Save & Schedule** this report, refer to the **Save & Schedule** section in this guide. To **export** this report, refer to the ***How to Export Reports*** section in this guide.

Status Reports – Changes

*This report lists the event history for a group of employees/dependents for a specified date range (figure 1). This report shows all changes performed on a record. The search requirements to produce this report are broken into three sections. "**Current Subscriber Information** Filters," which includes Classification, Status, Location and Carrier; "**Changes** Filter," which includes Change Type, Carrier, Service, Search By, Date Range, masking of SSN and Changed By; and "**Report Display** Options," which includes Sort By, Sort Direction, Group By and Report Options.*


Changes Report - 3/5/2013 9:13:09 AM

Client(s):
Sort By: SSN, Ascending
Date Range: Entry Date
Group By: SSN
88 total records returned

SSN: ***-**- 1335

SSN	EIN	Name	Relation	Dep SSN	Dep DOB	Student	Disabled	Type	Service	From	To	PY Ded/Freq	Effective	Reason	Entry Date	By User
***-**- 1335		TEST, WIFE	Spouse	***-**- 0000	08/13/1947	N	N	Change	Gender	Male	FEMALE				01/03/2013 12:13	BEN ADMIN
***-**- 1335		TEST, WIFE	Spouse	***-**- 0000	08/13/1947	N	N	Change	Name	HUSBAND TEST	BEVEN VINTON				01/03/2013 12:13	BEN ADMIN
***-**- 1335		TEST, WIFE	Spouse	***-**- 0000	08/13/1947	N	N	Change	Address	123 STATE ST TORRANCE CA 90501	888 MAIN ST SAN PEDRO CA 90732				01/03/2013 12:13	BEN ADMIN

SSN: ***-**- 5278

SSN	EIN	Name	Relation	Dep SSN	Dep DOB	Student	Disabled	Type	Service	From	To	PY Ded/Freq	Effective	Reason	Entry Date	By User
***-**- 1111		USER, EMPLOYEE	Subscriber					Add	Relation	<blank>	<blank>				01/31/2013 11:54	BEN ADMIN
***-**- 1111		USER, EMPLOYEE	Subscriber					Add	Classification	<blank>	Employee - FTE		1/7/2013		01/31/2013 11:54	BEN ADMIN
***-**- 1111		USER, EMPLOYEE	Subscriber					Add	Location	<blank>	Main		1/7/2013		01/31/2013 11:54	BEN ADMIN
***-**- 1111		USER, SPOUSE	SPOUSE	***-**- 0000	05/20/1957	N	N	Add	Status Start Date	<blank>	<blank>				01/31/2013 11:54	BEN ADMIN
***-**- 1111		USER, CHILD	CHILD	***-**- 0000	09/04/1993	N	N	Add	Status Start Date	<blank>	<blank>				01/31/2013 11:55	BEN ADMIN
***-**- 1111		USER, CHILD	CHILD	***-**- 0000	09/04/1993	N	N	Add	Enrollment	<blank>	CLASS Employee + Family		2/1/2013		01/31/2013 11:55	BEN ADMIN
***-**- 1111		USER, SPOUSE	SPOUSE	***-**- 0000	05/20/1957	N	N	Add	Enrollment	<blank>	CLASS Employee + Family		2/1/2013		01/31/2013 11:55	BEN ADMIN

Figure 1 – Changes report

1. From the **Reports** home page hover over the **Status** tab to reveal the drop-down menu. **Highlight & click** on **Changes Report**.

2. The required input fields are displayed (figure 2). A selection can be made for each field (except as noted below,) but the default is "All;" see field descriptions below.

<u>Current Subscriber Information Filters</u>

Classification: default is "All"—leave as is

Status: choose a Status to be included in the report; *Active and Terminated are the only choices

Location: default is "All"—leave as is

Carrier: choose a Carrier to be included in the report; or keep -All- as default

<u>Changes Filter</u>

Change Type: select Add, Change or Term; or keep -All- as default

Carrier: choose a Carrier to be included in the report; or keep -All- as default

Service: select single or multiple services; or keep -All- as default*

Search By: select either Entry Date or Effective Date

From/To: enter a specified date range

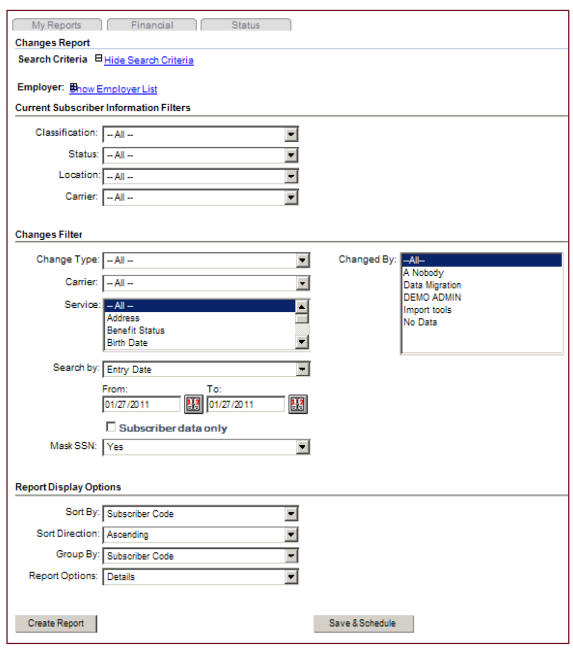


Figure 2 – Changes report input fields

Changed By: select a User(s) from the list or keep -All- as default*
□ **Subscriber data only:** selecting this option removes dependent data for the report results.
Mask SSN: **Yes** displays the last 4 digits of subscriber's SSN; **No** displays subscriber's entire SSN (recommended)

<u>Report Display Options</u>

Sort By: select how you want the report data sorted; defaults to Subscriber Code (SSN)
Sort Direction: select either Ascending or Descending
Group By: select how you want the report data grouped; defaults to Subscriber Code (SSN)
Report Options: select either Details or Unformatted

3. Once selections have been made, **click Create Report**. The screen will begin generating the report. The completed report will display on the screen. To **Save & Schedule** this report, refer to the **Save & Schedule** section in this guide. To **export** this report, refer to the ***How to Export Reports*** section in this guide.

**** Note:** to make multiple selections, hold the **Ctrl** key down while clicking on selections.*

How to Export Reports

All reports available in the ***Reports*** *tab section of* ***KCARES*** *are exportable. There are various data formats available for selection.*

1. Once the report has been generated, the results will appear on the screen. In the navigation heading **click** the drop-down arrow to the left of **Export**. **Highlight & click** on the desired format. Acrobat (PDF) and Excel are the two recommended options for report export (figure 1).
2. **Click** Export.

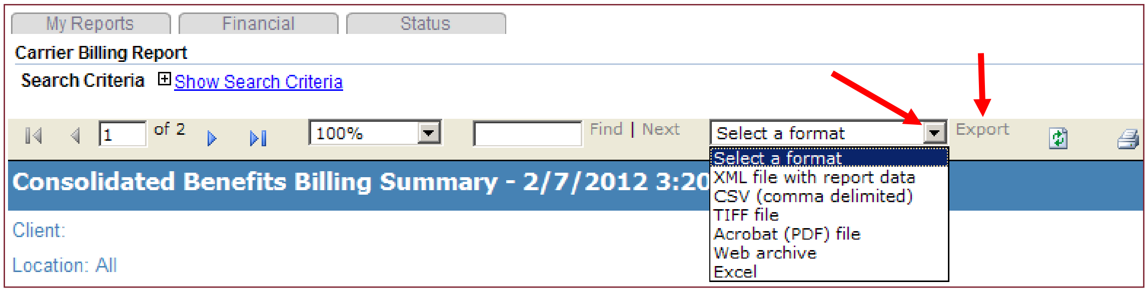


Figure 1 – Select a format drop-down menu

3. A **File Download** popup window appears (figure 2). **Click Save** to save the report to your PC or **click Open** to open the data into the desired format. Remember to save the report once it has been exported.

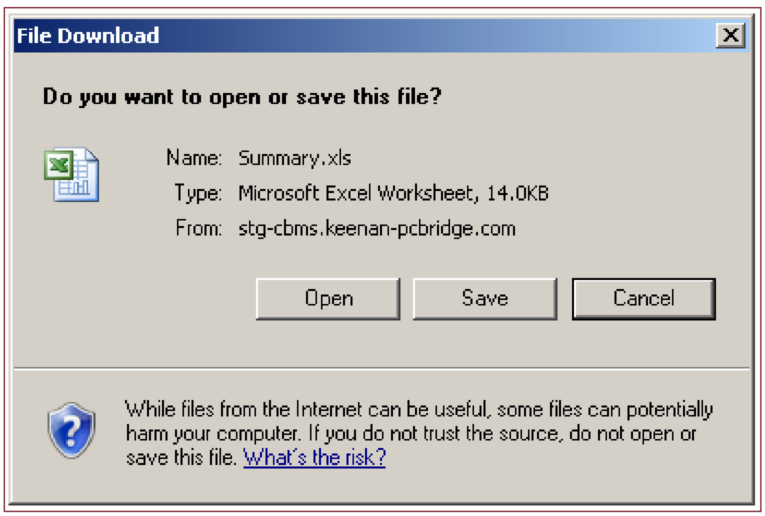


Figure 2 – File Download popup window

H – Glossary of Terms

Personal Tab:	
Address	Employee's address. **Required field**.
Birth Date	Employee's birth date, entered without slashes. The month and date must be entered as two digits; the year entered as four digits. You can also use the built-in calendar. **Required field**.
City/State/Zip	Tabbing out of the address field will place the cursor on the zip code field. Once entered, it will automatically populate the City and State. **Required fields**. (For cities that share the same zip code, you may type-over the City for correction as needed.)
Edit Record	On the Personal and Employment tabs, clicking on this link will allow you to make necessary changes to all the fields. ***Note:*** *typing the letter "**E**" while on the Personal or Employment tab will also allow you to edit all the information on these tabs.*
Effective Date	Throughout the system, this is the current date upon which a change becomes effective, such as when a benefit becomes effective, when a change of address becomes effective and when a newborn's benefits become effective.
First Name/Last Name	Employee's first and last name. **Required fields**.
Gender	Employee's gender. **Required field**.
Home Email	Employee's home email address. This is not a required field.
Home Phone	Employee's home phone number, entered without hyphens. This is not a required field.
SSN	Social Security Number to be entered without hyphens. **Required field**.
Employment Tab:	
Annual Income	Can be left blank. This is not a required field.
Benefit Status	Employee's status information–Active or Terminated
Classification	"Employee" is the default classification.
Department	Can be left blank. This is not a required field.
Division	Can be left blank. This is not a required field.
Employee ID:	Can be left blank. This is not a required field.
Hire Date	Employee's original date of hire. If this date is unknown, use the Status Start Date (the date that benefits are effective). **Required field**.
Location	Can be left blank. This is not a required field.
Occupation	The Occupational Code is listed here. If utilized, this helps identify codes for other plans, such as COBRA or Surviving Spouse plans.

Status Start Date	The Status Start Date is automatically calculated to be the 1st of the month following Date of Hire. You can manually adjust the Status Start Date; for instance, if an employee is hired on 8/20/14 and eligibility is met on the first of the month following 30 days of employment, the Status Start Date should be changed to read 10/01/14.
Sub-Class	The default is "FTE." This is not a required field.
Work Email	Can be left blank. This is not a required field.
Work Phone Number	Can be left blank. This is not a required field.
Dependents Tab:	
Benefit Status	This denotes dependent(s) status for benefits, e.g., "Active, Ineligible." **Required field.**
Dependent Type	This list identifies and stores Dependent Type information for each dependent within an Employee's record. The list options vary based on a dependent's **Relation** (Spouse, Child, Grandchild, etc.) and **Birth Date**. This field does not initially display on a "blank" (new) record and will not display on a Spouse's record. For any child relation, this field appears after the Birth Date has been entered and will display the appropriate list choice based on the dependent's age. **Required Field** (except for Spouse).
Documentation	The options are Yes or No, designating whether documentation was provided with regard to the dependent. Defaults to No. **Required field.**
First Name/Last Name	Dependent's first and last name. ***Note:*** *Dependent's last name will default to Employee's last name but may be changed.* **Required fields**.
Gender	Dependent's gender. **Required field**.
Relation	Identifies the relationship of the dependent to the Employee (Subscriber). **Required field**.
SSN	Social Security Number to be entered without hyphens. **Required field**. ***Note:*** *System will allow entry of "000-00-0000" for an unknown Dependent SSN.*
Use Subscriber's (checkbox)	Checkbox is marked as default to show address to be the same as Subscriber's. Uncheck the box and enter an address for dependent if different.
Validation	This list contains validation documentation items such as adoption papers, birth certificates, court orders and marriage certificates, etc., if an employer requires that dependent validation documentation be collected or viewed.
Validation Date	This date field can be used to track when a dependent's paperwork was validated/verified or when this information must next be validated/verified.

Benefits Tab:	
Coverage Details	In the Manage Enrollment Section: In some instances, e.g., some vision plans, a drop-down menu may appear when selecting plan coverage. This drop-down contains added information such as tier levels for a vision plan.
Effective From	This date represents the start date of the plan in question.
Effective To	This date represents the termination date of the plan in question. If this field is blank, the plan is still active.
Enrollment Package	The default is "Employee" and denotes the benefits package containing the appropriate dental and/or vision plans.
F&P (and others in drop-down menu)	This drop-down menu presents benefit selections of Future & Present (the default), Present, Past, Future, Pending and All. You may make a selection from the drop-down menu to view benefits in the future, past, present, pending or you can choose All.
Manage Enrollment	This drop-down menu allows you to select the option of adding a new enrollment, editing an existing enrollment, terminating an existing enrollment or viewing an existing enrollment.
Reason	In the Manage Enrollment section: This drop-down menu offers a selection of reasons for changing benefits, e.g., termination, deceased, reduced hours, etc.
Select Benefit To Manage	In the Manage Enrollment section: This drop-down menu displays the types of plans which need to be edited, added or changed in some fashion, e.g., dental or vision.
Select Plan	In the Manage Enrollment section: This drop-down menu displays the individual plans which need to be edited, added or changed in some fashion, e.g., for dental, an HMO Dental Plan or a PPO Dental Plan.
Update (or Change)	In the Manage Enrollment section: This button processes the changes in selection that have been made to an employee's plans.
All Tabs – Employee Record Toolbar:	
Add or View Comments/ Enrollment Summary Archive (***Note**: this link is found on each tab of the Employee Record Toolbar.)*	The Comments feature allows you to add and save information about an employee and/or dependent to help clarify specific activity within the record. Comments saved identify the entry Date and User and become part of the employee's record. Comments for one or more employees can be exported and printed from the Search screen.
Show Sensitive Information (**Note**: T*his link is found on each tab of the Employee Record Toolbar.)*	When accessed, this will reveal hidden information in its entirety, such as the social security number or salary, where applicable.