

## Reinstating Members with Terminated Coverage

In this video, we'll show you how to reinstate members with terminated coverage in account.kp.org.

First, make sure you're signed into account.kp.org and have clicked Manage Members where you can view your group.

Click the Members tab, and use the search box to find the member you want to reinstate.

For more detailed information about finding members, refer to the tutorial video *Finding a Member*.

Once you have located the member, click the Actions menu to the far right of the member's name and choose the Reinstate option.

On the reinstatement screen, review the information to verify you've selected the correct member.

Click Next.

Any family members listed will be reinstated with the subscriber.

Click Next.

The Coverage Start Date is the member's original coverage effective date.

If you need a different effective date, you'll need to begin a new enrollment.

Click Next

If your group is in California or Hawaii, you will need to have a Member Arbitration Agreement.

Select Maintain Agreement or Upload Agreement as needed.

See the video *Uploading a Member Arbitration Agreement* for further details.

Click Next.

Review the request information to make sure its correct.

Click Submit.

A confirmation screen shows that the reinstatement was submitted.

You may click Print Confirmation to print a physical copy.

You'll see a confirmation ID for the member's reinstatement.

Using this ID, you can track the status of the reinstatement in Transaction History.

For more details, watch the *Viewing Online Transaction History* video.

Click Done.

Once reinstated, the member's status will appear as active in the Member list.