Terminating Member Coverage

In this video, we'll show you how to terminate a member's coverage in account.kp.org.

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

Note, when terminating a subscriber, family members under their plan will be terminated as well.

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

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

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

And then select Terminate Subscriber.

A new window will open, and you'll be asked to verify the member's information.

Click Next.

Enter the Termination Date, which is the last date this member should be covered.

Please note, if your contract rules specify a different date, a tip will appear to help you choose the correct date.

Usually, contracts require last day of the month termination dates. Remember, that after this date, the member cannot access benefits.

Click Next.

Verify or update the address, if needed.

A termination letter will be sent to the member, with the last date of coverage and steps for obtaining COBRA coverage, if applicable.

Click Next.

Review the member and family information.

Remember, when terminating a subscriber, all their dependent family members will lose coverage as well.

If you do not wish to terminate these members, click Cancel.

 If all information is correct, click Terminate.

A confirmation screen shows that the termination was submitted.

You may click Print Confirmation to print a physical copy.

Click Done.

Terminating Coverage for Family Members

To terminate a family member, find the subscriber on the group's Member tab.

Click the plus sign to the left of the subscriber's name to see dependent family members.

Click the Actions menu to the far right of the family member's name, and select Terminate Member.

Review the information to verify you've selected the correct member.

Click Next.

Enter the termination effective date, and click Terminate.

A confirmation screen shows that the termination was submitted.

You may click Print Confirmation to print a physical copy.

Click Done.

Viewing Termination Status

To see a list of terminated members, check the group's member list.

You can sort or filter by Status.

You can also check the status of termination transactions in Transaction History.