



# MyCCSB Portal: How to Terminate Coverage for an Employee and/or their Dependent(s)

## Step 1:

Login to your account at [MyCCSB.com](https://myccsb.com) and click the **Eligibility Maintenance** button on the Dashboard or select **Eligibility** in the toolbar, which will direct you to the same location.

Welcome, BUSINESS 123

DASHBOARD ✓ ELIGIBILITY \$ VIEW INVOICES RESOURCES ACCOUNT LOGOUT

**Business 123**

Covered California for Small Business Notes

Coverage Details		
Reference Plan:	Previous Amount Due:	3,948.38
Blue Shield Silver 70 PPO 2250/50 + Child Dental	Previous Payment:	-3,948.38
	Bill Date:	01/09/2020
Effective Date:	Monthly Premium:	2,370.92
02/01/2020		

Currently Enrolled Counts	
Employees: 3	Dependents: 3

Eligibility Maintenance

View Invoices  
Current Balance: 793.46

Resources/Help



**Step 2:**

On the Eligibility Maintenance screen, select **Terminate an Employee / Dependent** and click **Next**.

Welcome, BUSINESS 123

DASHBOARD ELIGIBILITY VIEW INVOICES RESOURCES ACCOUNT LOGOUT

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**Eligibility Maintenance**

What would you like to do

- Add a New Employee
- Terminate an Employee / Dependent
- Upload Change Form to Add a Dependent or to make Changes to an Existing Employee
- Review Existing Employee / Dependent Information

Next >>

**Step 3:**

You will be redirected to the first of three Termination screens. Select the **Employee and/or Dependent** you would like to terminate and click **Next**.

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**Eligibility Maintenance >> Select Employee**

1 ————— 2 ————— 3

Select Employee Termination Conditions Review / Submit

Show 10 entries

Select	Employee Name	Last 4 of SSN	Gender	DOB	# Of Dependents
<input type="radio"/>	A, EMPLOYEE		M	1990-01-01	1
<input checked="" type="radio"/>	B, EMPLOYEE		F	1970-01-01	2
<input type="radio"/>	C, EMPLOYEE		F	1980-01-01	0

Showing 1 to 3 of 3 entries

Previous 1 Next

Prev Next >>



### Step 4:

On the second Termination screen, you will **select or deselect an Employee and/or Dependent(s)** by clicking the check mark box under the “select” column to the right. A check mark should only be selected for those Employee and/or Dependent(s) that need their coverage terminated. Please note that if you terminate an Employee, you also terminate all their dependents in that action.

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**Eligibility Maintenance >> Termination Conditions**

1 Select Employee — 2 Termination Conditions — Review / Submit

**EMPLOYEE B - Z00068649**

Show 10 entries

Employee Name	Suffix	Last 4 of SSN	Gender	DOB	Select
B, EMPLOYEE	00		F	1970-01-01	<input checked="" type="checkbox"/>
1, SPOUSE	40		M	1970-01-01	<input checked="" type="checkbox"/>
2, DEPENDENT	50		F	2010-01-01	<input checked="" type="checkbox"/>

Showing 1 to 3 of 3 entries Previous 1 Next

Date of Qualifying Life Event

Termination Date (1st of month)\*  For alternate termination dates, please contact CCSB Customer Service at (844) 269-3764 for assistance.

Termination Reason \*

Enter the **Date of Qualifying Life Event** using the calendar drop down and the **Termination Date**, which will auto adjust to the upcoming coming month. Select the **Termination Reason** dropdown menu and choose the reason that applies to the Employee and/or Dependents. Termination lists include:

Employee:

- Death of Participant
- Decline Coverage
- Employment Termination
- Gross Misconduct

- Reduction in Hours
- Retirement – Medicare Eligible
- Retirement – Not Medicare Eligible

Spouse:

- Deceased Dependent
- Decline of Coverage
- Divorce
- Loss of Dependent Status
- Loss of Domestic Partner Status

Dependent

- Deceased Dependent
- Decline Coverage
- Loss of Dependent Status

Click **Next** after you have chosen the Termination Reason





### Step 5:

On the third screen, review your termination selection. If you need to make a correction or amendment, click the “Prev” button to return to the previous screen. If the information is correct and you want to proceed, click **Submit Termination** to complete the termination request.

**Eligibility Maintenance >> Review / Submit**

1 Select Employee      2 Termination Conditions      3 Review / Submit

**EMPLOYEE B - Z00068649**

Show 10 entries

Relation	Employee Name	DOB	Term Date	Selected
Employee	B, EMPLOYEE	1970-01-01	Pending termination (03/01/2020)	<input checked="" type="checkbox"/>
Spouse	1, SPOUSE	1970-01-01	Pending termination (03/01/2020)	<input checked="" type="checkbox"/>
Child	2, DEPENDENT	2010-01-01	Pending termination (03/01/2020)	<input checked="" type="checkbox"/>

Showing 1 to 3 of 3 entries

Previous 1 Next

Cancel << Prev **Submit Termination**

### Step 6:

After submitting the termination, you will be redirected to the Eligibility Maintenance screen where a green box with a confirmation message will notify you that your request was successfully submitted. Please note it can take 1 to 2 business days for these changes to appear in the portal.

**Eligibility Maintenance**

• Termination actions for employee EMPLOYEE B have been submitted for processing. It will take 1 to 2 business days for your changes to reflect on the portal. It will take 1 to 2 billing cycles to be reflected on your invoice.

**What would you like to do**

Add a New Employee

Terminate an Employee / Dependent

Upload Change Form to Add a Dependent or to make Changes to an Existing Employee

Review Existing Employee / Dependent Information

Next >>