**Administrative override** is a Life Event option available to administrators only. It allows for open access to make any change to an employee’s benefit enrollment without a specified timeframe. It’s very important to understand how this event may affect all aspects of the enrollment. For example, if an update is made to a benefit outside of a 30 day window, confirm it will feed and be accepted by the carrier.

1. Log into the portal as an **HR Admin**
2. Use the **Find an Employee** option to search for the employee
3. Click the **Actions** menu in the Tasks section of the Employee profile
4. Select **Create a Life Event**

**7.** You are then prompted to review the employee’s profile, dependents, and benefit elections. Click **View or Change Plan** next to the benefit plan that needs updating. When finished, make sure to **Checkout** in order for changes to be saved.

**\*\*\*** Remember to go back to the **Admin Home Page** when your enrollment is complete. Select the life event you just processed under **Tasks** to accept the changes you have made. If you do not Accept/Reject the Life Event, it will remain open and the employee will be able to make updates.





**5.** Scroll to the last Life Event option and select **Administrative override**.

**6.** Select a **Termination Reason** from the drop-down and enter the **Event Date**. Add any necessary notes and click **Continue**.



**5.** Scroll to the last Life Event option and select **Administrative override**. Enter the **Event Date** (effective date of the Life Event). Add any necessary notes and click **Continue**.