





BASIC COBRA


Portal Walk-Through

[Click Here
To Start](#)

➤ Before Getting Started...

- On each page you will see  options for making a selection, going back a page, or moving forward in the presentation. Be sure to click on underlined “buttons” with your selection or to proceed to next page when instructed. You may also hover over some of the buttons for additional information.
- Some of the slides have  to provide additional information. You can either hover over the button to see what information will be provided or click to view additional information on that slide. Any time you click one of these “?”, you will have the option to return to the previous slide back to where you were.
- To exit the presentation at any time, just press the “Esc” key on your keyboard and the presentation will end.

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Where Would You Like To Begin?

[Take Me To The COBRA Portal Walk-Through](#)

[Review COBRA Frequently Asked Questions](#)

[Find Out When To Report A COBRA Event](#)

[Contact BASIC COBRA](#)

➤ Welcome to the BASIC COBRA Portal Walk-Through

- Have you already created your username and password per the emailed instructions for www.MyRSC.com?


[Yes, I'm ready to get started](#)

[No, please show me how](#)

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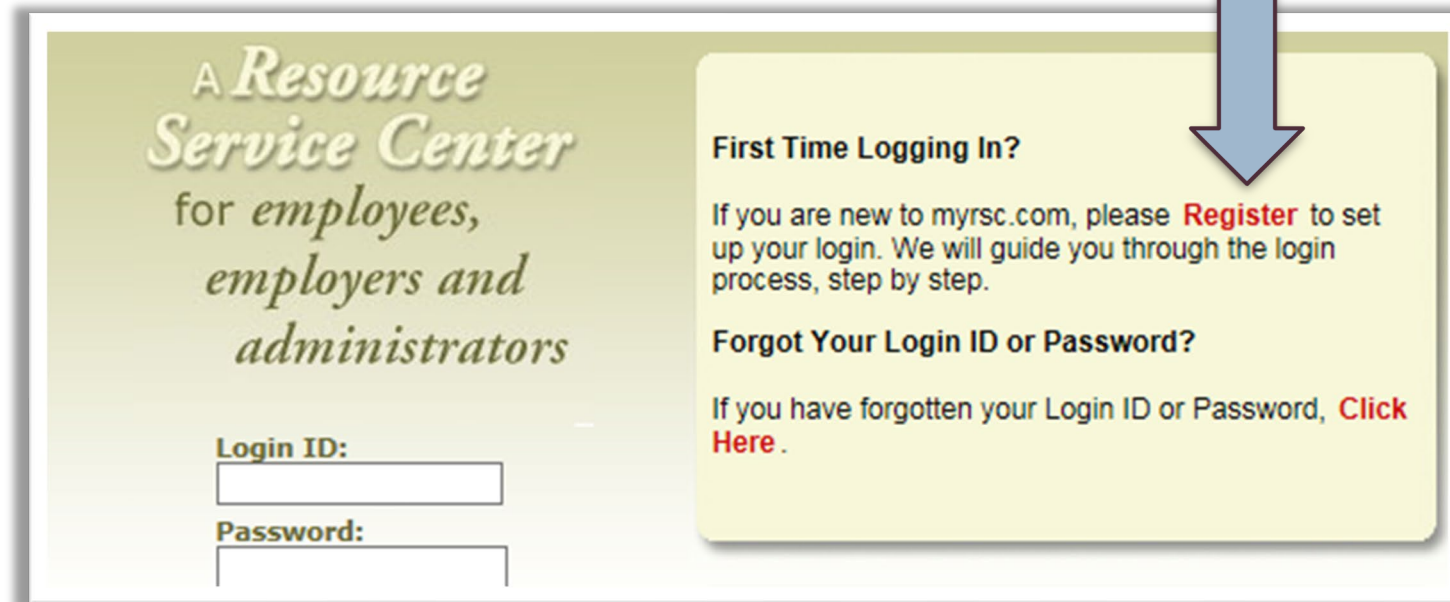
➤ How to Create a Username & Password

- Go to our secure portal at www.myrsc.com
- To the right of the screen under “First Time Logging In?” click Register 
- Click the “myRSC Temporary Login ID” link
- In the Login ID field, enter your Login Code provided by BASIC
- In the Employer Code field, enter the code provided in your “Welcome” email or [contact BASIC](#)
- Once you have logged in, you will be asked to enter a login ID and password of your choice

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➤ Registering For a Username & Password



A Resource Service Center
for *employees,*
employers and
administrators

Login ID:

Password:

First Time Logging In?

If you are new to myrsc.com, please **Register** to set up your login. We will guide you through the login process, step by step.

Forgot Your Login ID or Password?


If you have forgotten your Login ID or Password, **Click Here**.

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➤ Logging In For the First Time

- From the dropdown box under “you are eligible to operate in the following roles:”, select Human Resource Administrator for your group and check the box “Set as default logon”
- Click “Select Role”



The screenshot shows the myRSC login page. At the top left is the myRSC logo. At the top right, it displays the date "Friday, April 15, 2016" and a "Logout" link. Below the header, a green banner says "Welcome, JENNIFER!". Underneath, the text reads "You are eligible to operate in the following roles:". A dropdown menu is open, showing the selected role: "Human Resource Administrator for ZZZ - NEO Test / Demo Company (Administrator: NEO - NEO Administration Company)". Below the dropdown is a "Select Role" button. Further down, there is a checkbox labeled "Set as default logon." which is checked. To the right of the dropdown menu, there are two buttons: "Continue" and "Return to Main Menu".

➔

➔

[Continue](#)

[Return to Main Menu](#)

➤ Main Menu - Select From Below

Add a newly covered **employee** and send an Initial Notice

Add a newly covered **spouse** and send a new Initial Notice

Report a Qualifying Event

Checking Transaction Status

View Online Reports

View Email Document Notification

View Mailed Documents



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➤ Contact Information

BASIC COBRA
cobrasupport@basiconline.com
888-486-2601

www.basiconline.com



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➤ Contact Information QE to Report

BASIC COBRA
cobrasupport@basiconline.com
888-486-2601
www.basiconline.com



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➤ Contact Information

BASIC COBRA
cobrasupport@basiconline.com
888-486-2601

www.basiconline.com



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➤ When to Report a Qualifying Event

Has the employee experienced any of the following triggering events?

- Death of employee
- Divorce or Legal Separation
- Loss of Dependency Status
- Entitlement to Medicare resulting in involuntary termination of coverage (rare)
- Reduction of Hours
- Retirement
- Termination of Employment (Voluntary or Involuntary)


Yes

No

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➤ This Could Be a Qualifying Event

- Was the employee covered under one or more COBRA eligible benefit(s) at the time of the event? 
- The employee must have been enrolled in the benefit on the date of the event. If the employee has only elected a benefit but has not yet reached the eligible start date of the benefit, they are not considered to have been covered under the group health plan.

Yes

No

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➤ Examples of Group Health Plans

- Health Insurance Plans, HMOs, and Self Funded Plans
- Dental and Vision Plans
- Flexible Spending Account (FSA)
- Health Reimbursement Account (HRA)
- Wellness Program – If it provides medical benefits
- Employee Assistance Program (EAP) – If it provides medical benefits
- On-Site Medical Clinics

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➤ Qualifying Event to Report? NO

- According to your answer, it sounds like you may not have a Qualifying Event to report.
- There must be a triggering event plus loss of coverage to have a Qualifying Event. If no loss of coverage occurs as a result of an event, there is no qualifying event. Likewise, if a loss of coverage occurs without a triggering event, there is no Qualifying Event to report. As a rule, if there is no Qualifying Event, there is generally no obligation to offer COBRA. 
- Please [contact BASIC](#) with any questions.

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➤ COBRA Events

- Death of employee
- Divorce or Legal Separation
- Loss of Dependency Status
- Entitlement to Medicare resulting in involuntary termination of coverage (rare)
- Reduction of Hours
- Retirement
- Termination of Employment (Voluntary or Involuntary)

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➤ Qualifying Event to Report? YES

- According to your answer, it sounds like you have a Qualifying Event to report.

[Click Here For Instructions To Report This Qualifying Event](#)

- Since you have indicated that there was triggering event plus loss of coverage, you must report this Qualifying Event to BASIC within 30 days from the last day of coverage.

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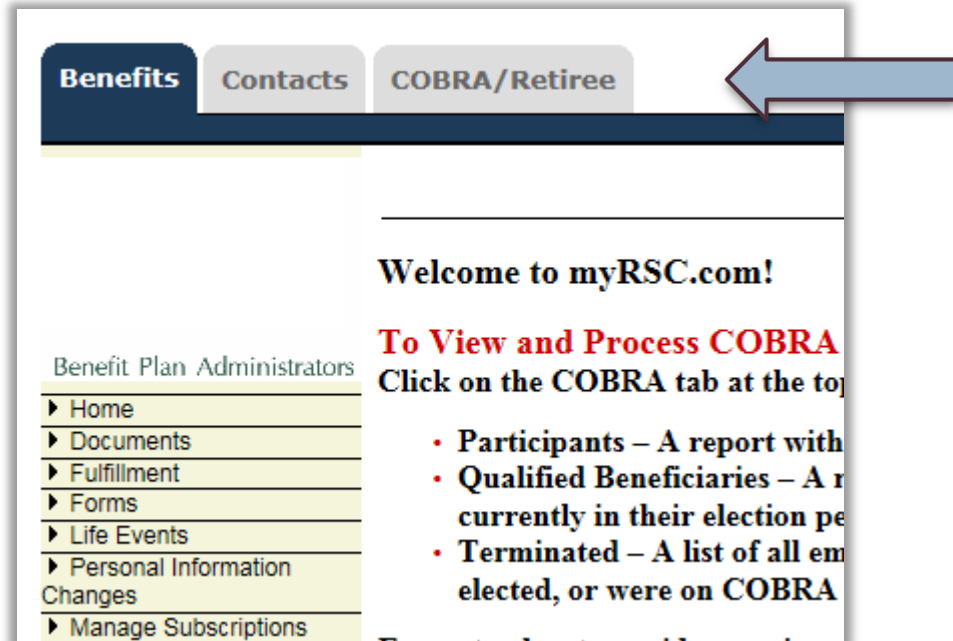
[Start Over](#)

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➤ Newly Covered Employee

To Add a Newly Covered Insured Employee

1. Click on the COBRA/Retiree Tab at the top of the page

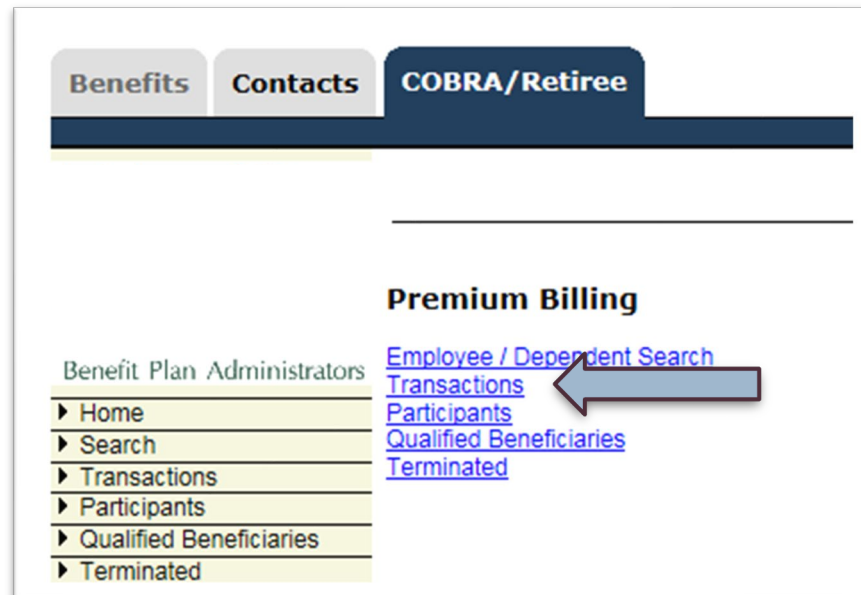


[Continue](#)

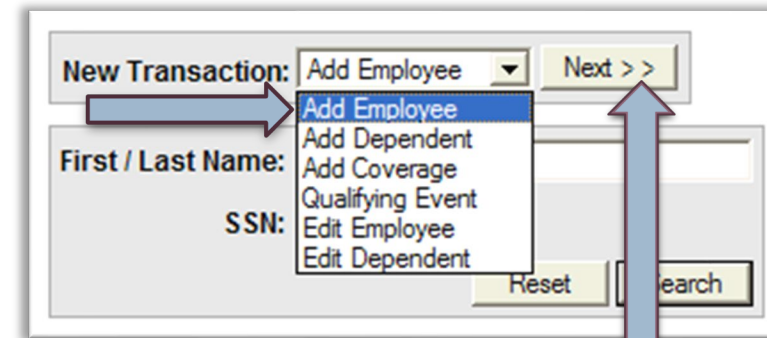
[Return to Main Menu](#)

➤ Newly Covered Employee cont.

2. Click the **Transactions** link



3. In transactions, for **New Transaction**, select **Add Employee**.



Then click **Next >>**

[Continue](#)

[Return to Main Menu](#)

➤ Newly Covered Employee cont.

4. Fill out the form below. Then, click **Next >>**

Add Employee Wizard

SSN *	Employee ID	
<input type="text"/>	<input type="text"/>	
First Name *	MI	Last Name *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address Line 1 *		
<input type="text"/>		
Address Line 2		
<input type="text"/>		
City *	State *	Zip Code *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Date Of Birth	Date Of Hire	Gender
<input type="text"/>	<input type="text"/>	<input type="text"/>
Home Phone	Work Phone	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>

Cancel Next >>

Note: Only the fields marked with a red asterisk (*) are required

[Continue](#)

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➤ Newly Covered Employee cont.

Click the box next to **Send Initial Notice**. Then, click **Save**

Add Employee Wizard

Select a Status Send Initial Notice:

Approved By Human Resources The Initial Notice is for newly covered Active employees, and does not refer to the COBRA Election Notice that will automatically be sent to Terminated employees.

Comments

Note: Select a Status should default and remain **Approved By Human Resources**

[Continue](#)

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➤ Newly Covered cont.

5. Click **Finished >>** to complete reporting of newly covered employee



Add Employee Wizard
Would you like to do any of the following?

- [\[Edit Employee\]](#)
- [\[Add Dependent\]](#)
- [\[Edit Dependent\]](#)
- [\[Add Coverage\]](#)
- [\[Qualifying Event\]](#)

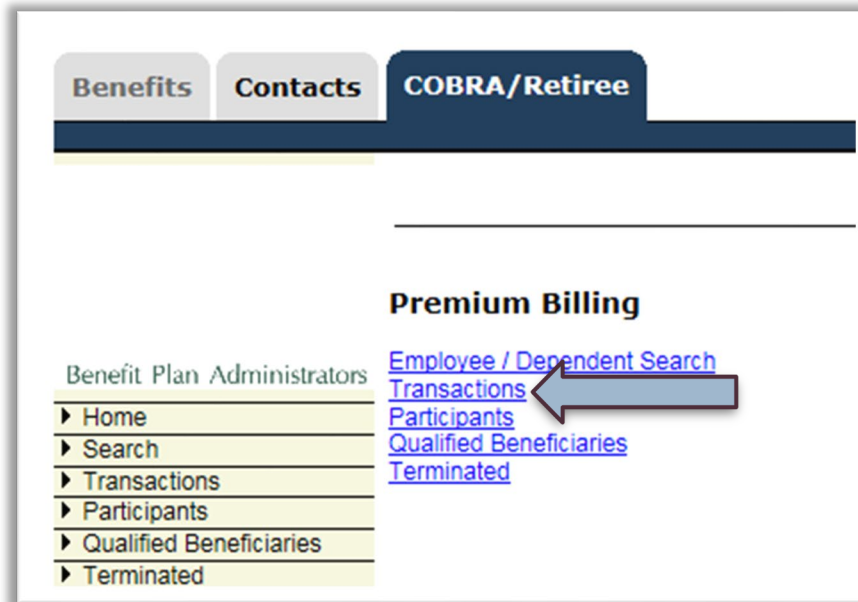
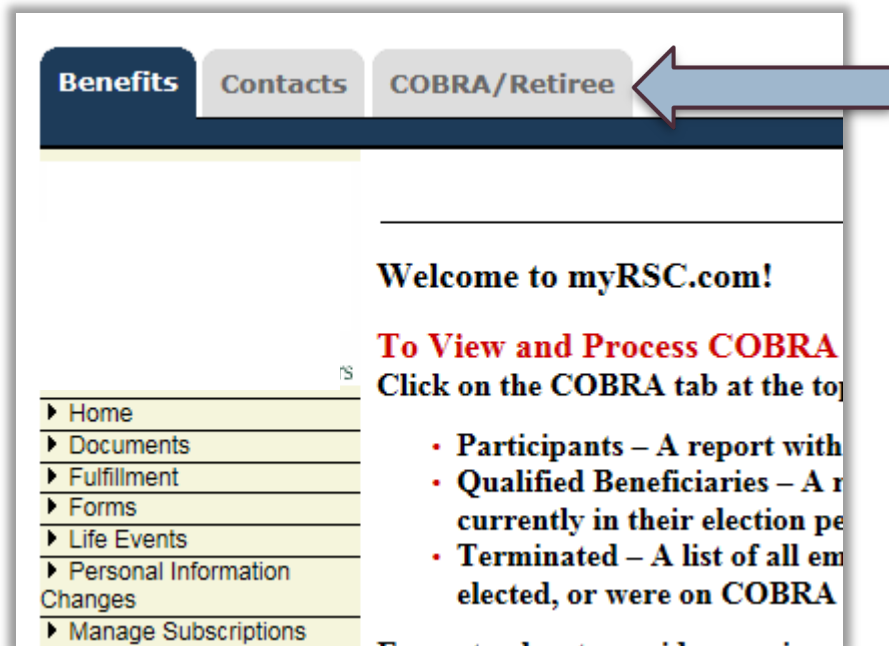
Finished >>

➤ Newly Covered Spouse

Important Note: This step only needs to be done if the employee is newly married, covered by one or more benefits, and adding their spouse to their benefits.

1. Click on the COBRA/Retiree Tab at the top of the page

2. Click the Transactions link

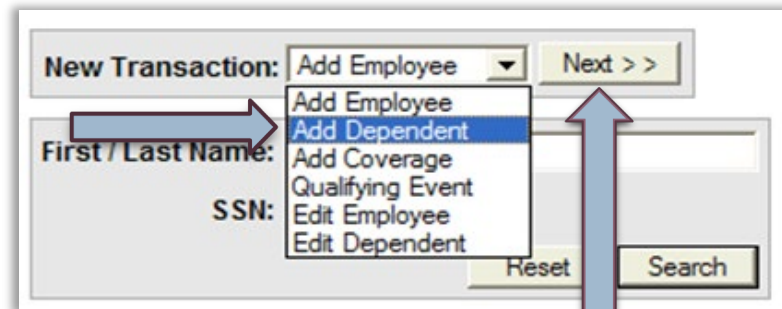


[Continue](#)

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➤ Newly Covered Spouse cont.

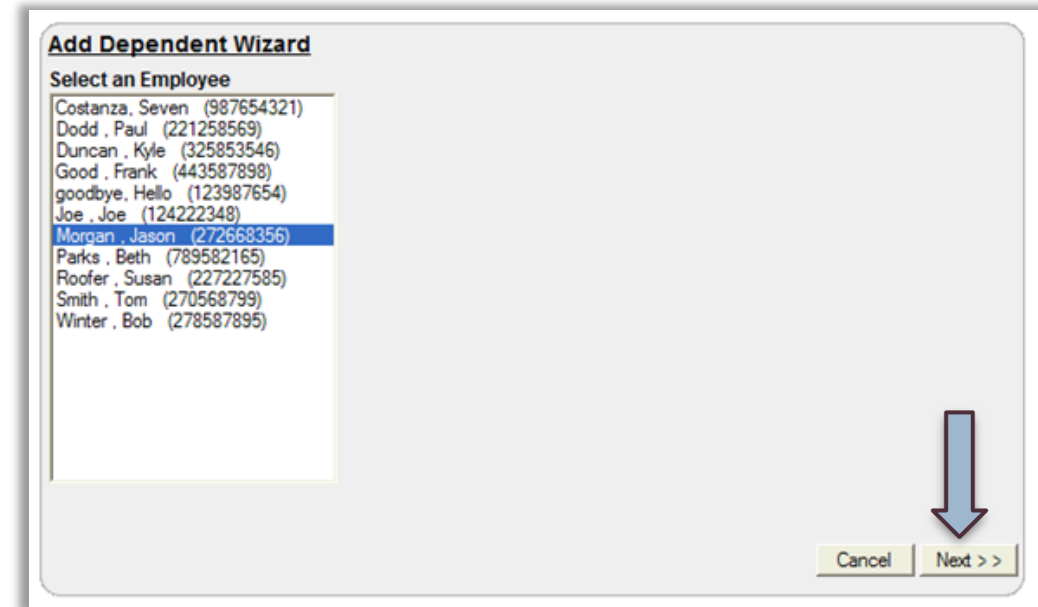
3. In transactions, for **New Transaction:**, select **Add Dependent**



The screenshot shows a 'New Transaction' form. A dropdown menu is open, showing options: 'Add Employee', 'Add Dependent', 'Add Coverage', 'Qualifying Event', 'Edit Employee', and 'Edit Dependent'. The 'Add Dependent' option is highlighted. A red arrow points to the dropdown menu, and a blue arrow points to the 'Next >>' button. Below the form, the text 'Then click Next >>' is displayed with a blue arrow pointing to the 'Next >>' button.

Then click **Next >>**

4. Select **Employee** from list



The screenshot shows the 'Add Dependent Wizard' screen. The title is 'Add Dependent Wizard'. Below the title is the section 'Select an Employee' with a list of employees and their SSNs: Costanza, Seven (987654321), Dodd, Paul (221258569), Duncan, Kyle (325853546), Good, Frank (443587898), goodbye, Hello (123987654), Joe, Joe (124222348), Morgan, Jason (272668356), Parks, Beth (789582165), Roofer, Susan (227227585), Smith, Tom (270568799), and Winter, Bob (278587895). The 'Morgan, Jason (272668356)' entry is highlighted. At the bottom right, there are 'Cancel' and 'Next >>' buttons. A blue arrow points to the 'Next >>' button.

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➤ Newly Covered Spouse cont.

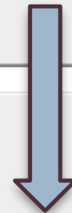
5. Fill out the form below. Then, click **Next >>**

Add Dependent Wizard

SSN	Relationship *	
<input type="text"/>	Spouse <input type="button" value="v"/>	
First Name *	MI	Last Name *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address Line 1 *		
<input type="text"/>		
Address Line 2		
<input type="text"/>		
City *	State *	Zip Code *
<input type="text"/>	<input type="button" value="v"/>	<input type="text"/>
Date Of Birth		Gender
<input type="text"/>		<input type="button" value="v"/>
Home Phone Fax		Email
<input type="text"/>	<input type="text"/>	<input type="text"/>

Cancel << Back Next >>

Note: Only the fields marked with a red asterisk (*) are required



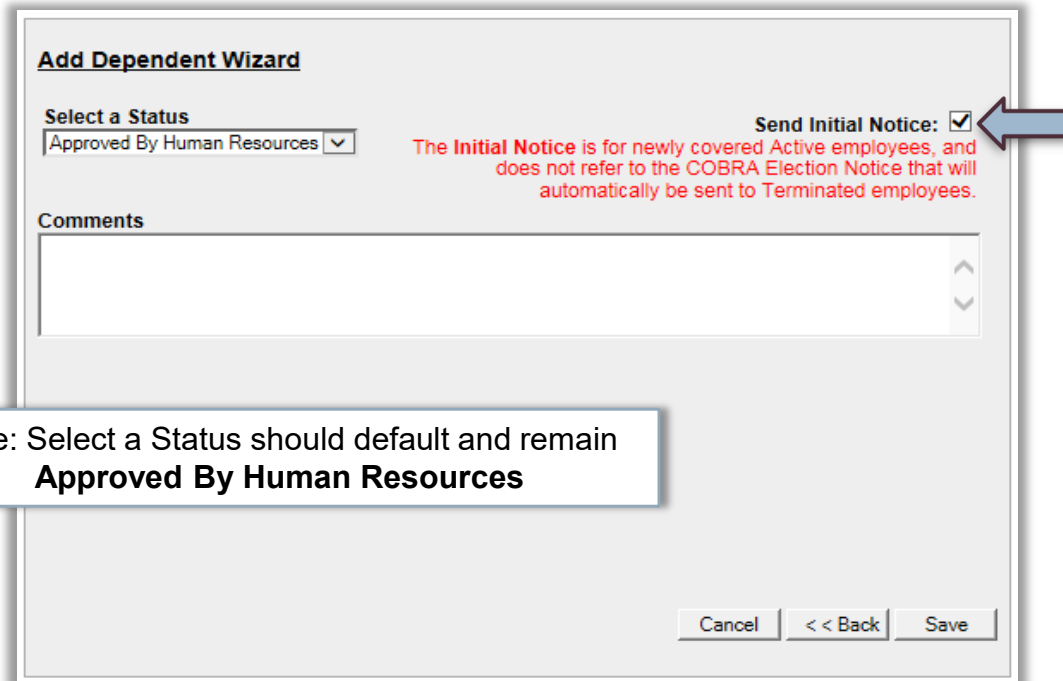
[Continue](#)

[Return to Main Menu](#)

➤ Newly Covered Spouse cont.


6. Click the box next to **Send Initial Notice**

7. Click **Finished >>** to complete reporting of newly covered spouse



Add Dependent Wizard

Select a Status
Approved By Human Resources

Send Initial Notice: 

The **Initial Notice** is for newly covered Active employees, and does not refer to the COBRA Election Notice that will automatically be sent to Terminated employees.

Comments

Cancel << Back Save

Note: Select a Status should default and remain **Approved By Human Resources**



Add Dependent Wizard

Would you like to do any of the following?

[\[Edit Employee\]](#)
[\[Add Dependent\]](#)
[\[Edit Dependent\]](#)
[\[Add Coverage\]](#)
[\[Qualifying Event\]](#)
[\[Add Subsidy\]](#)


Finished >>

➤ Qualifying Event – Y/N Dep

Let's get started reporting the Qualifying Event

First, did the covered employee have any dependents also covered under one or more COBRA eligible benefit at the time of the event?

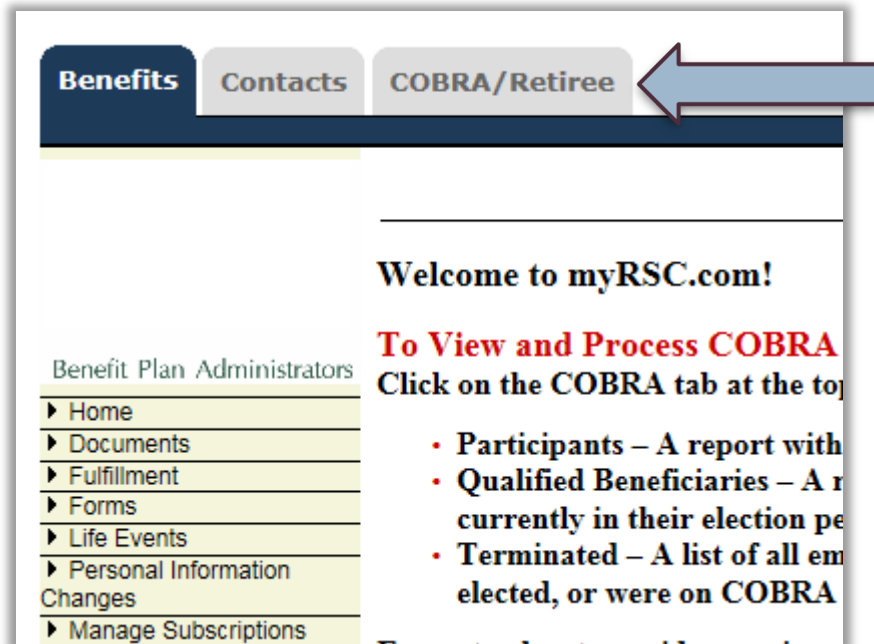
Yes

No

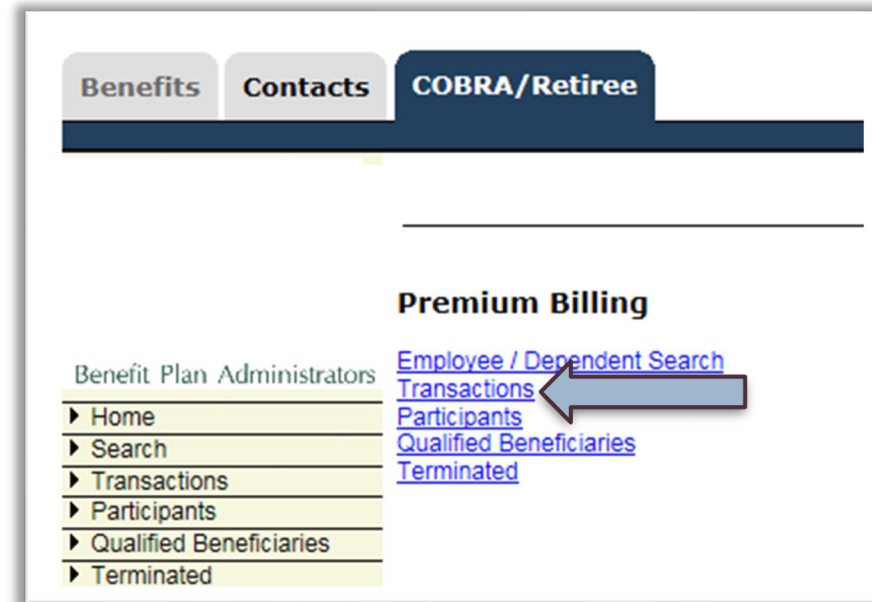
➤ Qualifying Event – Y Dep

Important Note: This step only needs to be done if the employee has dependents covered by one or more COBRA eligible benefit at the time of the Qualifying Event.

1. Click on the COBRA/Retiree Tab at the top of the page



2. Click the **Transactions** link



[Continue](#)

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➤ Qualifying Event – Y Dep cont.

3. In transactions, for **New Transaction**, select **Add Dependent**

New Transaction: Add Employee Next >>
Add Employee
Add Dependent
Add Coverage
Qualifying Event
Edit Employee
Edit Dependent
Reset Search

Then click **Next >>**

4. Select **Employee** from list

Add Dependent Wizard
Select an Employee
Costanza, Seven (987654321)
Dodd, Paul (221258569)
Duncan, Kyle (325853546)
Good, Frank (443587898)
goodbye, Hello (123987654)
Joe, Joe (124222348)
Morgan, Jason (272668356)
Parks, Beth (789582165)
Roofer, Susan (227227585)
Smith, Tom (270568799)
Winter, Bob (278587895)
Cancel Next >>

Note: If you do not see the employee listed, please click Add Employee button below for instructions to add the employee to the list

Add Employee

Then click **Next >>**

[Continue](#)

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➤ Qualifying Event – Add EE

To Add An Employee to Process a Qualifying Event:

Click on the COBRA/Retiree Tab at the top of the page

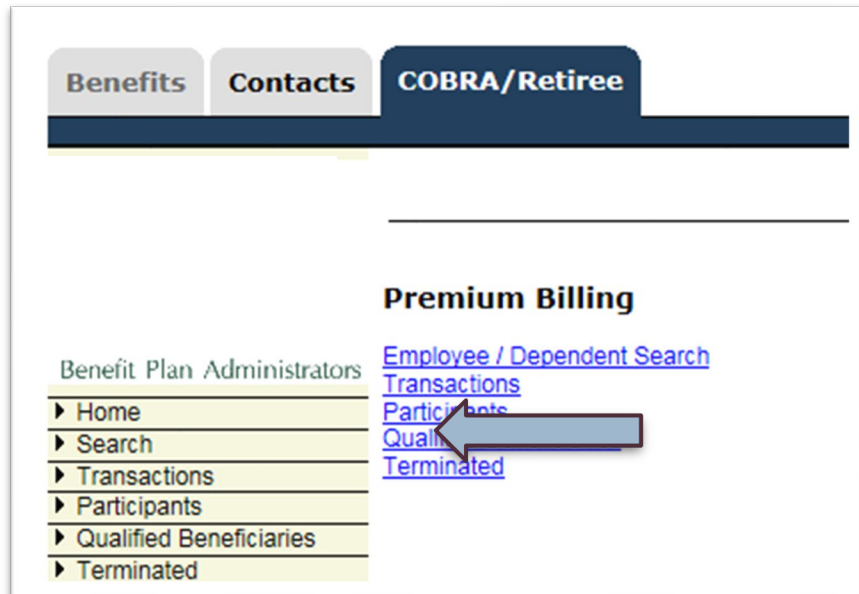


[Continue](#)

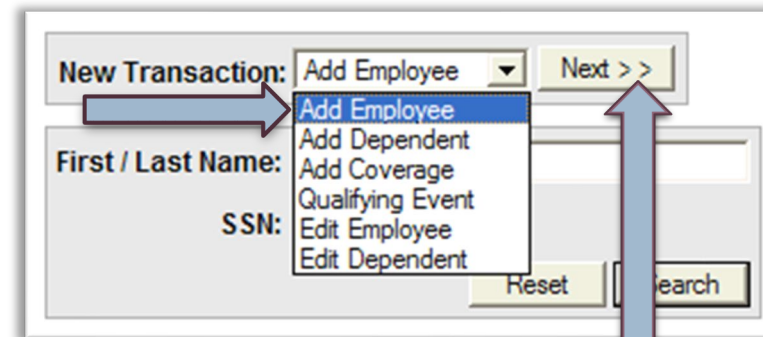
[Return to Main Menu](#)

➤ Qualifying Event – Add EE cont.

2. Click the **Transactions** link



3. In transactions, for **New Transaction**, select **Add Employee**



Then click **Next >>**

[Continue](#)

[Return to Main Menu](#)

➤ Qualifying Event – Add EE cont.

4. Fill out the form below. Then, click **Next >>**

Add Employee Wizard

SSN *	Employee ID	
<input type="text"/>	<input type="text"/>	
First Name *	MI	Last Name *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address Line 1 *		
<input type="text"/>		
Address Line 2		
<input type="text"/>		
City *	State *	Zip Code *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Date Of Birth	Date Of Hire	Gender
<input type="text"/>	<input type="text"/>	<input type="text"/>
Home Phone	Work Phone	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>

Cancel Next >>

Note: Only the fields marked with a red asterisk (*) are required



[Continue](#)

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➤ Qualifying Event – Add EE cont.

5. Leave the box next to **Send Initial Notice** unchecked.
Then, click **Save**



Add Employee Wizard

Select a Status
Approved By Human Resources

Send Initial Notice:

The Initial Notice is for newly covered Active employees, and does not refer to the COBRA Election Notice that will automatically be sent to Terminated employees.

Comments

Cancel << Back Save

Note: Select a Status s
and remain
Approved By Human

[Continue](#)

[Return to
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➤ Qualifying Event – Add EE cont.

6. Click **Finished >>** to complete reporting of covered employee



Add Employee Wizard
Would you like to do any of the following?

- [\[Edit Employee\]](#)
- [\[Add Dependent\]](#)
- [\[Edit Dependent\]](#)
- [\[Add Coverage\]](#)
- [\[Qualifying Event\]](#)

Finished >>

[Click Here To Process Qualifying Event](#)

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➤ Qualifying Event – Y Dep

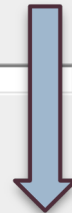
5. Fill out the form below. Then, click **Next >>**

Add Dependent Wizard

SSN	Relationship *	
<input type="text"/>	Child <input type="button" value="v"/>	
First Name *	MI	Last Name *
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address Line 1 *		
<input type="text"/>		
Address Line 2		
<input type="text"/>		
City *	State *	Zip Code *
<input type="text"/>	<input type="button" value="v"/>	<input type="text"/>
Date Of Birth		Gender
<input type="text"/>		<input type="button" value="v"/>
Home Phone Fax		Email
<input type="text"/>	<input type="text"/>	<input type="text"/>

Cancel << Back Next >>

Note: Only the fields marked with a red asterisk (*) are required



[Continue](#)

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➤ Qualifying Event – Y Dep 4

Leave the box next to **Send Initial Notice** unchecked. Then, click **Save**

7. If you have additional dependents, click **Add Dependent**, otherwise, click **Add Coverage**

Add Dependent Wizard

Select a Status
Approved By Human Resources

Send Initial Notice:

The Initial Notice is for newly covered Active employees, and does not refer to the COBRA Election Notice that will automatically be sent to Terminated employees.

Comments

Cancel << Back Save

Note: Select a Status should default and remain **Approved By Human Resources**

Add Dependent Wizard

Would you like to do any of the following?

[\[Edit Employee\]](#)
[\[Add Dependent\]](#)
[\[Edit Dependent\]](#)
[\[Add Coverage\]](#)
[\[Qualifying Event\]](#)
[\[Add Subsidy\]](#)

Finished >>

[Continue](#)

[Return to Main Menu](#)

➤ Qualifying Event – Y Dep cont.

8. Select a **Benefit** from the list

Add Coverage Wizard
☑ Hide Terminated Benefits and Coverages
Select a Benefit Your Coverages

Anthem MASS Medical Plan
Dental Plan
Health Flexible Spending Account
SUMMA OH Medical Plan

Cancel << Back Next >>

Then click **Next >>**

9. Select a **Tier**

Add Coverage Wizard
Benefit: **Anthem MASS Medical Plan**
Select the Elected Tier(s)

	Tier Name	Gender	Age	Amount
<input type="radio"/>	Employee Only			\$40.00
<input checked="" type="radio"/>	Family			\$120.00

Then click **Next >>**

Cancel << Back Next >>

[Continue](#)

[Return to Main Menu](#)

➤ Qualifying Event – Y Dep cont.

10. Select Member – Enter Effective Date

Add Coverage Wizard
Benefit: **Anthem MASS Medical Plan**
Tier(s): **Family**
Select ALL Family Members covered under this election.

Member	Relation	Effective Date
<input checked="" type="checkbox"/> Dodd, Paul (221258569)	Self	<input type="text"/> [mm/dd/yyyy]
<input checked="" type="checkbox"/> Dodd, Tammy (655123456)	Dependent	<input type="text"/> [mm/dd/yyyy]

A "readonly" checkmark (✓) preceding a family members name denotes that this family member already has this coverage assigned.

Cancel << Back Next >>

Note: For Effective Date, please use the start of your plan year (ex: 01/01/2016), **not** the Qualifying Event date.

Then click **Next >>**

11. Leave the box next to **Send Initial Notice** unchecked. Then, click **Save**

Add Dependent Wizard
Select a Status
Approved By Human Resources
Send Initial Notice
The Initial Notice is for newly covered Active employees, and does not refer to the COBRA Election Notice that will automatically be sent to Terminated employees.
Comments
Cancel << Back Save

Note: Select a Status should default and remain **Approved By Human Resources**

[Continue](#)

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➤ Qualifying Event – Y Dep cont.

12. If there is additional coverage, click **Add Coverage**, otherwise, click **Qualifying Event**

Add Coverage Wizard

Would you like to do any of the following?

- [\[Edit Employee\]](#)
- [\[Add Dependent\]](#)
- [\[Edit Dependent\]](#)
- [\[Add Coverage\]](#)
- [\[Qualifying Event\]](#)
- [\[Add Subsidy\]](#)

Finished >>



Note: Each coverage must be entered separately before entering the Qualifying Event

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➤ Qualifying Event – Y Dep 8

13. Use dropdown to select event type

Qualifying Event Wizard

Qualifying Event

Event Date [mm/dd/yyyy] (This is the date of the actual event (death, divorce, termination, etc.). The system will calculate the actual loss of coverage date based on the employer settings.)

Death of employee
Divorce
Entitled to medicare benefits
Involuntary Termination
Legal Separation
Loss of dependent status
Reduction of hours
Retirement
Voluntary Termination

Cancel Next >>

Note: For Event Date use the last day worked, **not** the day coverage will end.

Then click **Next >>**

14. Leave the box next to **Send Initial Notice** unchecked. Then, click **Save**

Add Dependent Wizard

Select a Status
Approved By Human Resources

Send Initial Notice:

The Initial Notice is for newly covered Active employees, and does not refer to the COBRA Election Notice that will automatically be sent to Terminated employees.

Comments

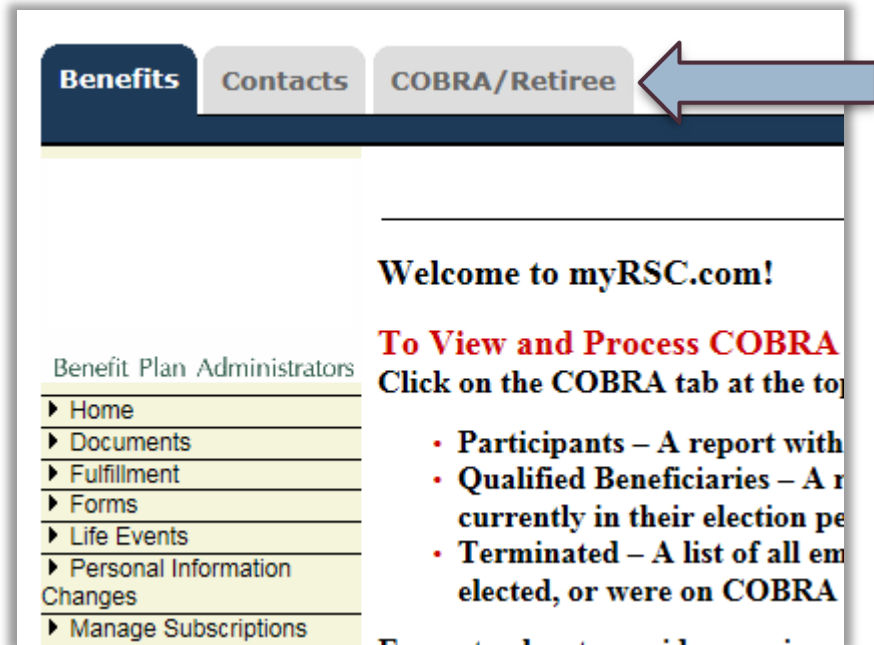
Cancel << Back Save

Note: Select a Status should default and remain **Approved By Human Resources**

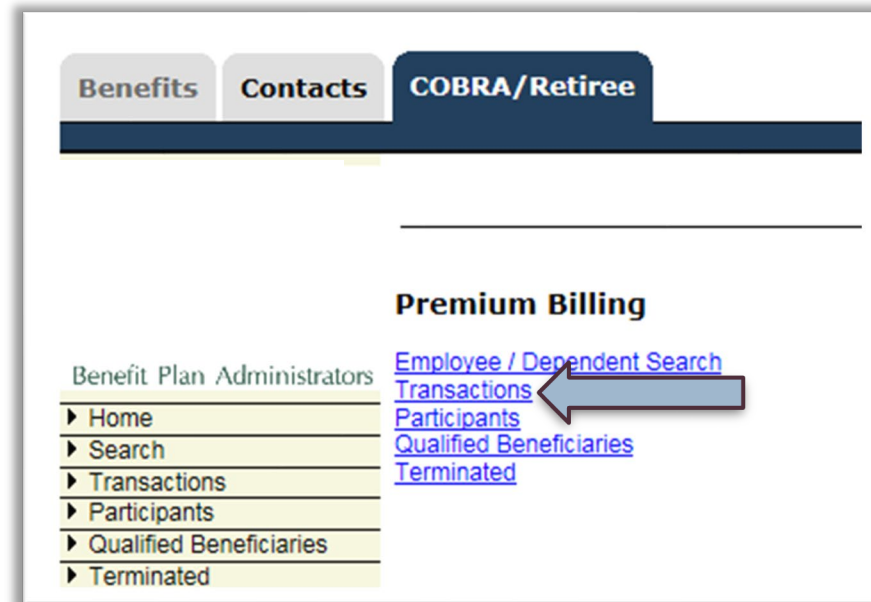
[Return to Main Menu](#)

➤ Qualifying Event – N Dep

1. Click on the COBRA/Retiree Tab at the top of the page



2. Click the **Transactions** link

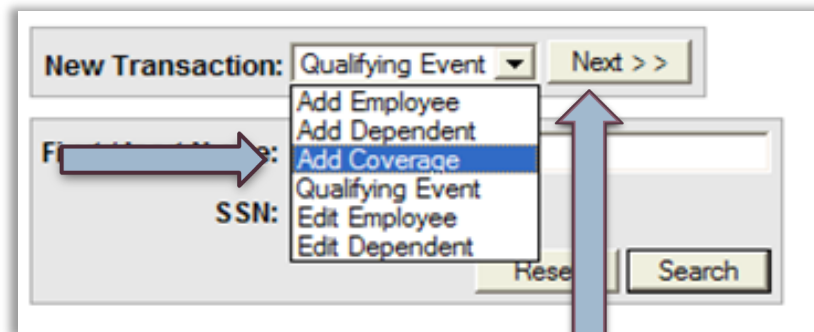


[Continue](#)

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➤ Qualifying Event – N Dep cont.

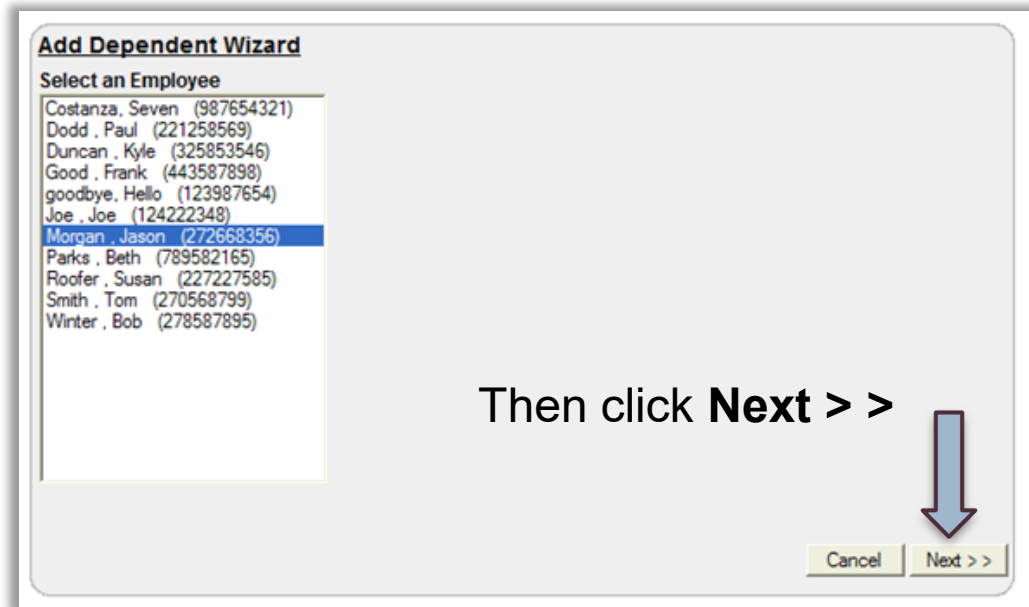
3. In transactions, for **New Transaction:**, select **Add Coverage**



The screenshot shows a 'New Transaction' window. At the top, there is a dropdown menu currently set to 'Qualifying Event' and a 'Next >>' button. A blue arrow points from the text 'Add Coverage' in the list below to the 'Add Coverage' option in the dropdown menu. The list includes: Add Employee, Add Dependent, Add Coverage, Qualifying Event, Edit Employee, and Edit Dependent. Below the list are fields for 'F...', 'SSN:', and 'Rese...', along with a 'Search' button.

Then click **Next >>**

4. Select **Employee** from list



The screenshot shows the 'Add Dependent Wizard' window. It has a title bar and a section titled 'Select an Employee'. Below this is a list of employees with their names and SSNs: Costanza, Seven (987654321), Dodd, Paul (221258569), Duncan, Kyle (325853546), Good, Frank (443587898), goodbye, Hello (123987654), Joe, Joe (124222348), Morgan, Jason (272668356), Parks, Beth (789582165), Roofer, Susan (227227585), Smith, Tom (270568799), and Winter, Bob (278587895). The entry 'Morgan, Jason (272668356)' is highlighted with a blue background. To the right of the list, the text 'Then click Next >>' is displayed with a blue arrow pointing down to the 'Next >>' button at the bottom right of the window. A 'Cancel' button is also visible.

Continue

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➤ Qualifying Event – N Dep cont.

5. Select a **Benefit** from the list

Add Coverage Wizard

Hide Terminated Benefits and Coverages

Select a Benefit

Your Coverages

<input type="checkbox"/> Anthem MASS Medical Plan
<input type="checkbox"/> Dental Plan
<input type="checkbox"/> Health Flexible Spending Account
<input type="checkbox"/> SUMMA.OH Medical Plan

Cancel << Back Next >>

Then click **Next >>**

6. Select a **Tier**

Add Coverage Wizard

Benefit: **Anthem MASS Medical Plan**

Select the Elected Tier(s)

Tier Name	Gender	Age	Amount
<input type="radio"/> Employee Only			\$40.00
<input checked="" type="radio"/> Family			\$120.00

Then click **Next >>**

Cancel << Back Next >>

[Continue](#)

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➤ Qualifying Event – N Dep cont.

7. Select Member – Enter Effective Date

Add Coverage Wizard
Benefit: **Dental Plan - Retiree**
Tier(s): **Employee Only**
Select ALL Family Members covered under this election.

Member	Relation	Effective Date [mm/dd/yyyy]
<input checked="" type="checkbox"/> Austin , Tyler (000336633)	Self	<input type="text"/>

Cancel << Back Next >>

Note: For Effective Date, please use the start of your plan year (ex: 01/01/2016), **not** the Qualifying Event date.

Then click **Next >>**

8. Leave the box next to **Send Initial Notice** unchecked. Then, click **Save** on the box next to **Send Initial Notice** unchecked. Then, click **Save**

Add Dependent Wizard

Select a Status: Send Initial Notice:

The Initial Notice is for newly covered Active employees, and does not refer to the COBRA Election Notice that will automatically be sent to Terminated employees.

Comments:

Cancel << Back Save

Note: Select a Status should default and remain **Approved By Human Resources**

[Continue](#)

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➤ Qualifying Event – N Dep cont.

9. If there is additional coverage, click **Add Coverage**, otherwise, click **Qualifying Event**

Add Coverage Wizard

Would you like to do any of the following?

- [\[Edit Employee\]](#)
- [\[Add Dependent\]](#)
- [\[Edit Dependent\]](#)
- [\[Add Coverage\]](#)
- [\[Qualifying Event\]](#)
- [\[Add Subsidy\]](#)

Finished >>

Note: Each coverage must be entered separately before entering the Qualifying Event

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➤ Qualifying Event – N Dep cont.

10. Use dropdown to select event type

Qualifying Event Wizard

Qualifying Event

- Death of employee
- Divorce
- Entitled to medicare benefits
- Involuntary Termination
- Legal Separation
- Loss of dependent status
- Reduction of hours
- Retirement
- Voluntary Termination

Event Date [mm/dd/yyyy] (This is the date of the actual event (death, divorce, termination, etc.). The system will calculate the actual loss of coverage date based on the employer settings.)

Cancel Next >>

Note: For Event Date use the last day worked, **not** the day coverage will end

Then click **Next >>**

11. Leave the box next to **Send Initial Notice** unchecked. Then, click **Save**

Add Dependent Wizard

Select a Status: Approved By Human Resources

Send Initial Notice:

The Initial Notice is for newly covered Active employees, and does not refer to the COBRA Election Notice that will automatically be sent to Terminated employees.

Comments

Cancel << Back Save

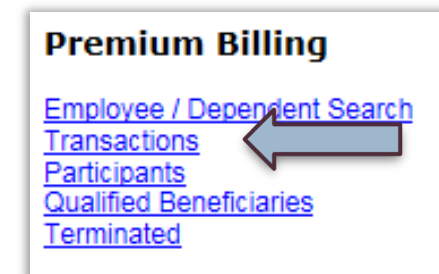
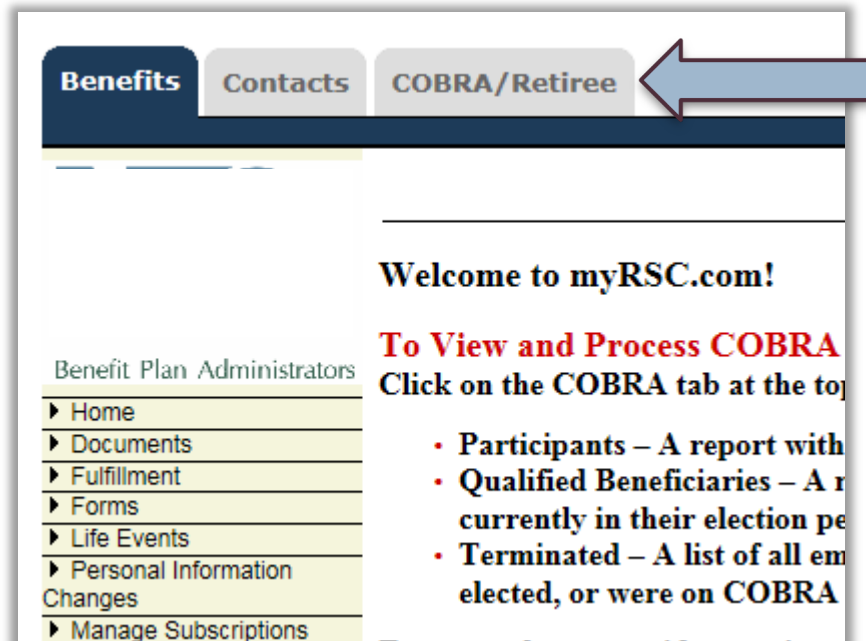
Note: Select a Status should default and remain **Approved By Human Resources**

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➤ Checking Transaction Status

Check the status of transactions (addition of an employee, addition of dependents, sending a Qualifying Event notice) that you have submitted

1. Click on the COBRA/Retiree Tab at the top of the page
2. Click on **Transactions**



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➤ Checking Transaction Status cont.

Each transaction is color coded. This will indicate the status of the transaction. The status is where BASIC is in the process of retrieving and reviewing the transaction.


Transaction	Person	EE SSN	Current Status
Add Coverage - Anthem MASS Medical Plan [Edit Employee Add Dependent Edit Dependent Add Coverage Qualifying Event]	Paul Dodd	221258569	Approved By Human Resources
Add Employee [Edit Employee Add Dependent Edit Dependent Add Coverage Qualifying Event]	Hello goodbye	123987654	Approved By Human Resources
Qualifying Event - Reduction of hours [Edit Employee Add Dependent Edit Dependent Add Coverage Qualifying Event]	Jason Morgan	272668356	Processed
Add Coverage - SUMMA OH Medical Plan [Edit Employee Add Dependent Edit Dependent Add Coverage Qualifying Event]	Jason Morgan	272668356	Processed
Add Dependent [Edit Employee Add Dependent Edit Dependent Add Coverage Qualifying Event]	Elizabeth Webber-Morgan	272668356	Processed
Add Employee [Edit Employee Add Dependent Edit Dependent Add Coverage Qualifying Event]	Jason Morgan	272668356	Processed
Add Dependent [Edit Employee Add Dependent Edit Dependent Add Coverage Qualifying Event]	David Roofier	227227585	Processed
Add Dependent [Edit Employee Add Dependent Edit Dependent Add Coverage Qualifying Event]	John Roofier	227227585	Processed
Add Dependent [Edit Employee Add Dependent Edit Dependent Add Coverage Qualifying Event]	George Form	987654321	Processed

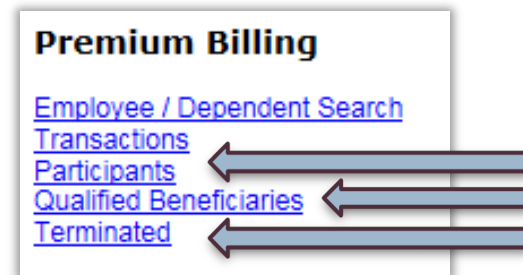
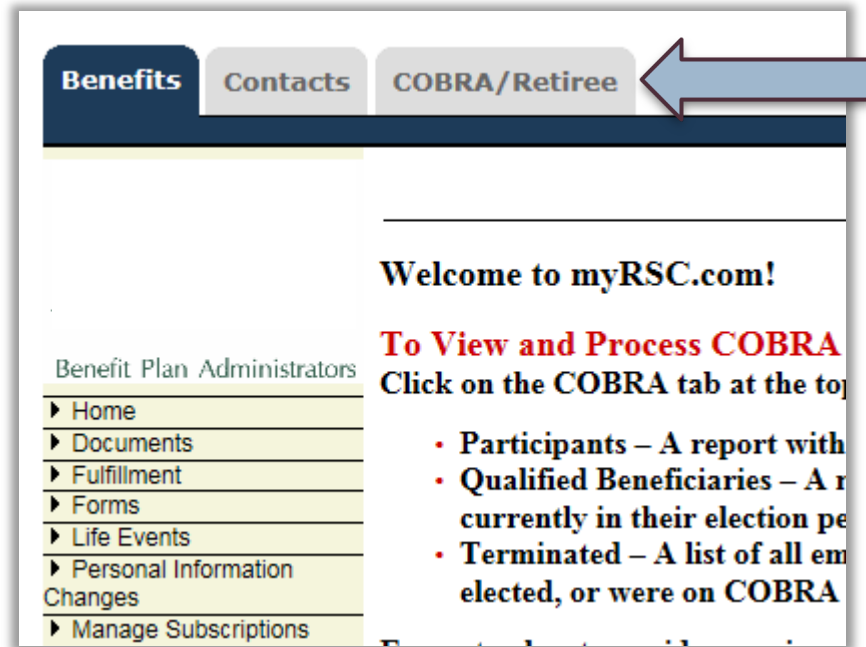
- Needs Attention
- Needs Immediate Attention
- Approved/Processing
- Processed

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➤ View Online Reports

1. Click on the COBRA/Retiree Tab at the top of the page

2. Click on the report you wish to view 



Note: You may export a copy of any of these reports by clicking the **Export Page** button.

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➤ View Online Reports cont.

- **Participants Report:** This is a list of all current COBRA participants that includes start date, benefits, and current paid through date.
- **Qualified Beneficiaries:** Indicates all employees who are in their 60-day COBRA election period because they have recently experienced a Qualifying Event and lost coverage AND who received an election notice for COBRA Continuation coverage from BASIC. The report includes their event date and last day to elect coverage.
- **Terminated:** This report lists any individual who was offered or accepted COBRA and terminated. (e.g., due to failure to make timely election or payment.)

[Go Back](#)

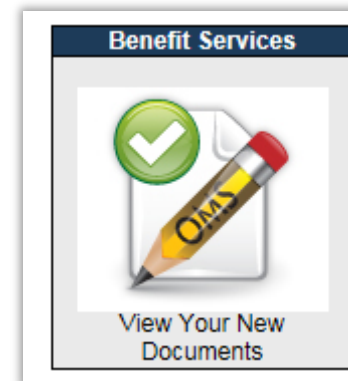
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➤ View Email Document Notifications

If you have received an email stating, “you have a document available to view”, please follow these instructions to retrieve your notification.

1. Click on the Benefits Tab at the top of the page

2. On the right side of the screen, click the large pencil
















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➤ View Email Document Notifications cont.

3. Click on the blue Document Type to view the document you received notification for to review and process.

	Date Uploaded	File Type	Document Type
1.	5/6/2016 4:47:38 PM		Send Employer Notice of COBRA Termination
2.	5/6/2016 4:47:38 PM		Send Employer Notice of COBRA Termination
3.	5/6/2016 4:47:38 PM		Send Employer Notice of COBRA Termination
4.	5/5/2016 4:38:41 PM		Send Employer Notice of COBRA Termination
5.	4/28/2016 4:44:20 PM		Send Employer First COBRA Payment Notice
6.	4/20/2016 4:47:48 PM		Send Employer Notice of COBRA Termination
7.	4/13/2016 4:15:08 PM		Send Employer Notice of COBRA Election
8.	4/13/2016 4:15:08 PM		Send Employer First COBRA Payment Notice
9.	4/8/2016 7:31:45 AM		Send Employer Notice of COBRA Termination
10.	4/8/2016 7:31:45 AM		Send Employer Notice of COBRA Termination
11.	4/8/2016 7:31:45 AM		Send Employer Notice of COBRA Termination
12.	4/8/2016 7:31:45 AM		Send Employer Notice of COBRA Termination
13.	4/8/2016 7:31:45 AM		Send Employer Notice of COBRA Termination

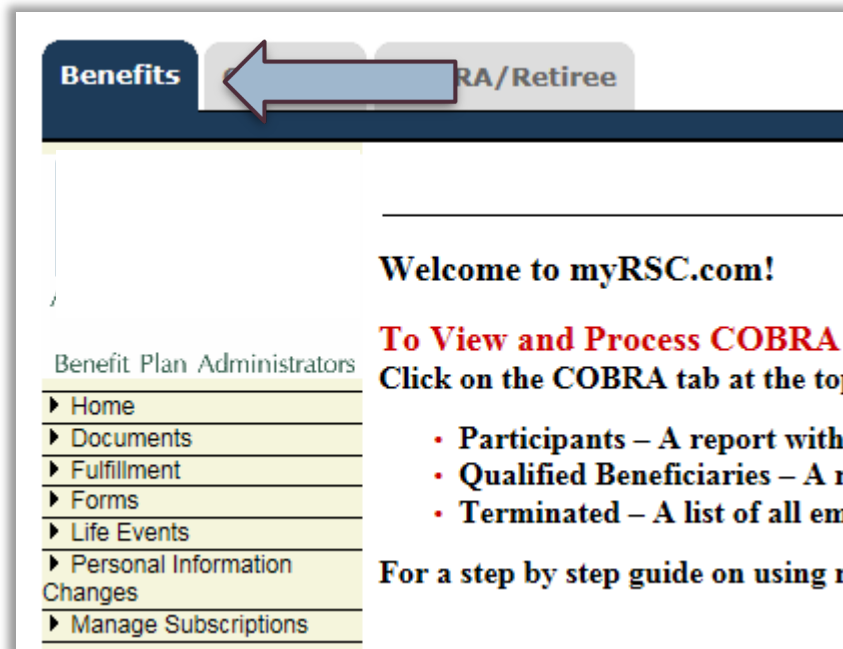
Note: Your pop-up blocker for this site may need to be disabled to view the document.

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➤ View Mailed Documents

You can view any document that has been sent through this portal to an employee or COBRA Participant.

1. Click on the **Benefits** tab at the top of the page



2. Click **Documents** on the menu to the left, then select [Review Premium Billing Documents for Participants](#)



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➤ View Mailed Documents cont.

3. Enter Recipient Name, then select Search

Note: Your pop-up blocker for this site may need to be disabled to view the document.

Document Search Options

Recipient: ←

SSN:

Document Type:

of documents to display on page:

4. Click on the **blue Document Type** to view the document corresponding to the correct **Recipient**

	Document Type	Recipient	Uploaded Date
1.	Send Conversion Letter - COBRA	<i>Kathy Martin, and Other Insured Dependents, if any 1234 Main Street Akron, OH 44333</i>	5/4/2016 4:41:52 PM
	Send Conversion Letter - COBRA ←	<i>Jaime Smith, and Other Insured Dependents, if any 1735 Merriman Road Akron, OH 44313</i>	5/4/2016 4:41:52 PM
3.	Send Initial Notification	<i>Frank Jones, and Other Insured Dependents, if any 1800 Westpoint Drive New Franklin, OH 44216</i>	4/26/2016 4:45:04 PM

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