COBRA Employer Website Guide

Your guide to getting started

Questions? Call us at 888-345-7990 | Option 3

8700 W. Bryn Mawr Ave., Suite 1010S | Chicago, IL 60631 | www.myflexcobra.com

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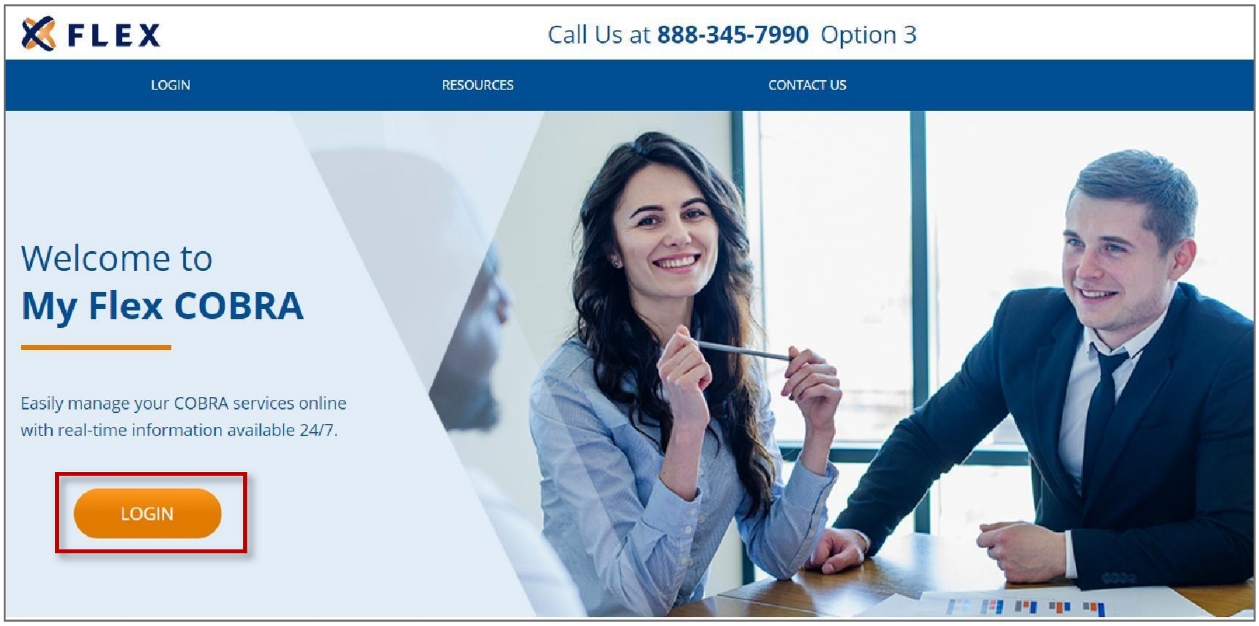
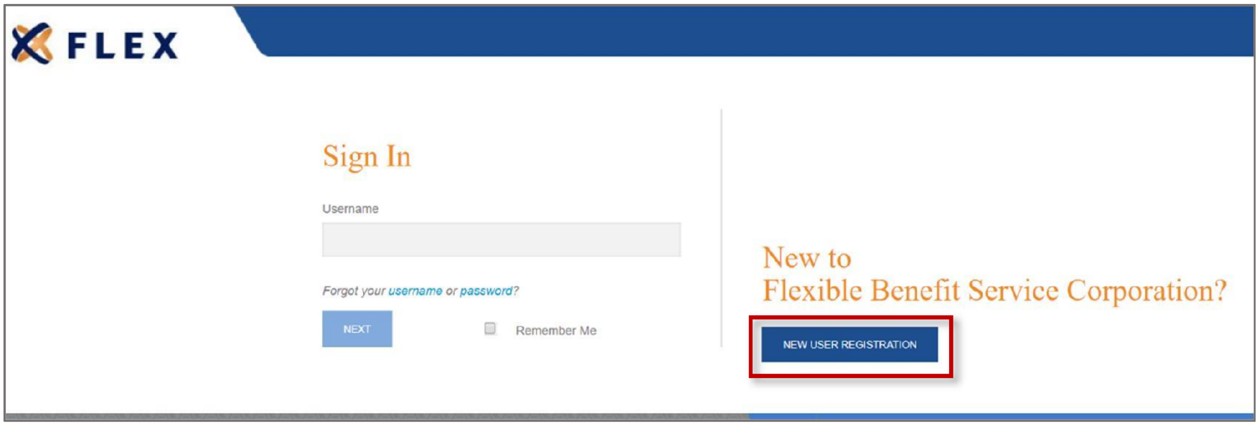
How to Register and Access MyFlexCOBRA

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

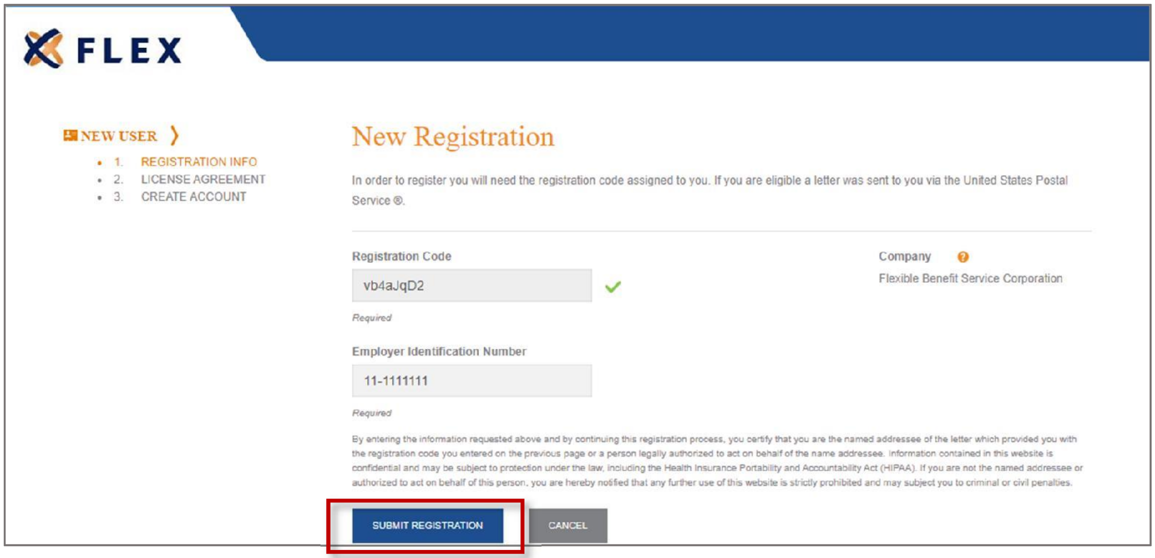
2. Navigate to www.myflexcobra.com and click **Log in**



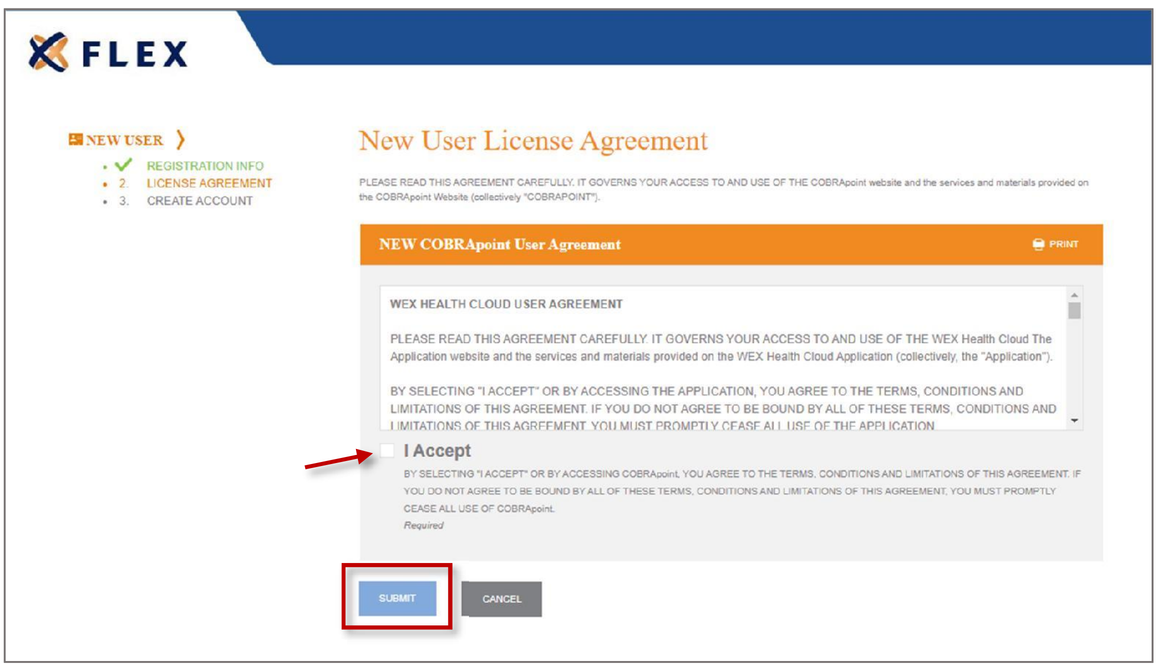
3. Next, Select **New User Registration**



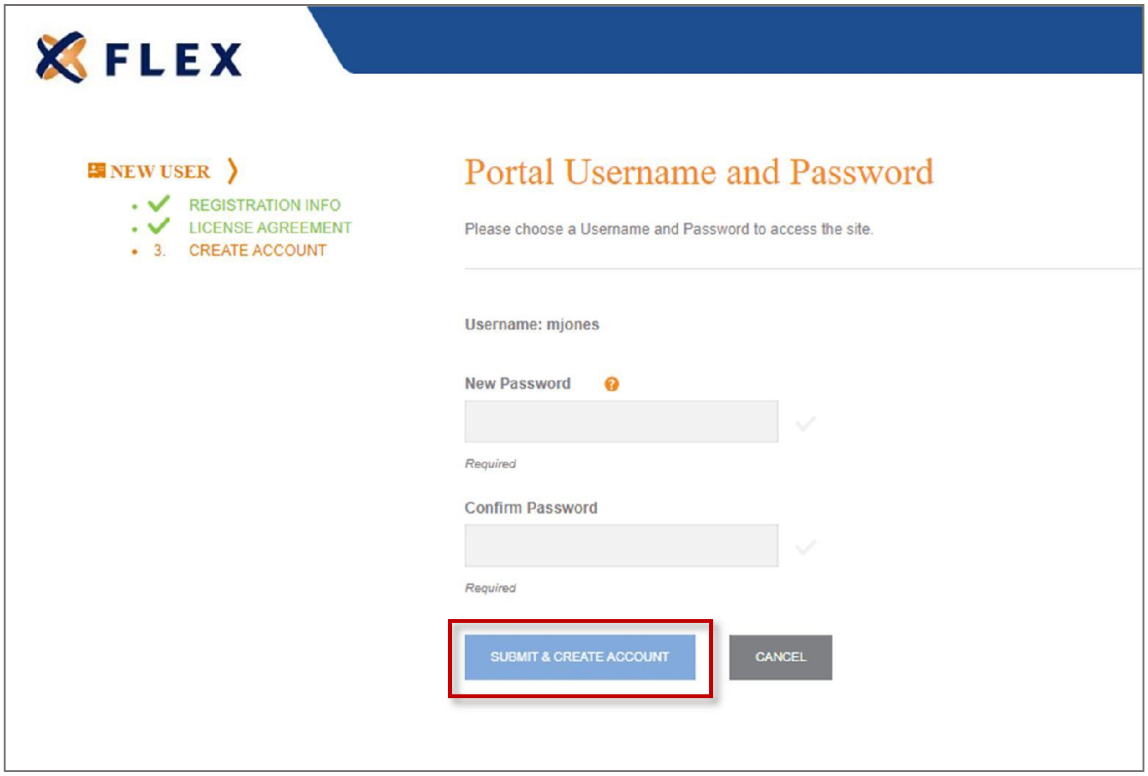
4. To register as a New User, you will be prompted to enter your registration code and company EIN (Tax ID)



5. Accept the Terms and Conditions and click Submit

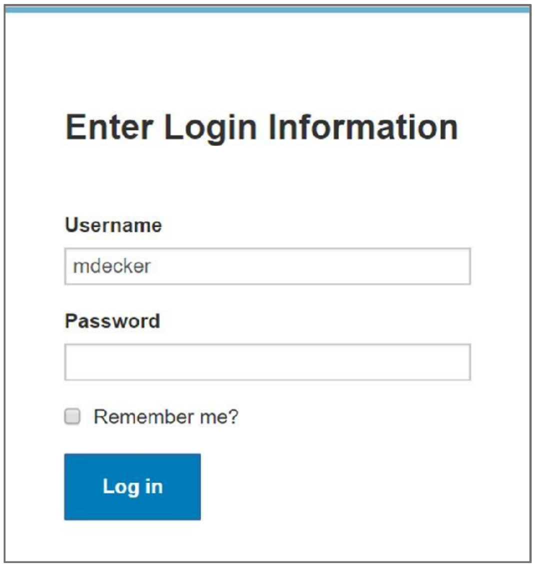


6. Create and confirm your password.



7. Once a password is created and confirmed, you will be automatically directed to your Home page.

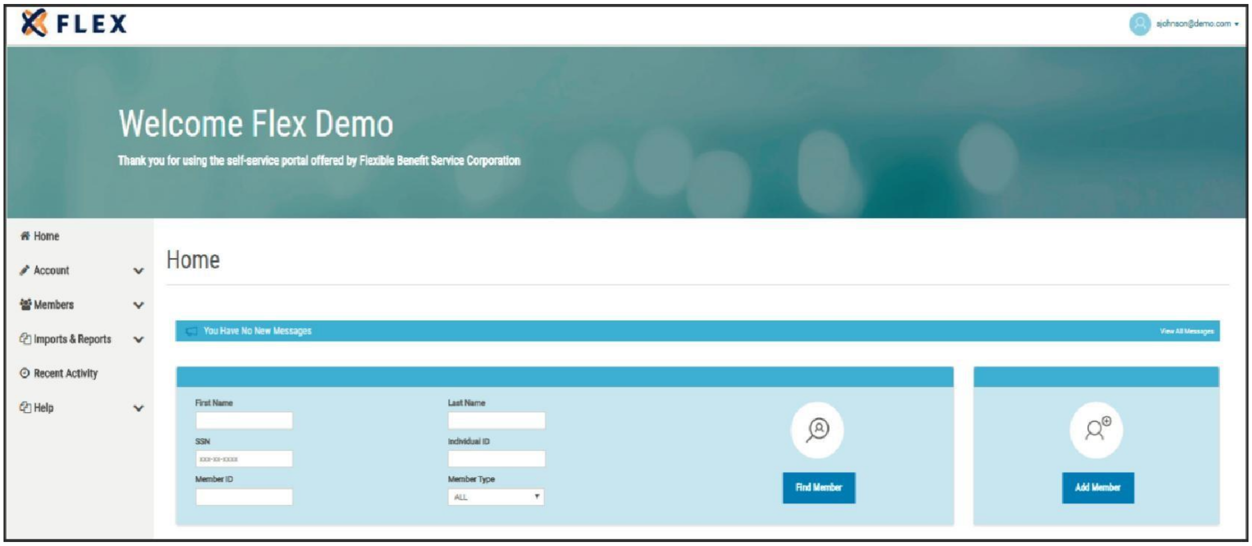
8. For any future logins, simply enter your username on the main login page and then enter your password on a secondary login page.



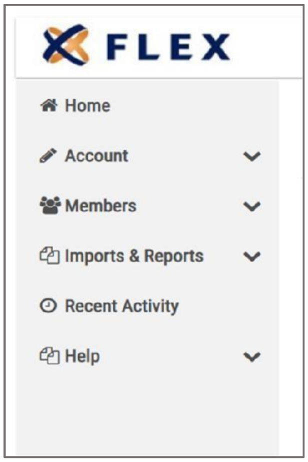
How to Navigate the Home Page

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

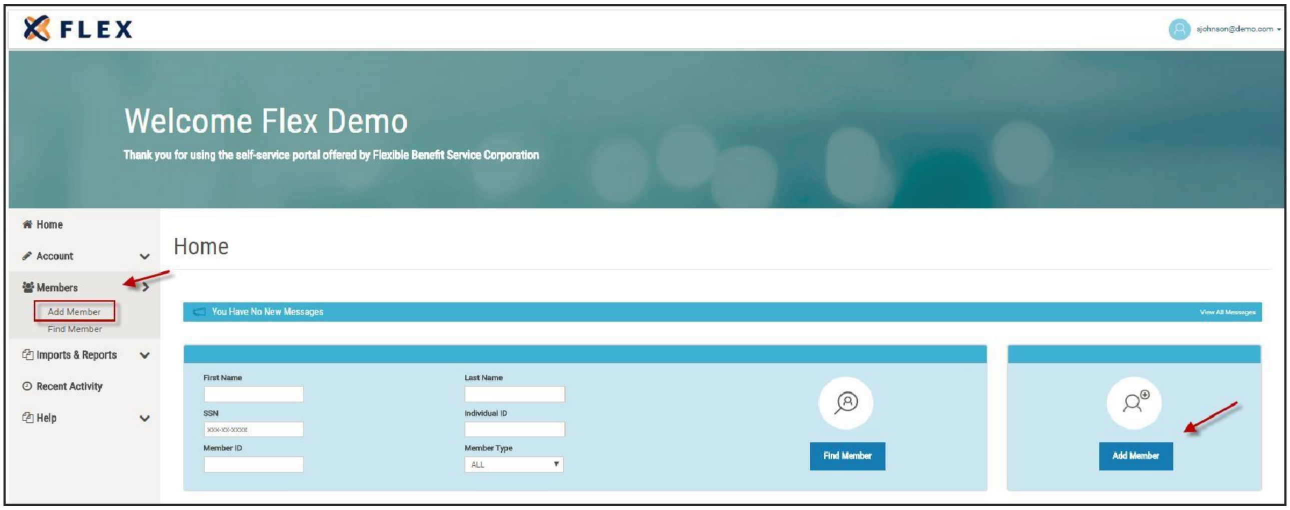


The options within the left navigation Main Menu will direct you to any action you need to take.

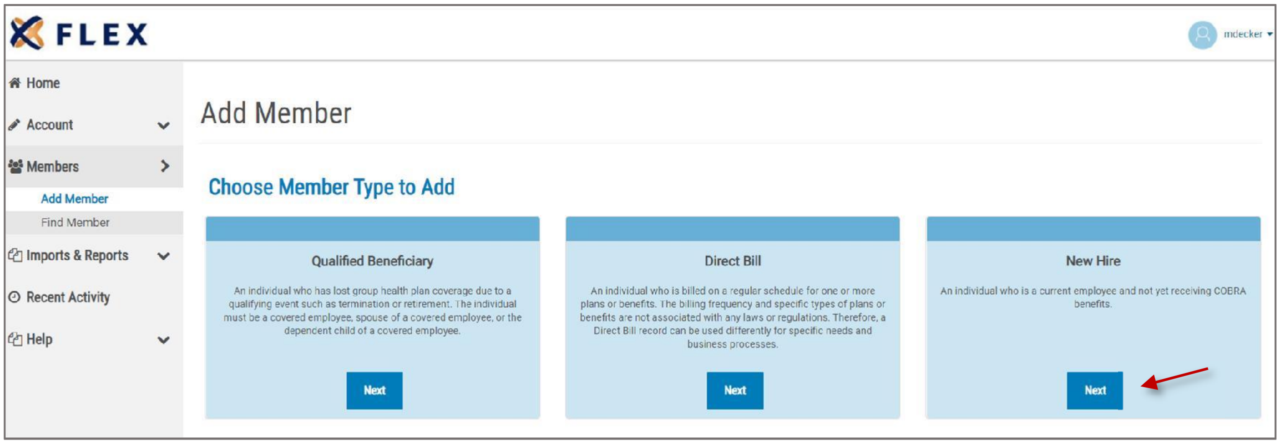


How to Add a New Hire

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.

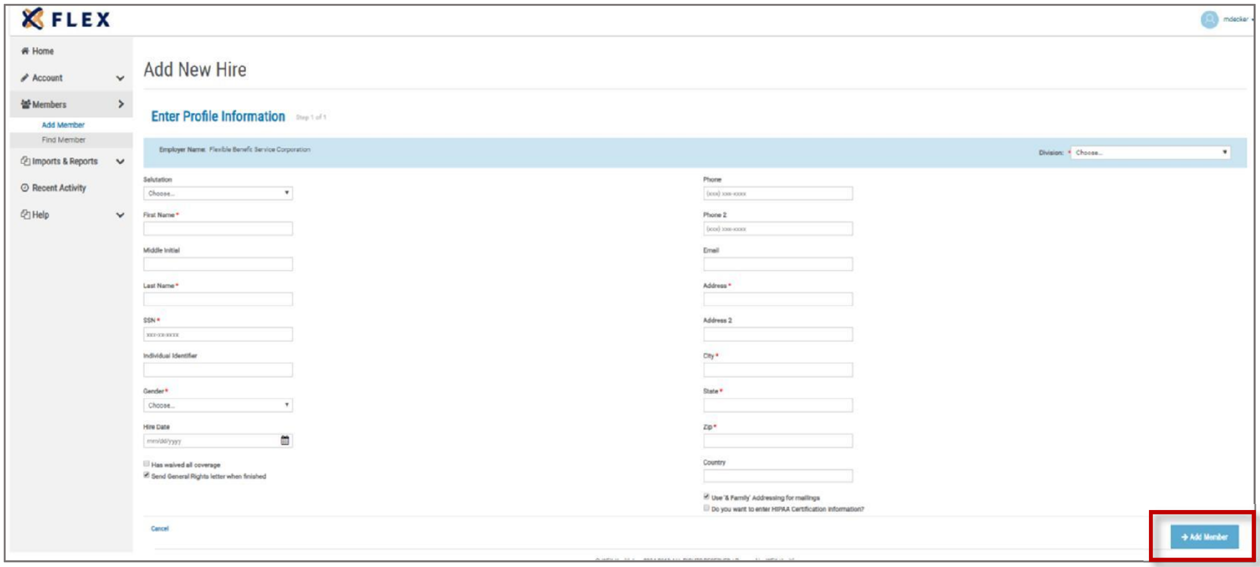


2. Click the **Next** button under the New Hire box to begin the process of adding the **New Hire**.

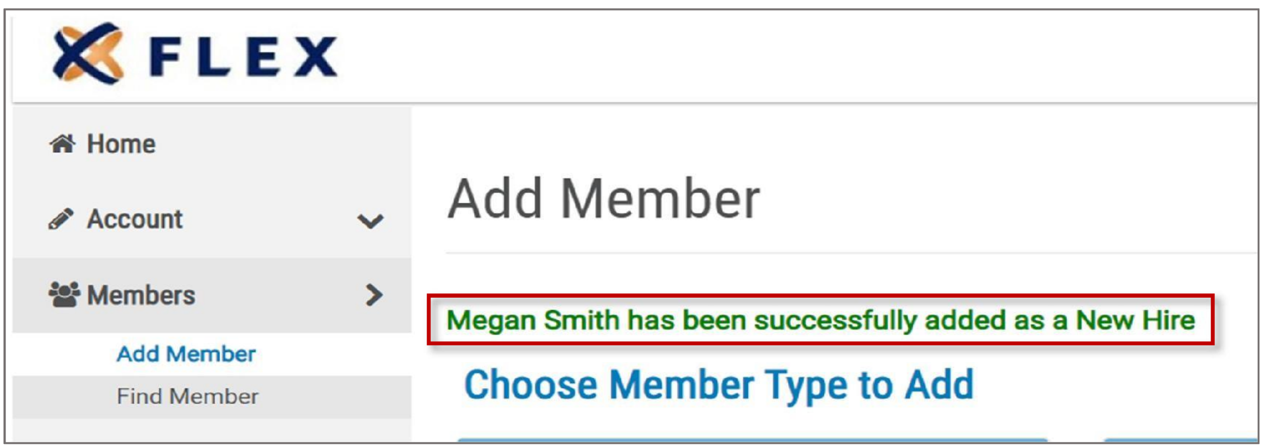


3. Select a Division on the top right. (Default is Main Division “Employer Name”)

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



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

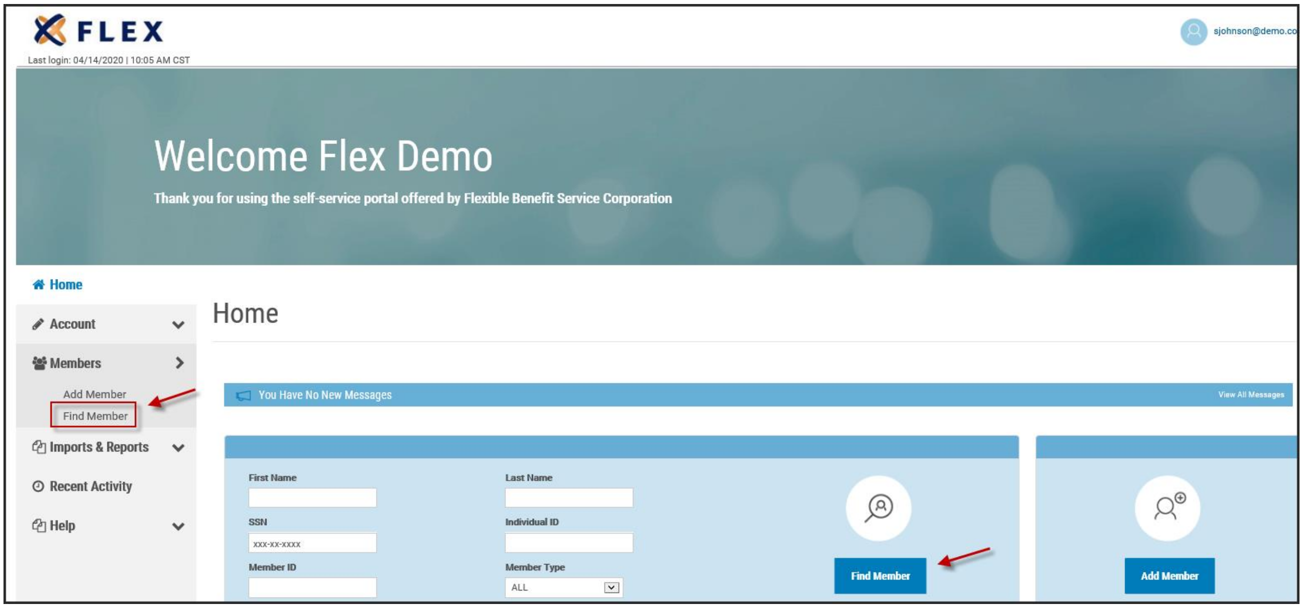


6. The appropriate notification letter will be generated by the system and will automatically be mailed to your New Hire

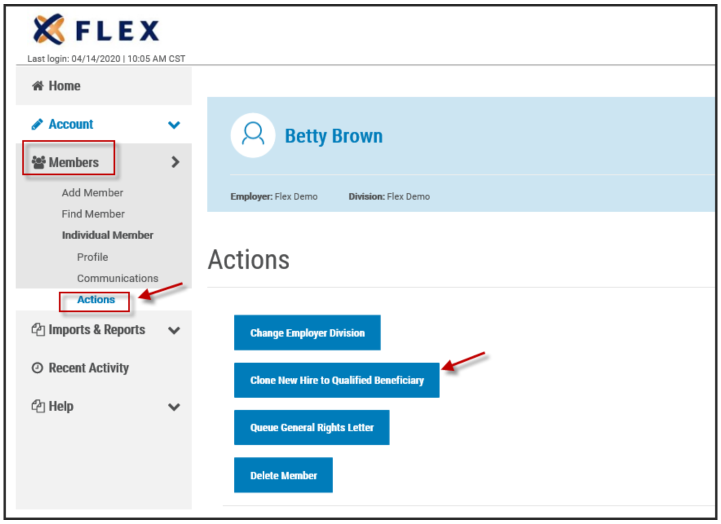
How to Process a Qualifying Event (Terminate an Employee or Process a Change in Status)

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

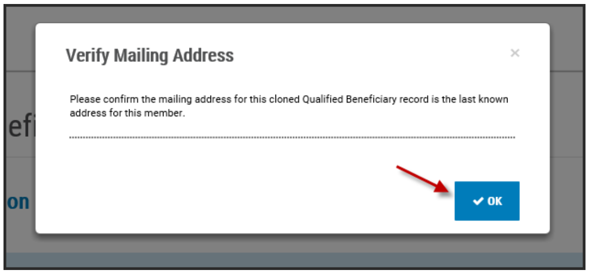
1. Go to **Find Member**, search for the individual and click on their name.



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



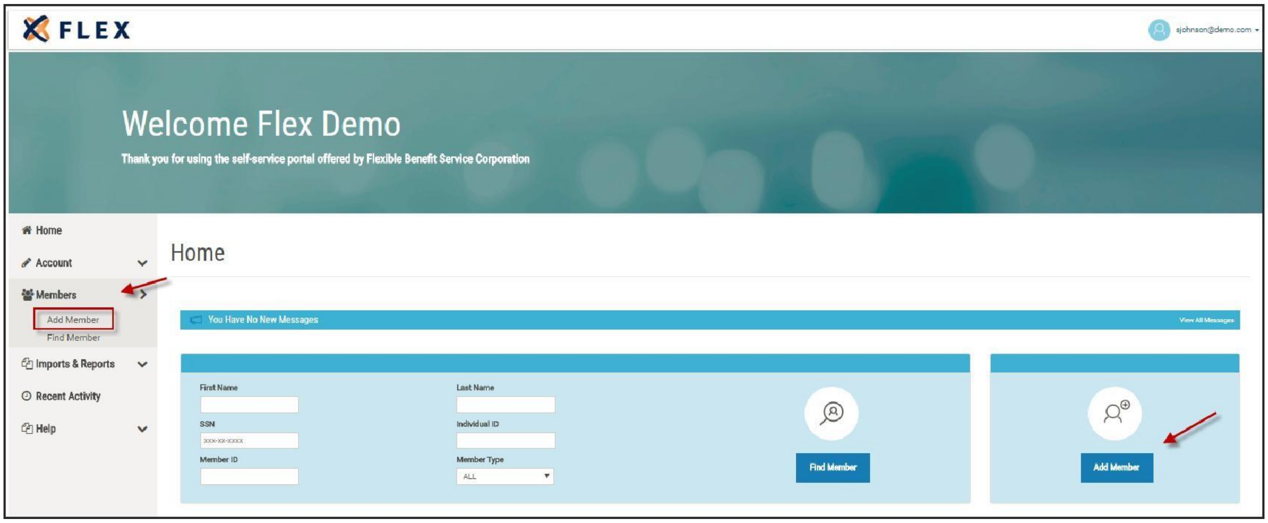
3. Verify Mailing Address of the qualified beneficiary and select **OK**. **Skip to #4** in this section and proceed entering the qualifying event information.



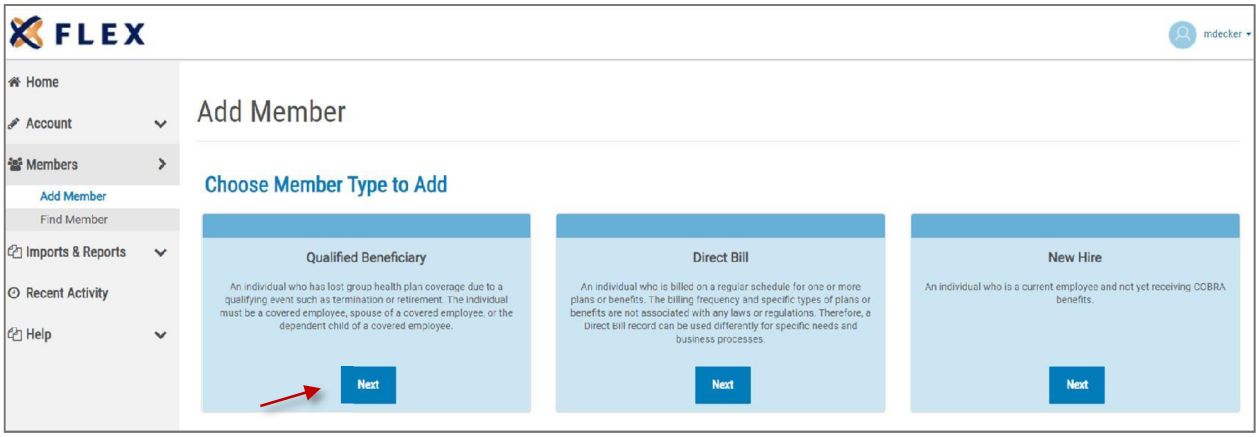
If the **Member** does not exist in the system, follow the below steps to enter the Qualified Beneficiary's qualifying event.

1. Go to **Add Member** option available on the Home page or from the **Members / Add Member** option in the main menu.

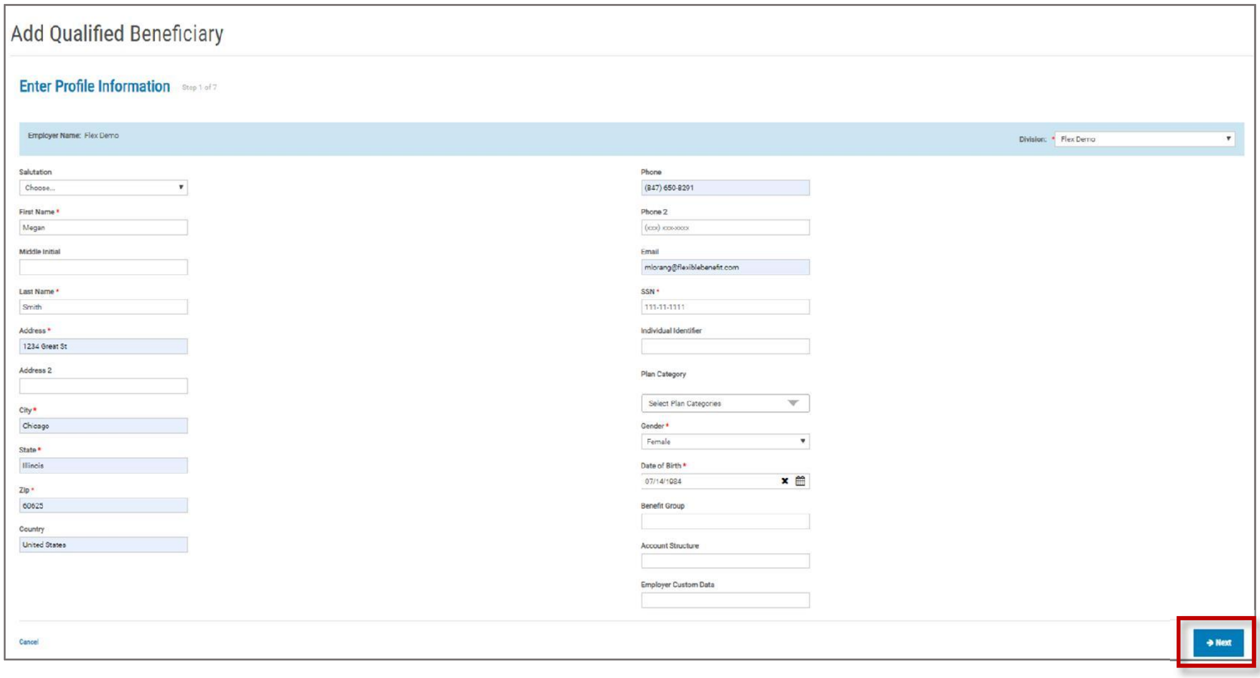
2. Select the Qualified Beneficiary box to continue processing the qualifying event



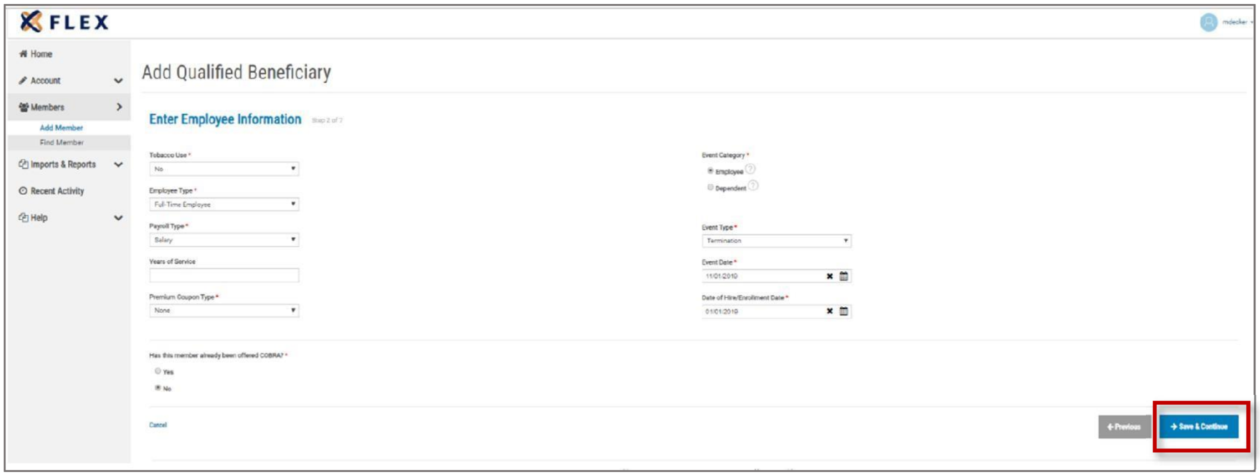
3. Select the **Next** under the Qualified Beneficiary box to continue adding your qualified beneficiary



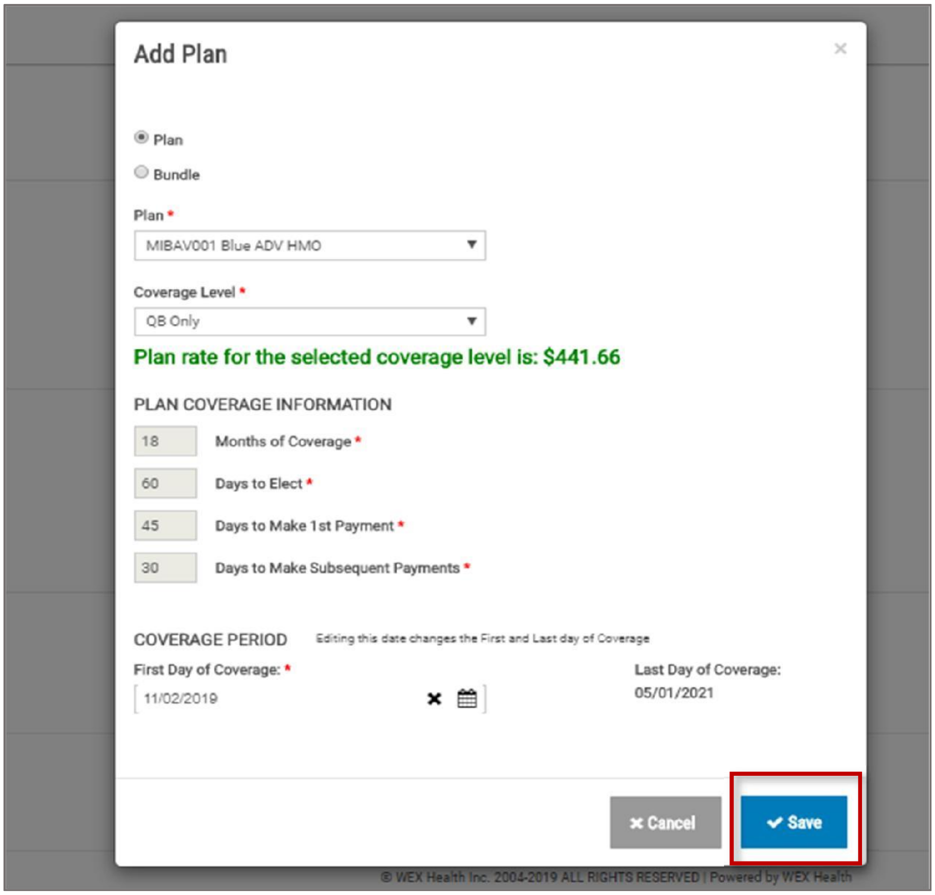
4. Complete the required fields, marked with a red asterisk, and click **NEXT** at the bottom



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



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



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

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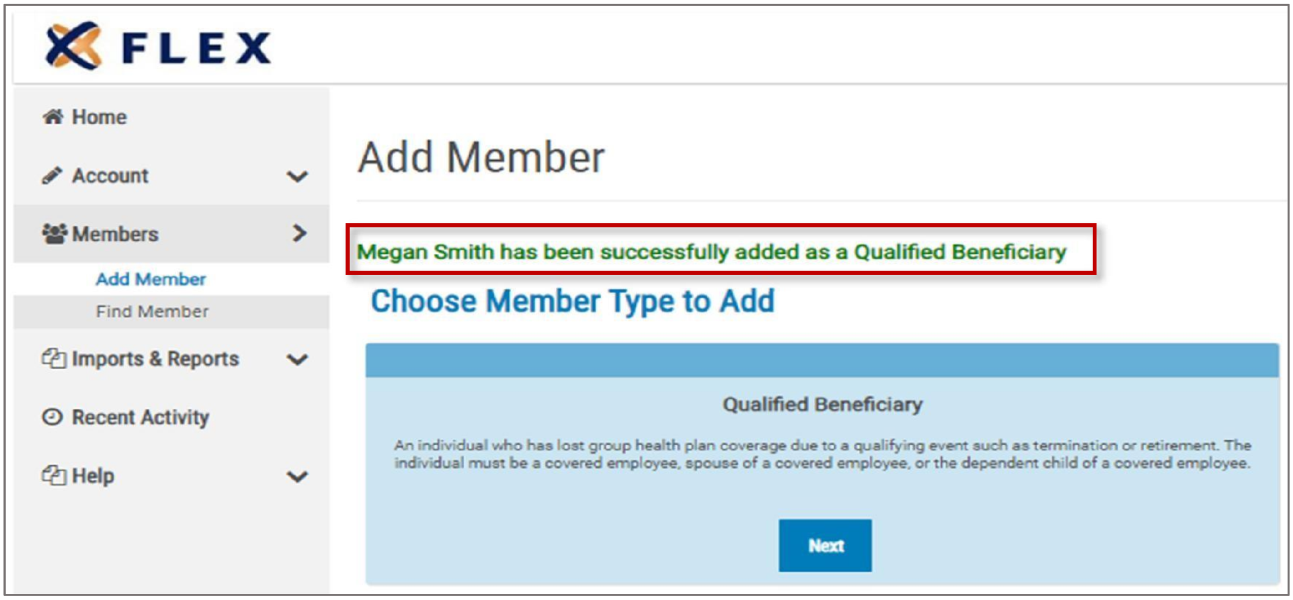
8. If the Qualified Beneficiary has dependents that need to be added, please add dependent information and click **Save & Continue**.

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

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

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"**

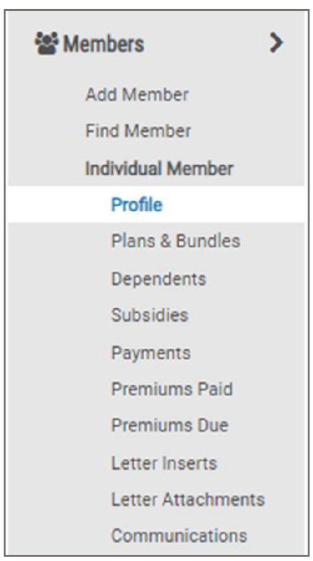


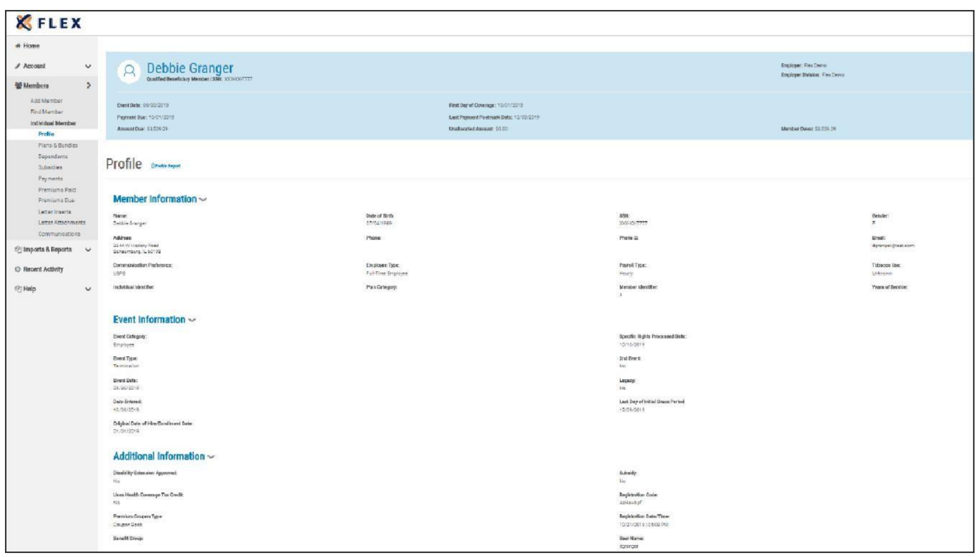
How to Access and View Member Data, Status, and Payments

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

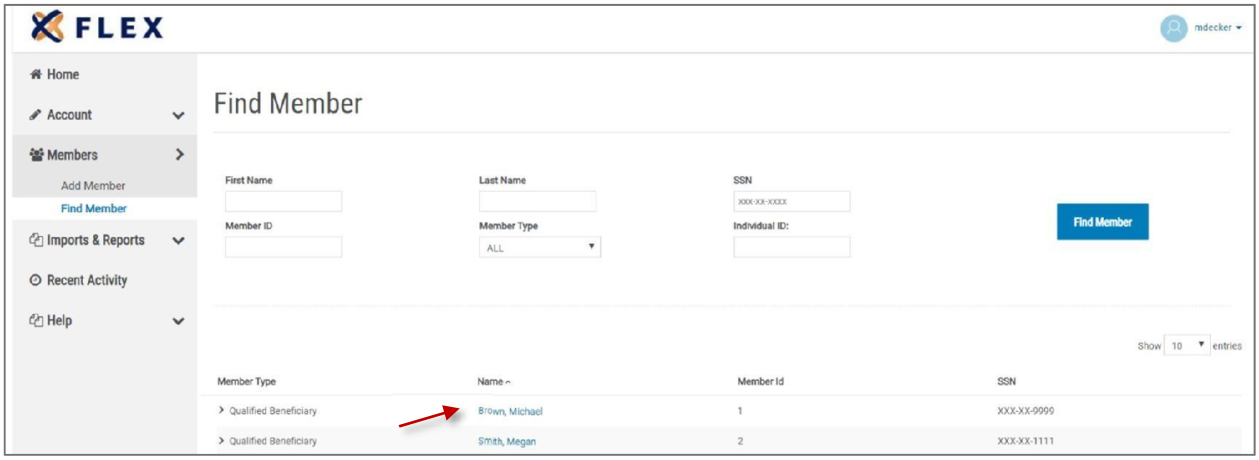




How to View Member Communications

1. Select Members / Find Member in the Main Menu

2. Find and select your member



3. Select Communications under the Individual Member drop down in the main menu

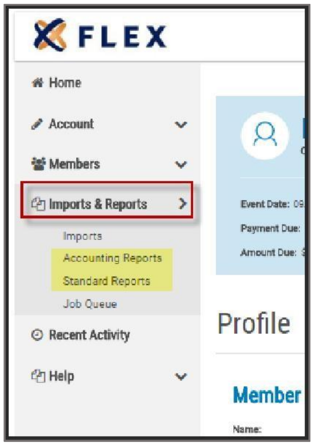
4. Select the communication you wish to view.

How to Request and View Reports

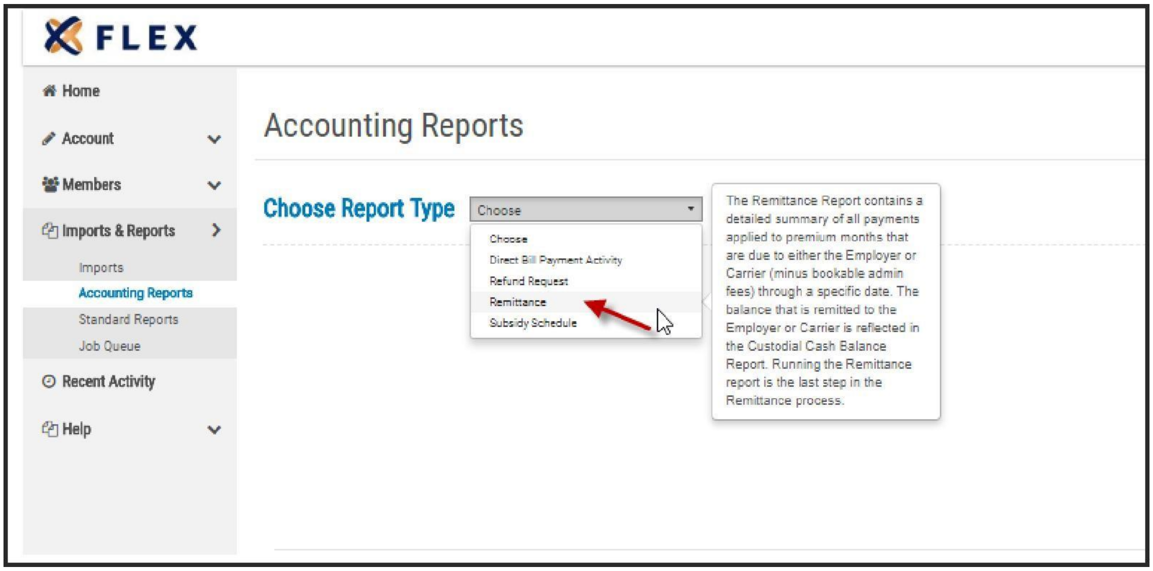
1. Select the **Imports & Reports** option in the main menu to expand and show the **Accounting Reports** and **Standard Report** options.

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

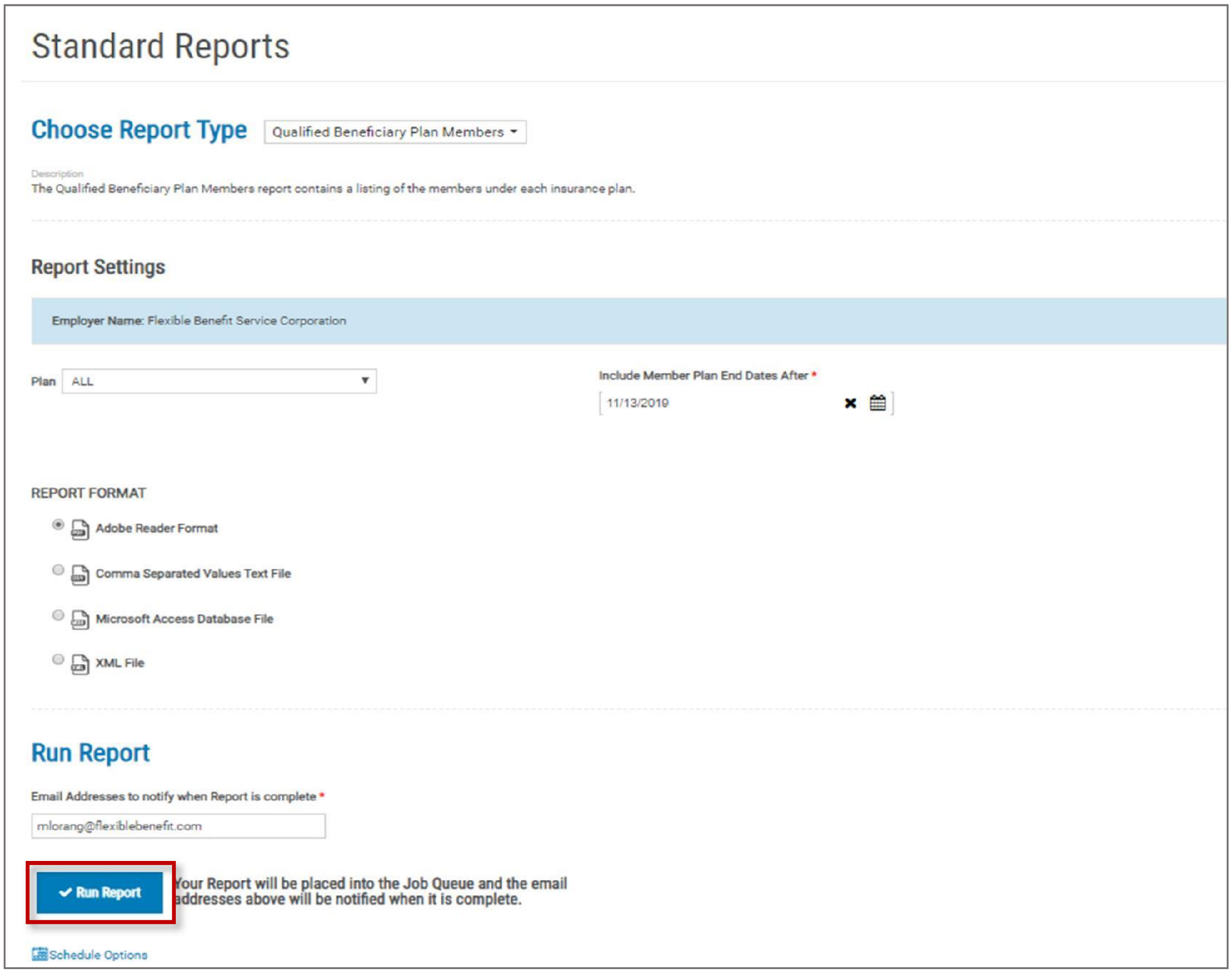
   b. Commonly used Accounting Reports
      i. Remittance



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



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



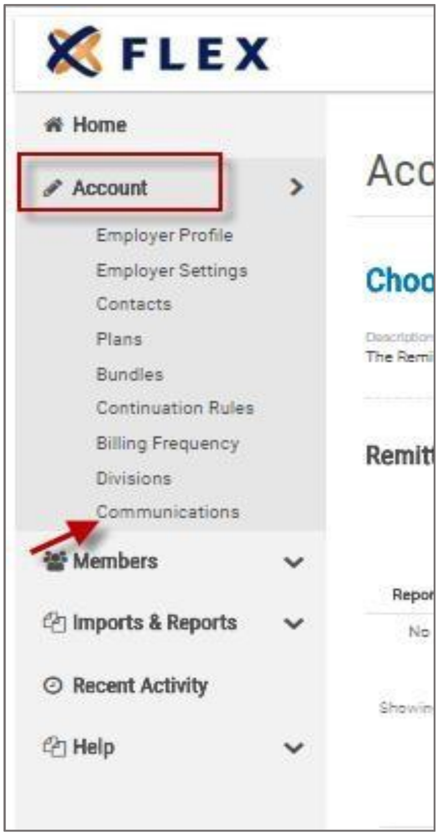
4. The report will generate and be available in the **Job Queue**.

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.

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**