

**Changing Name,
Address,
Phone Number
&
Beneficiary**



Updated May 2021

Changing Name

1. Have employee complete an Enrollment Application/Change Form. Make sure all information is included and that the employee has signed and dated the form. Check the "Name change (previous name)" box in section 1 and fill in Section 3 Employee and Family Information with new name – **See Appendix 2 for Sample Application.**
2. When changing name, remember:
 - a. Supporting Documentation is **required** – Marriage Certificate, Divorce Decree, Court Document, etc.
 - b. Write previous name in Section 1 "Name change (previous name)" field.

Changing Address and/or Phone Number

1. Have employee complete an Enrollment Application/Change Form. Make sure all information is included and that the employee has signed and dated the form. Check the "Address/phone change" box in Section 1 and fill in new address and/or phone number in Section 3 – **See Appendix 2 for Sample Application.**

Changing Beneficiary(ies)

1. Have employee complete an Enrollment Application and Change Form. Make sure all information is included and that the employee has signed and dated the form. Check the "Beneficiary change" box in Section 1 and complete Section 4 Life Insurance of the form – **See Appendix 2 for Sample Application.**
2. If the employee chooses to designate more than one beneficiary, make sure the employee notes the percentage of the split (i.e., 50/50% or 60/40%, etc.).
 - a. If there is not enough room on the application, use an additional sheet of paper.

**It is *strongly suggested* you make a copy of the application for your records.
Forward the original or copy to CHP**



Completing an Address, Phone Number or Name Change In the Online System

1. Go to the online system – <https://enrollment.ctsi.org/account/login>
2. At the Home Page -under Account Login - enter your username and password that you created
3. Enter on the left side - the employee's name -First and Last Name along with their Social Security number then Click the "Find" button at the bottom of the page
4. You will see the employee's name, and at the far end the word "View". Click on "View". This will pull up your employee and any covered dependents. Click the "edit" button of your employee. This is where you can change the address, phone number and a name change. Once complete hit the "Save" button. An address and phone number change only needs to be done under the employee's information: it will automatically update any dependents that are be covered by the employee.
5. With a Name Change you will have to send to your Benefit Administrator the required documentation: On the person whose name has changed either a copy of their driver's license or social security card showing the name change or divorce decree and or court document.

