



# COBRA Employer Website Guide

Your guide to getting started

**Questions?**

Call us at 888-345-7990 | Option 3

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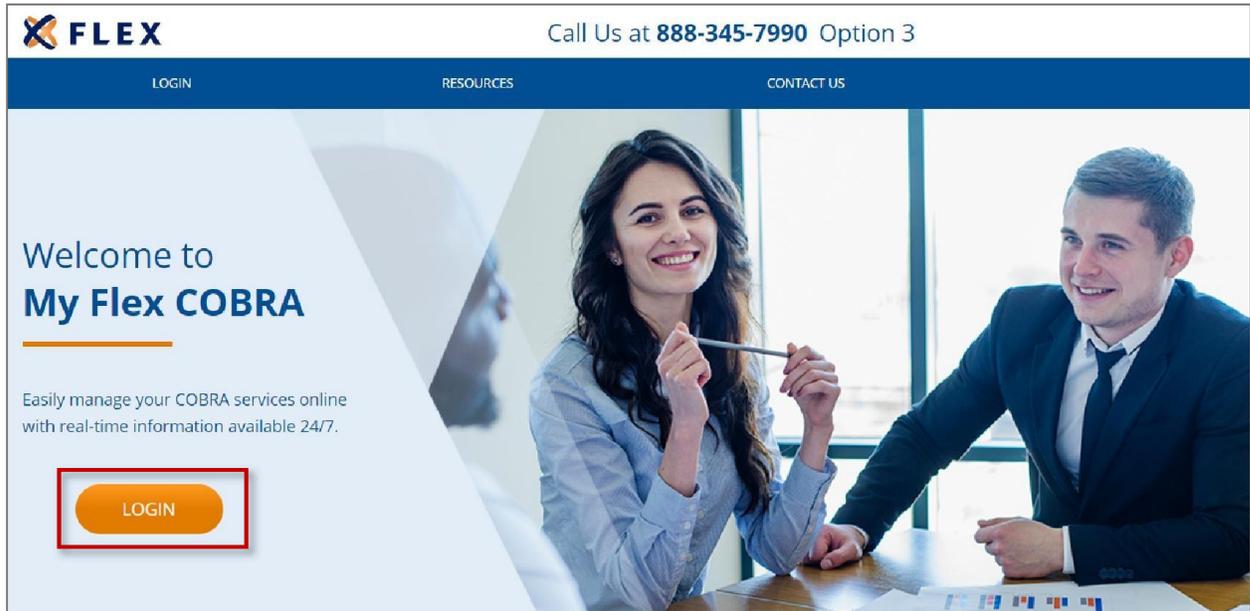
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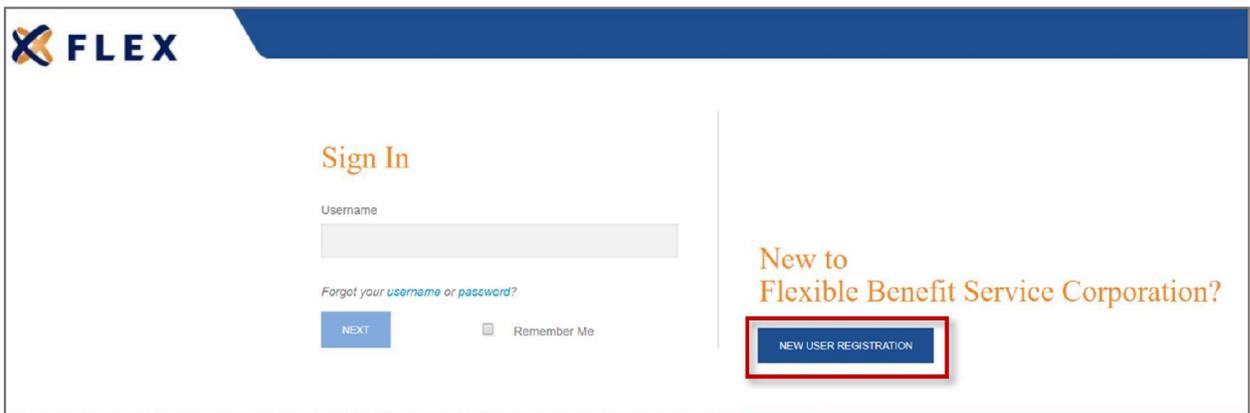
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## How to Register and Access MyFlexCOBRA

1. If you are a new Employer contact, you will receive an email from your Implementation Specialist with a registration code and instructions to log in
2. Navigate to [www.myflexcobra.com](http://www.myflexcobra.com) and click **Log in**



3. Next, Select **New User Registration**



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- To register as a New User, you will be prompted to enter your registration code and company EIN (Tax ID)

**FLEX**

**NEW USER**

- 1. REGISTRATION INFO
- 2. LICENSE AGREEMENT
- 3. CREATE ACCOUNT

### New Registration

In order to register you will need the registration code assigned to you. If you are eligible a letter was sent to you via the United States Postal Service®.

Registration Code: vb4aJqD2 ✓

Company: Flexible Benefit Service Corporation

Employer Identification Number: 11-111111

**SUBMIT REGISTRATION** CANCEL

- Accept the Terms and Conditions and click Submit

**FLEX**

**NEW USER**

- 1. REGISTRATION INFO
- 2. LICENSE AGREEMENT
- 3. CREATE ACCOUNT

### New User License Agreement

PLEASE READ THIS AGREEMENT CAREFULLY. IT GOVERNS YOUR ACCESS TO AND USE OF THE COBRApoint website and the services and materials provided on the COBRApoint Website (collectively "COBRAPOINT").

**NEW COBRApoint User Agreement** PRINT

**WEX HEALTH CLOUD USER AGREEMENT**

PLEASE READ THIS AGREEMENT CAREFULLY. IT GOVERNS YOUR ACCESS TO AND USE OF THE WEX Health Cloud The Application website and the services and materials provided on the WEX Health Cloud Application (collectively, the "Application").

BY SELECTING "I ACCEPT" OR BY ACCESSING THE APPLICATION, YOU AGREE TO THE TERMS, CONDITIONS AND LIMITATIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO BE BOUND BY ALL OF THESE TERMS, CONDITIONS AND LIMITATIONS OF THIS AGREEMENT, YOU MUST PROMPTLY CEASE ALL USE OF THE APPLICATION.

**I Accept**

BY SELECTING "I ACCEPT" OR BY ACCESSING COBRApoint, YOU AGREE TO THE TERMS, CONDITIONS AND LIMITATIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO BE BOUND BY ALL OF THESE TERMS, CONDITIONS AND LIMITATIONS OF THIS AGREEMENT, YOU MUST PROMPTLY CEASE ALL USE OF COBRApoint.

**SUBMIT** CANCEL

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6. Create and confirm your password.

The screenshot shows the FLEX logo in the top left corner. Below it, a navigation menu includes 'NEW USER' with a right-pointing arrow, and a list of steps: '1. REGISTRATION INFO' (with a green checkmark), '2. LICENSE AGREEMENT' (with a green checkmark), and '3. CREATE ACCOUNT' (with a red dot). The main heading is 'Portal Username and Password' in orange. Below the heading, a sub-heading reads 'Please choose a Username and Password to access the site.' The form contains a 'Username' field with the value 'mjones'. Below it is a 'New Password' field with a red question mark icon and a dropdown arrow, with the label 'Required' underneath. Below that is a 'Confirm Password' field with a dropdown arrow and the label 'Required' underneath. At the bottom, there are two buttons: 'SUBMIT & CREATE ACCOUNT' (highlighted with a red border) and 'CANCEL'.

7. Once a password is created and confirmed, you will be automatically directed to your Home page.
8. For any future logins, simply enter your username on the main login page and then enter your password on a secondary login page.

The screenshot shows a form titled 'Enter Login Information'. It has two input fields: 'Username' with the value 'mdecker' and 'Password' which is empty. Below the password field is a checkbox labeled 'Remember me?' which is unchecked. At the bottom of the form is a blue button labeled 'Log in'.

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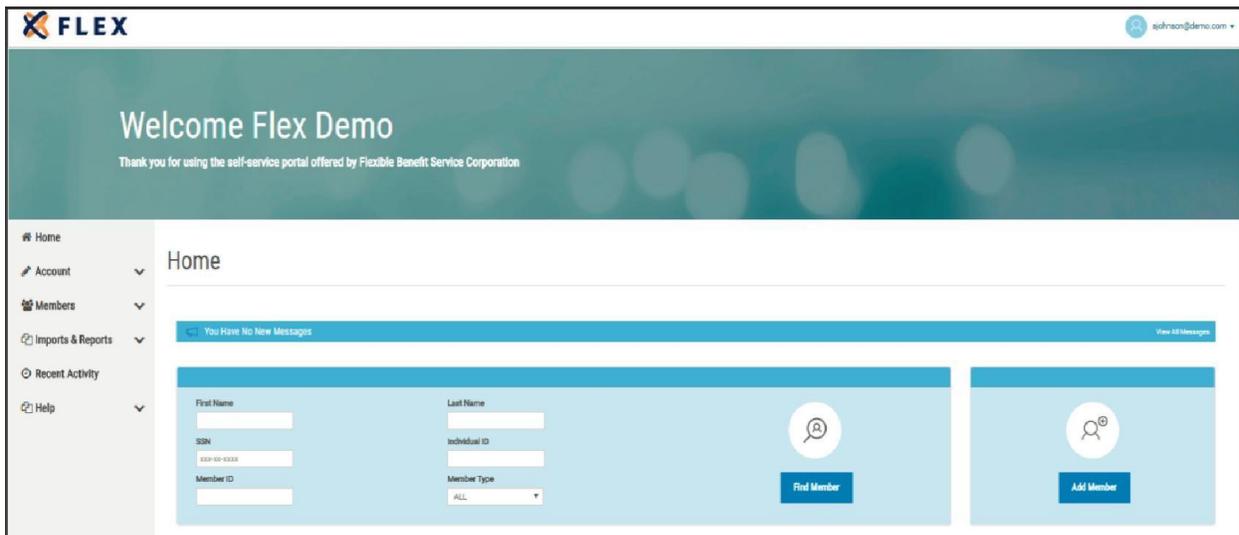
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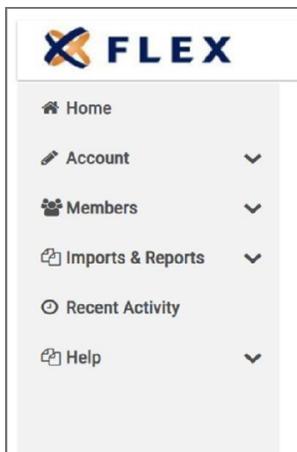
## How to Navigate the Home Page

Once you're logged in, everything you need to manage your COBRA accounts is found on the Home page. From the Home page, you can:

- Add a new member
  - a. New Hire
  - b. Qualified Beneficiary
- View member-level data
- Check the status of file imports if applicable
- View plan information
- Import files if applicable
- View communications



The options within the left navigation Main Menu will direct you to any action you need to take.



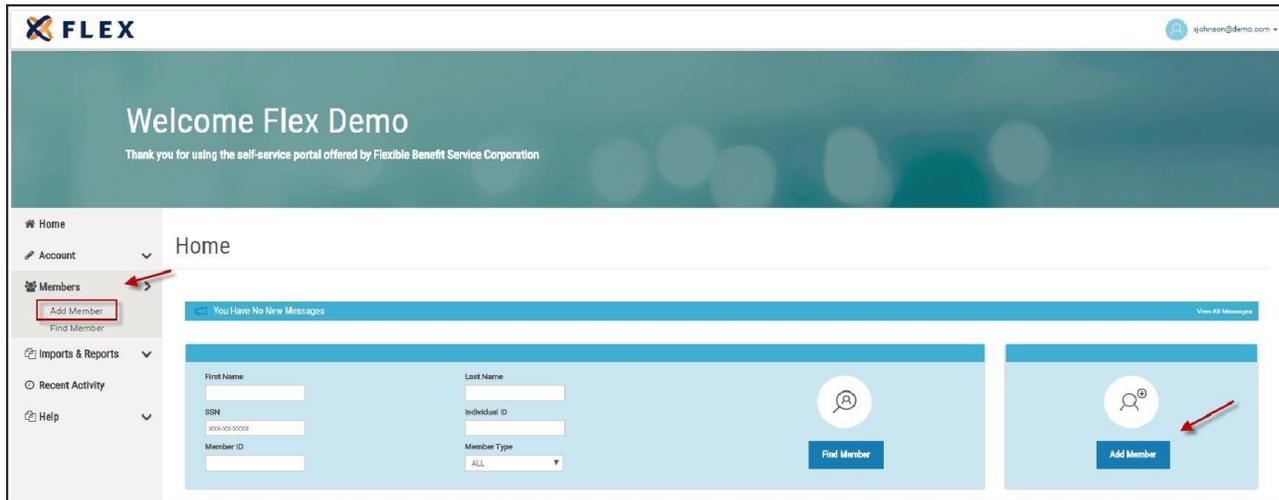
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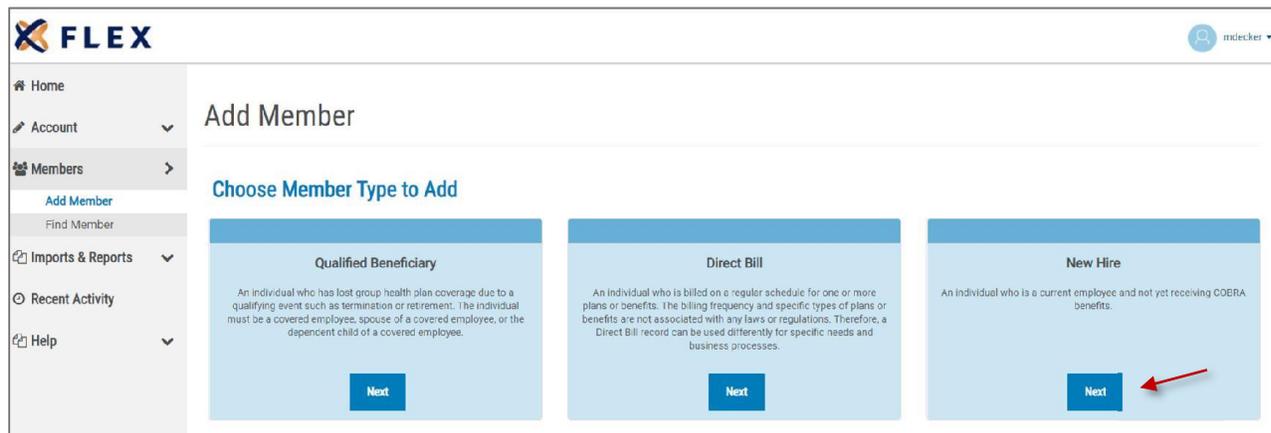
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## How to Add a New Hire

1. To add a New Hire, you can either select the **Add Member** option available on the Home page or select from the **Members** menu option in your Menu bar.



2. Click the **Next** button under the New Hire box to begin the process of adding the **New Hire**.



3. Select a Division on the top right. (Default is Main Division "Employer Name")

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4. Complete the required fields, marked with a red asterisk, and click **Add Member** at the bottom

The screenshot shows the 'Add New Hire' form in the FLEX system. The form is titled 'Add New Hire' and 'Enter Profile Information Step 1 of 1'. It contains various input fields for personal information, including Solation, First Name\*, Middle Initial, Last Name\*, SSN\*, Individual Identifier, Gender\*, Hire Date, Phone, Phone 2, Email, Address\*, Address 2, City\*, State\*, ZIP\*, and Country. A red box highlights the 'Add Member' button at the bottom right.

5. You will receive confirmation at the top of your screen that your New Hire has been added.

The screenshot shows the 'Add Member' confirmation screen in the FLEX system. The screen displays the FLEX logo, a navigation menu with Home, Account, and Members, and a large 'Add Member' heading. A green notification message is displayed in a red-bordered box: 'Megan Smith has been successfully added as a New Hire'. Below the notification, there is a blue heading 'Choose Member Type to Add'.

6. The appropriate notification letter will be generated by the system and will automatically be mailed to your New Hire

Questions?

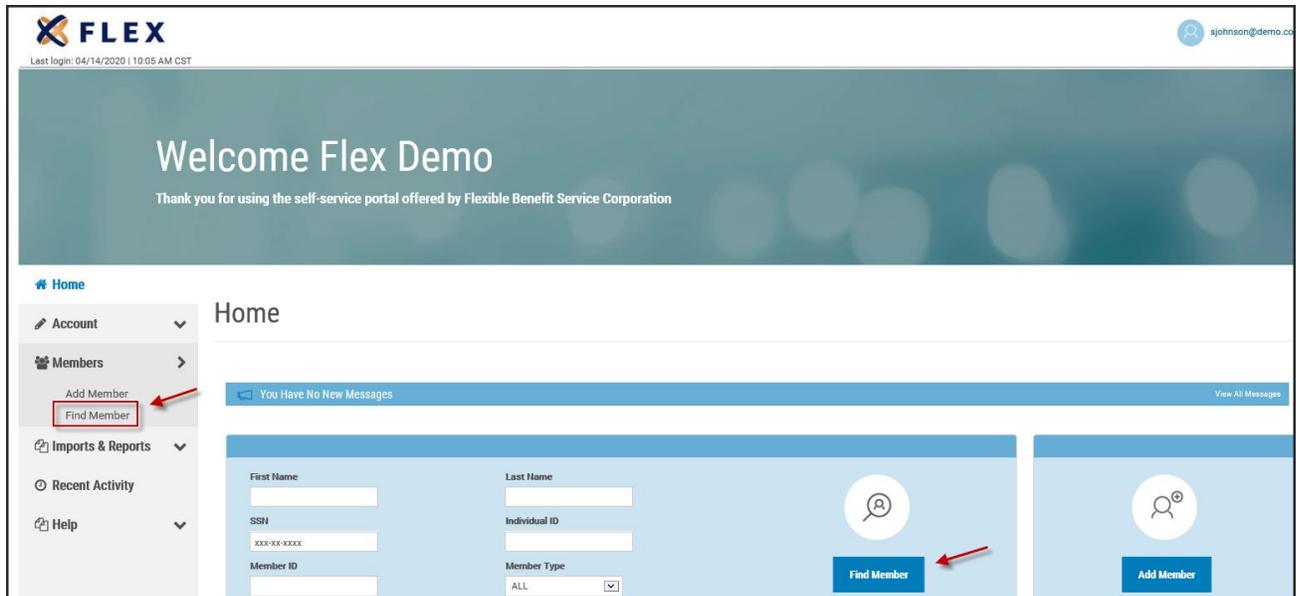
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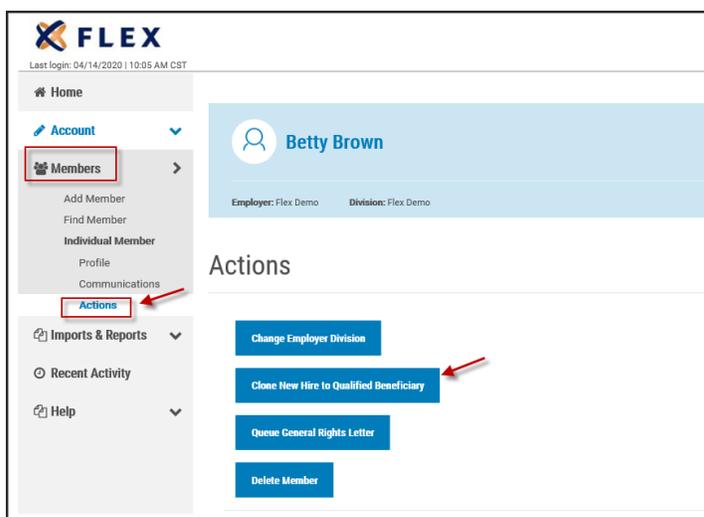
## How to Process a Qualifying Event (Terminate an Employee or Process a Change in Status)

If the **Member** already exists in the system, you can clone their demographic information and proceed to add the qualifying event.

1. Go to **Find Member**, search for the individual and click on their name.



2. Under **Members**, select **Actions** and click on **Clone New Hire to Qualified Beneficiary**.



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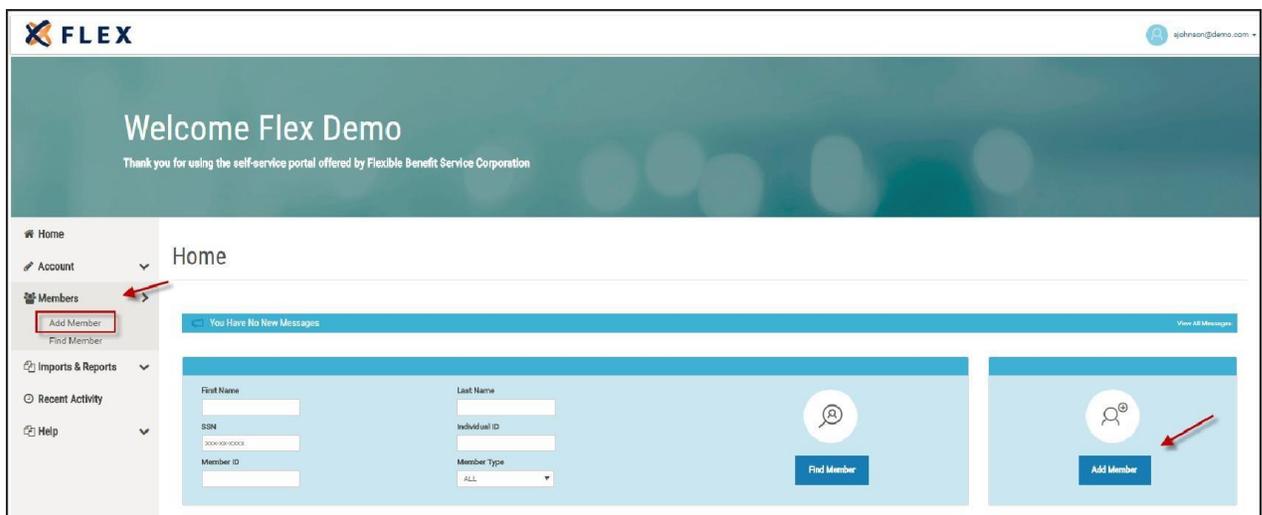
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3. Verify Mailing Address of the qualified beneficiary and select **OK**. **Skip to #4** in this section and proceed entering the qualifying event information.



If the **Member** does not exist in the system, follow the below steps to enter the Qualified Beneficiary's qualifying event.

1. Go to **Add Member** option available on the Home page or from the **Members / Add Member** option in the main menu.
2. Select the Qualified Beneficiary box to continue processing the qualifying event



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3. Select the **Next** under the Qualified Beneficiary box to continue adding your qualified beneficiary

The screenshot shows the FLEX web application interface for adding a member. On the left is a navigation sidebar with options: Home, Account, Members, Add Member, Find Member, Imports & Reports, Recent Activity, and Help. The main content area is titled 'Add Member' and 'Choose Member Type to Add'. It features three blue boxes representing different member types: 'Qualified Beneficiary', 'Direct Bill', and 'New Hire'. Each box contains a brief description and a 'Next' button. A red arrow points to the 'Next' button under the 'Qualified Beneficiary' option.

**Qualified Beneficiary**  
An individual who has lost group health plan coverage due to a qualifying event such as termination or retirement. The individual must be a covered employee, spouse of a covered employee, or the dependent child of a covered employee.

**Direct Bill**  
An individual who is billed on a regular schedule for one or more plans or benefits. The billing frequency and specific types of plans or benefits are not associated with any laws or regulations. Therefore, a Direct bill record can be used differently for specific needs and business processes.

**New Hire**  
An individual who is a current employee and not yet receiving COBRA benefits.

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4. Complete the required fields, marked with a red asterisk, and click **NEXT** at the bottom

**Add Qualified Beneficiary**

Enter Profile Information Step 1 of 2

Employee Name: Flex Demo Division: Flex Demo

Salutation Choose...	Phone (847) 650-8201
First Name * Megan	Phone 2 (xxx) xxx-xxxx
Middle Initial	Email mlorang@flexbenefit.com
Last Name * Smith	SSN * 111-11-1111
Address * 1234 Great St	Individual Identifier
Address 2	Plan Category Select Plan Categories
City * Chicago	Gender * Female
State * Illinois	Date of Birth * 07/14/1924
Zip * 60625	Benefit Group
Country United States	Account Structure
	Employer Custom Data

Cancel **Next**

5. Enter the additional required employee information as requested and click **Save & Continue**

**FLEX**

Home Account Members **Add Qualified Beneficiary** Import & Reports Recent Activity Help

Enter Employee Information Step 2 of 2

Tobacco Use * No	Event Category * Employee
Employee Type * Full-Time Employee	Event Type * Termination
Payout Type * Salary	Event Date * 11/01/2019
Years of Service	Date of Hire/Enrollment Date * 01/01/2018
Premium Coupon Type * None	

Has this member already been offered COBRA?  
 Yes  
 No

Cancel Previous **Save & Continue**

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6. Add applicable employee benefit plans for the employee. Please add one benefit at a time at by clicking **+ Add Plan**

**Add Plan**

Plan  
 Bundle

Plan \*  
MIBAV001 Blue ADV HMO

Coverage Level \*  
QB Only

**Plan rate for the selected coverage level is: \$441.66**

**PLAN COVERAGE INFORMATION**

18 Months of Coverage \*  
60 Days to Elect \*  
45 Days to Make 1st Payment \*  
30 Days to Make Subsequent Payments \*

**COVERAGE PERIOD** Editing this date changes the First and Last day of Coverage

First Day of Coverage: \* 11/02/2019  
Last Day of Coverage: 05/01/2021

Cancel Save

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7. Once all applicable plans have been added, click **Save & Continue**

Home  
Account  
Members  
Add Member  
Find Member  
Imports & Reports  
Recent Activity  
Help

**Add Qualified Beneficiary**

Enter Plan Information Step 3 of 7

MIBAV001 Blue ADV HMO has been successfully added

+ Add Plan

**Plans**

Plan Name	Start Date	End Date	Coverage Level	Rate	Edit	Delete
MIBAV001 Blue ADV HMO	11/02/2019	05/01/2021	QB Only	\$441.66	Edit	Delete

**Bundles**

No data to display

Cancel Previous Save & Continue

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8. If the Qualified Beneficiary has dependents that need to be added, please add dependent information and click **Save & Continue**.

The screenshot shows the 'Add Qualified Beneficiary' page in the FLEX system, specifically the 'Dependents' section (Step 4 of 7). The page features a sidebar with navigation options like Home, Account, Members, and Help. The main content area has a table with columns for Name, Relationship, Date of Birth, SSN, and Gender. Below the table, there is a 'Cancel' button and a 'Save & Continue' button, which is highlighted with a red box.

9. Add any applicable subsidies and click **Save & Continue**. If there are no subsidies, just click **Save & Continue**

The screenshot shows the 'Add Qualified Beneficiary' page in the FLEX system, specifically the 'Subsidies' section (Step 5 of 7). The page features a sidebar with navigation options like Home, Account, Members, and Help. The main content area has a table with columns for Start Date, End Date, Plan Type, Subsidy Type, Subsidy Amount Type, and Amount. Below the table, there is a 'Cancel' button and a 'Save & Continue' button, which is highlighted with a red box.

10. Letter Inserts should not apply. Click **Save & Continue** to go to the next step

The screenshot shows the 'Add Qualified Beneficiary' page in the FLEX system, specifically the 'Letter Inserts' section (Step 6 of 7). The page features a sidebar with navigation options like Home, Account, Members, and Help. The main content area has a list of letter insert options with checkboxes, including California Specific Rights Letter Insert, Commonwealth of VA Continuation, Connecticut Specific Rights Letter Insert, Georgia State Continuation, Illinois State Continuation, Minnesota Continuation Specific Rights Insert, Minnesota Life Specific Rights Letter Insert, New York State Continuation, Oregon Specific Rights Letter Insert, Rhode Island State Continuation, Texas Specific Rights Letter Insert, and YERB Specific Rights Letter Insert. Below the list, there is a 'Cancel' button and a 'Save & Continue' button, which is highlighted with a red box.

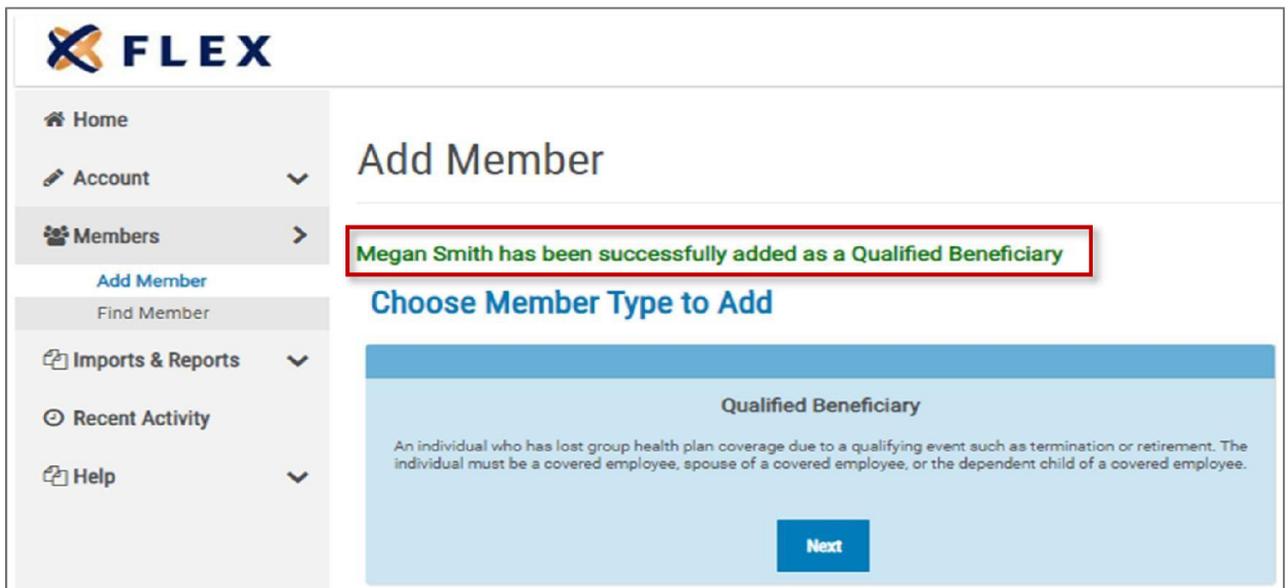
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11. Review any letter attachments if applicable then click **Add Member** to complete the qualifying event.



12. You will receive confirmation in green at the top of your screen that your **“Member has been successfully added as a Qualified Beneficiary”**



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## How to Access and View Member Data, Status, and Payments

1. You can locate a member's record using the **Find Member** option available on the Home page or from the **Members** menu option.
2. You can search for members using first name, last name, SSN, Individual ID, Member ID, as well as Member Type

3. Once in the member view, you can access the following information.
  - Demographics
  - Event Information
  - Payments
  - Plan Enrollments
  - Communications
  - Letter Attachments

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## How to View Member Communications

1. Select Members / Find Member in the Main Menu
2. Find and select your member

**FLEX** ndecke

### Find Member

First Name:  Last Name:  SSN:

Member ID:  Member Type:  Individual ID:

**Find Member**

Member Type	Name	Member Id	SSN
> Qualified Beneficiary	Brown, Michael	1	XXXXXX-9999
> Qualified Beneficiary	Smith, Megan	2	XXXX-XX-1111

3. Select Communications under the Individual Member drop down in the main menu
4. Select the communication you wish to view.

**Megan Smith**  
Qualified Beneficiary Member | SSN: XXXX-XX-1111

Employer: Flexible Benefit Service Corporation  
Employer Division: Flex

Event Date: 11/01/2019 First Day of Coverage: 11/02/2019  
Payment Due: 11/01/2019 Last Payment Postmark Date: 12/28/2019  
Amount Due: \$435.48 Unallocated Amount: \$0.00 Member Owee: \$435.48

### Communications

#### Outgoing Mail

Date/Time	Type	Description
11/13/2019 / 3:16 PM	Letter	COBRA Specific Rights Notice Letter

Questions?

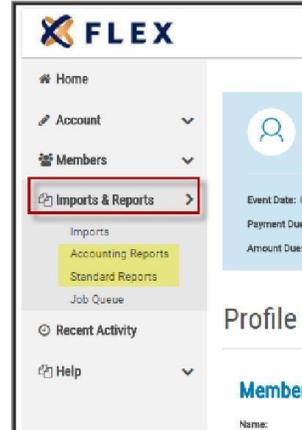
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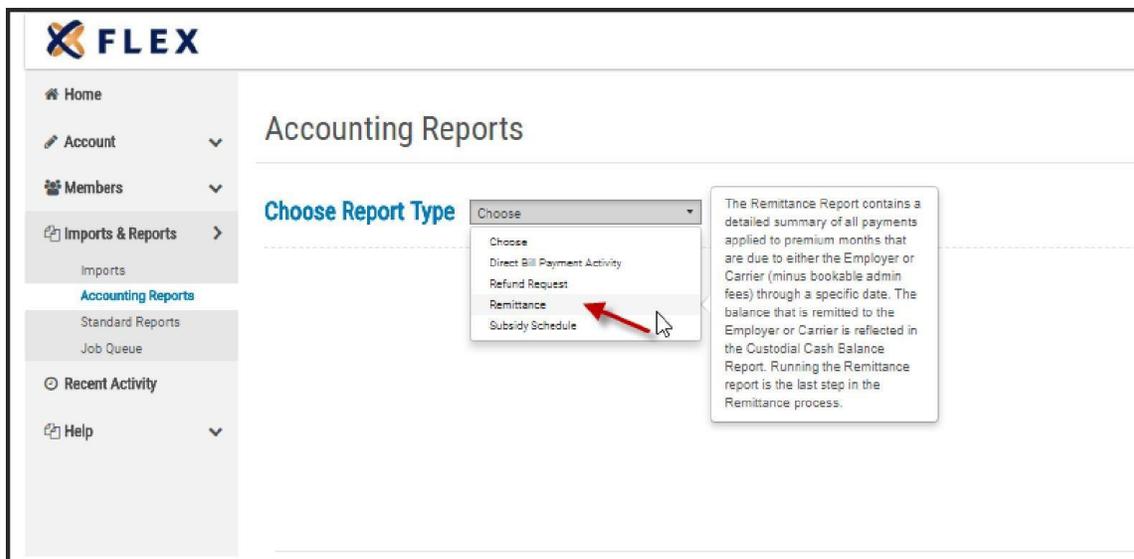
## How to Request and View Reports

1. Select the **Imports & Reports** option in the main menu to expand and show the **Accounting Reports** and **Standard Report** options.

- a. Commonly used Standard Reports
  - i. Member Status
  - ii. Qualified Beneficiary Plan Members
  - iii. Qualified Beneficiary summary
  - iv. Paid Through
- b. Commonly used Accounting Reports
  - i. Remittance



2. After selecting a report option, you will be provided with a drop-down menu to choose which report you would like to generate.



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3. Complete the required fields, marked with a red asterisk, and click the **Run Report** button.

## Standard Reports

### Choose Report Type

Qualified Beneficiary Plan Members ▾

Description  
The Qualified Beneficiary Plan Members report contains a listing of the members under each insurance plan.

---

### Report Settings

Employer Name: Flexible Benefit Service Corporation

Plan: ALL ▾

Include Member Plan End Dates After \*  
11/13/2019 ✕ 📅

#### REPORT FORMAT

- Adobe Reader Format
- Comma Separated Values Text File
- Microsoft Access Database File
- XML File

---

### Run Report

Email Addresses to notify when Report is complete \*  
mlorang@flexiblebenefit.com

**✓ Run Report** Your Report will be placed into the Job Queue and the email addresses above will be notified when it is complete.

[Schedule Options](#)

4. The report will generate and be available in the **Job Queue**.
5. At the bottom of the page for the chosen report, you are also able to schedule a report for a given date and time, as well as allow the report to generate continuously on a schedule.

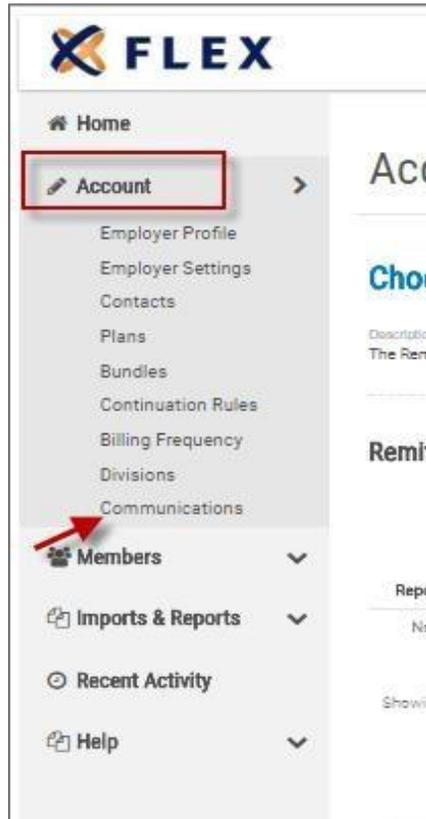
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## How to View Communications and Messages

1. Select the **Account** option in your Menu bar to expand and show the **Communications** option.
2. From the Communications page you can view any communications provided specifically for you such as the registration communication



## Flex Contact Information

### Questions? Contact Us!

We're here to help you! Please feel free to contact us with any questions.

Monday through Friday 8:00 am to 5:00 pm CST.

Phone: **888-345-7990 Option 3**

Email: **service@myflexaccount.com**

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