



COBRA Administration Summary of Services

Implementation Services	<ul style="list-style-type: none"> • Kick-Off Meeting • Assigned Implementation Team • Weekly Status Calls • Business Requirements Documentation • System Configuration and Testing • System User Training
Participant Communications	<ul style="list-style-type: none"> • Election Notice • Premium Notice • Premium Change Letter • Conversion Letter • Medicare Eligibility Notice • Cancellation Letters • Takeover Announcement • Underpayment Letter • Reminder Letter • General Notice • HIPAA Certificates
Administrative Services	<ul style="list-style-type: none"> • Collection of Premiums • Accounting for Premium Payments • Participant Refunds • Reinstatement • Annual Enrollment Processing • Carrier Payments • Carrier Audits • System User Training
Reporting	<ul style="list-style-type: none"> • Eligibility Reporting to Carriers • COBRA Reporting to Clients
Web Portal	<ul style="list-style-type: none"> • Participant Self-service Portal • Manager Self-service Portal
Benefit Concepts Customer Service	<ul style="list-style-type: none"> • Call Center Hours 8:30 AM to 9:30 PM (M-F) Eastern Time • Interactive Voice Response 24/7 • Email Support