

How to Reinstate a Member

1. To Reinstate a Member, begin by navigating to the Member tab within the Member Eligibility section and searching for the desired Member.

The screenshot shows the 'Manage Eligibility' section of the Delta Dental Benefit Manager Toolkit. The 'Member' tab is selected, and the 'Add Member' link is visible. The search form contains the following fields:

- Member Number:
- First Name:
- Last Name:
- Date of Birth:
- As of Date:
- Single Name:

Buttons for 'RESET' and 'SEARCH' are located at the bottom right of the form. The 'SEARCH' button is highlighted with a red box.

2. Search for a Member from the returned list to continue.

The screenshot shows the search results for the member. The 'Member Number' field is filled with '010520222'. The 'SEARCH' button is highlighted with a green box. Below the search form, the results are displayed as follows:

showing 1 result(s) of 1

First Name	Last Name	DOB	Member ID	Alternate ID	System Generated ID	Payer ID	Group	Subgroup	Status	Effective Date
Storm	Rain	02/08/1986	*****0222	-	-	DDPMI	10703	0002	ACTIVE	01/04/2022

3. Click on the inactive enrollment you wish to Reinstate.

The screenshot shows the Delta Dental Benefit Manager Toolkit interface for a subscriber named Storm Rain. The page is titled 'Storm Rain (Subscriber)' and includes a 'SWITCH MEMBER' button. The main content area is divided into 'Plan Details' and 'Family Enrollment' sections.

Plan Details: Payer: DDPM, Group Type: Group, Benefit Period: 01/01/2021 - 12/31/2022, Plan: Delta Dental PPO (Standard). Group Subgroup Route New Client Effective 01/01/2021.

Group	Subgroup	Contract
Group ID: 10703 Group Name: Test ABC Group Effective Date: 01/01/2021 Group Health Plan Cert: No Status: Active ID Card: Yes	Subgroup ID: 0002 Subgroup Name: Hourly Effective Date: 01/01/2021 Group Health Plan Cert: No Status: Active ID Card: No	Period: 01/01/2021 - 12/31/2022 Funding Type: Non Retention Service Type: Dental Enrollment Type: Dependent Eligibility Reporting Restriction Type: No Restriction Credit Date Type: COB Config: No Eligibility Age Limit: Yes Retroactive Elig Limit: 6 Months Missing Tooth Exclusion: No

Family Enrollment: Coverage Type: Subscriber and 1 Child. ADD DEPENDENT

Member ID	Name	DOB	Member Type	Status	Eligibility Effective Date	Special Attribute	Merged
****0222 (View)	Storm Rain	02/08/1986	Subscriber	ACTIVE	01/04/2022	-	-
-	Shelly Rain	06/05/1987	Spouse	INACTIVE	01/05/2022	-	-
-	Brian Rain	04/06/2021	Dependent	ACTIVE	01/05/2022	-	-

Legend: Custodial Parent (C), Overage (A)

4. Select Reinstate in the Member Details section and begin the popup workflow.

1. Select the member(s) you wish to Reinstate.

Reinstate Member(s) ×

1. Selection > 2. Attributes > 3. Status

Select member(s) to reinstate

Member Type	Name
<input type="checkbox"/> Subscriber	Storm Rain
<input checked="" type="checkbox"/> Spouse	Shelly Rain
<input type="checkbox"/> Dependent	Brian Rain

CANCEL **CONTINUE**

2. Applicable attributes will populate and allow you to Reinstate any attributes previously associated with the Member.

Reinstate Member(s) ×

1. Selection > 2. Attributes > 3. Status

Name	Member Type
Shelly Rain	Spouse

Special Attribute Type	Effective Date	Through Date
<input type="checkbox"/> Retiree	01/04/2022	01/04/2022

BACK **NEXT**

3. The Eligibility Effective Date reflects the most recent Termination date.

Reinstate Member(s)
✕

1. Selection > 2. Attributes > 3. Status

Adjust fields to reflect criteria for reinstate

Eligibility Status

Eligibility Status Reason

Eligibility Effective Date

Received Date

BACK

REINSTATE

i A success notice with all applicable details will appear once the Member has been Reinstated.

Reinstate Member(s)
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Eligibility Status: **Active** Eligibility Status Reason: **Reinstatement**

Eligibility Effective Date: **01/05/2022** Override Paid Claims: **No**

Override Retro Eligibility Limits: **No** Override Eligibility Age Limits: **No**

Name	Member Type	Details
Shelly Rain	Spouse	Success

Changes are effective immediately. To terminate member, select terminate in member details.

CLOSE