



COBRA Employer Website Guide

Your guide to getting started

Questions?

Call us at 888-345-7990 | Option 3

8770 W. Bryn Mawr Ave., Suite 1290W | 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

🗶 FLEX		
	Sign In	
	Usemame	
		New to
	Forget your usemanie or password?	Flexible Benefit Service LLC?
		NEW USER REGISTRATION



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

IN NEW USER	New Registra	tion	
I REGITTATION W/O 2 LICENSE ADREEMENT 3 CREATE ACCOUNT	in syster to require you will need Service 40	the segmentation code analysed to you. If you are	eligible a better was savet to you via the United Blates Pushal
	Registration Code		Company
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	Neural		
	Employer Identification Numbe	r	
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	Network		
	By entering the information requested is the registration state you untered on the combination and may be adjust to pro- adjust the second an induction of the	lines and by confineing the registration process, you con- spection page in a perior legally adhericative art or to color-analytic factors including the tradit insertions. Perior	b) that you not the surrout addression of the letter which provided grounded had of the surrout addression. In the surroutine contained by this website is ally and horsen addression. If (1994), If you are not the surrout ad addression or does with the addression and the surroutine contained addression.

5. Accept the Terms and Conditions and click Submit

III NEW USER	New User License Agreement	
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	BY RELECTING VACCENTY OR BY ACCESSING THE APPLICATION, YOU ADREE TO THE TERMS, CONDITIONS AND LIMITATIONS OF THIS ADREEMENT, IF YOU DO NOT ADREE TO BE BOLKED BY ALL OF THE TERMS, CONDITIONS AND	
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6. Create and confirm your password.

Usernames: Your username can be the same as your email address. Usernames must be at least 6 characters long and can contain alpha-numeric plus -+_@.

Passwords: Passwords must be at least 8 characters long including at least 1 number and 1 special character. Passwords cannot have more than two identical consecutive characters.

	Portal Username and Password	
· 1 Intale account		
	Napari	
	Res Passand .	
	and the second s	
	Castion Research	
	-	

7. Once your username and passwords are created and confirmed, you will be directed to **Enter Login Information**. Enter the username and password you just created and click **Log In**.

Username	
Password	
🗆 Remember r	ne?

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8. Upon confirmation of login credentials, you will be asked to verify your email. Enter your email and click Send Validation Code

K FLEX	
	Email Validation
	In order to login you will need to verify your email address.

- 9. You will receive an email from <u>no-reply@myhealthpayment.com</u> to verify your email. If you do not receive this email, please check your junk/spam folder and/or email settings to ensure this email address is not blocked.
- 10. Click the Validate Email link from your email. You'll be directed to the Flex COBRA site, then click NEXT.

Email Validation
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· Mont

11. For any future logins, simply enter your username on the main login page www.myflexcobra.com and

then enter your password on the 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 Data
- View Plan Information
- View Communications
- Produce and Print Reports

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Wel	come Flex Demo	nelit Service Corporation		
Home - General Contacts - Qualified Beneficiary - Device Bil Devices	Home Messages & You Have No New Messages			ince in Vesterier
 Memory Imports & Reports Reports Activity Help 	Menbers			+ Add Mainber
	Fron Name Individual ID	B Last Norm	inne increa fain - Abb	
				Chur Al Reweth

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



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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 **Add Member** option in your Menu Bar.

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Wel Thesk yes	come Flex Demo for using the self-service partial affered by Plexible Benefit Service Cog	oration		
Hone - General Contacts - Qualified Bereficiary - Direct BH Divisions - Ventices	Home Messages A _{You Have No New Messages}			. Have the belowing to
Annexer Annexer	Members Profiliane	Last None	SNN -	+ Add Member
	Internation to	Myriddin (2)	AL	Clear A8

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

🛠 FLEX		8 potreampideme.com *
Home - Central Contacts - Qualified temeficiary - Direct Bill	Add Member Select a member type to add:	
Divisions - Macibars Add Mamber Find Mamber - Imports & Reports	Qualified Beneficiary (QB) Individual who has been prove heads plan coverage due to a qualifying event such as terremation or intervent. The reductual must be a covered implayers, spouri or dependent child of the covered employee	(Sener
Recent Activity	Direct Bill individual who is billed on a regular schedular for one or more plans or benefits. The billing frequency and specify types of plans or tenefits are not associated with any fans or regulations. Therefore, a clivist bill record can be used althemetry for appoint, reads and business processes.	
	New Hire At individual who is a current amplityee and not yet receiving COBRA banafits.	Select

3. Select a **Division** under the Employer Information. (Default is Main Division "Employer Name")



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

<pre>\$ FLEX</pre>					2 kohnsonijidema
Home General	Add New Hire Member				
Contacts Qualified Beneficiary	Employer Information		Phone Numbers		
Divisions	Engineer have		Phone		
Add Members	Doma'				
Find Member	Flex Demo *		Phone 2		
Imports & Reports Recent Activity	Salutation		Emul		
Help	First Name*				
	10		Primary Address		
	-		Address 1		
	Smith		123 Street		
	100 ·		Address 2		
	234 78 7109		04		
	Individual Identifier		City		
			Term 1		
	About T		8.		
	NOR .		201		
	Here Date		69999	•	
	Has waived all coverage		Country		
	Send General Rights letter when finished		🛃 Use % Family' Addre	ssing for mailings	
	HIPAA Certificate				
				+	Add Certificate
	Original Date of Hire/Enrollment Date	Last Day of Coverage	Medical Plan	Coverage Level	
		No Data Av	allable		
				_	
				1	

- 5. You will receive a green confirmation pop up 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 (Terminations or Change of Status)

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

1. Go to Find Member and enter the New Hire's information and click Search. Click on the New Hire's name.

X FLEX				🛞 travenijstene (nr
Wel Therek you	COME FIEX DEMO for using the self-service portal affered by Flexible Benefit Bervice Co	pontion		
Norme - General Contexts	Home Messages			
Coalified Beneficiary Conect Bill Obvious Monitors Monitors	A You Have No New Messages			Sam (Ary Samagin 2)
Add Member Find Member • Imports & Reports	Members	7		+ Add Muniter
Recent Activity + Help	First Norm	Last Name Maridae D	Units Units ALL	
				Cher All Branch

2. From the Main Menu, under Individual Member, select Actions and click on Clone New Hire to Qualified Beneficiary.

🗙 FLEX				(S) potranglama.con •
Note	Tom Smith			
 General Contacts Qualified Serviciary 	3242452484 8224	Engineers Flice Denna	Umphor Elemen Para Danus	
- Direct Bill Divesors - Mambars	Actions			
Add Merther Find Merther Fedblickel Merther	Change Timployer Distance			
Frutte	Done New Here to Qualified Beneficiary			
Artione	Queue General Paghta Letter			
Recent Activity	Duinte Mumber			



3. Verify the mailing address of the qualified beneficiary and click **O**K.

Skip to #3 in the next section and proceed entering the qualifying event information.

aniomation			Printery Address			
er Name: Temo	r Name: emo		Address * 123 Street			
emo *		Address 2				
			Chr.	2p*		
me*	Date Of Birth *	Verify Mailing Addi Please confirm the mailing addre the last known address for this m	ress ress for this cloned Qualified Beneficiary record is nember.			
8-7109			Account Structure			
dual Identifier		Employer Custom Data	Employer Custom Data			
ct Information						

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

1. Go to + Add Member on the Home Page or from the Add Member option in the Main Menu.

villing the set-service portal offered by Hoxidae Benefit Service Cor	poration		
Home Messages A You Have No New Messages			Teres of Honorgan
Members			+ Add Wender
First Narise	Last Nave	329	
	Home Messages Menbers	Home Messages Menbers Fronthave	Home Messages Members

2. Click the **Select** button under the Qualified Beneficiary (QB) box to begin processing the qualifying event.

🗶 FLEX		(2) kohnandidena.com •
Home General Contacts Guilted Beneficiary Contacts Guilted Deneficiary Contacts Motification Fed Manager	Add Member Select a member type to add: Qualified Beneficiary (QB) Individual who has tent proof teachs are converge due to a qualitying event such as terremeted or intervenent. The individual must be storened employee, spource or dependent shill of the sovered employee	
 Imports & Reports Recent Activity Help 	Direct Bill Inductual who is billed on a regular schedule for one or more plans or benefits. The billing becamey 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 businese processes.	
	New Hire An initiation about a surround anglegase and not per reasoning COBNA benefits.	



3. Select a **Division**. (Default is the Main Division "Employer Name"). Complete the required fields marked with a red asterisk and click **Continue**.

K FLEX	Add Qualified Beneficiary Member					
Contents Contents - Qualified Beneficiary - Develop Develop - Members	Profile Information Instrument File Bene	Primary Address				
Add Manifest Final American + Importa & Reports	Seldeme -	Obj Base* Date Chy K. 60000				
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	ман • на 510 • 510	Bandt Emg				
	23675-716	Automat Branten Brudiner Gameri Data				
	Contact Information					
	Phase 2					
Last hope: 0000000011101111100.004	Ind					
(2)	Cantol	Continue				

4. Complete the employee information and event category sections. Tobacco Use, Employee Type and Payroll Type can remain as the default **Unknown.** Premium Coupon Type should always be **Coupon Book**. Click **Save and Continue** when completed.

Add Qualified Benefi	ciary Member			
Step 2 of 7				
Employee Information		Event Category		
Tobase Une T	-	Employee Orepen	dent	
University of the second secon	-	Termination	•	
Pageal Train *		02/01/2023		
Years of Service		Data of rever Decimerer Data *	6	
Prentum English Tayle 1 Coupon Book	-	Has this member already be	en offered COBRA7	
		O Yes 💿 No		
	Add Qualified Benefit Step 2 of 7 Employee Information	Add Qualified Beneficiary Member Step 2 of 7 Employee Information Totesta Use " Unknown " Pendi Tote " Unknown " Versi of Service Pender Step " Coupon Book "	Add Qualified Beneficiary Member Step 2 of 7 Employee Information Femouse 136* Unknown Femulation Femulation	Add Qualified Beneficiary Member Step 2 of 7 Employee Information Telemon tore * Unknown Prend Tree * Unknown Prend Tree * Unknown Versa of Service Prender Tage * Outpoint Tage *



5. Add all applicable employee benefit plans for the employee. You must add one eligible benefit at a time by clicking **+ Add Plan**.

K FLEX	Add Qualified Bo	eneficiary Mer	nber			gjohnson@derna.com ∙
Contacts Contacts Qualified Beneficiary Direct Bill Divisions Members Add Member	Plans & Bundles Plans	i.				+ Add Plan
Find Member Imports & Reports Recent Activity	PLAN NAME †	START DATE	END DATE	COVERAGE LEVEL	RATE	

6. Select the applicable **Plan** and **Coverage Level** from the drop-down menu. **Plan Coverage Information** and **Coverage Period** will default based on your termination or qualifying event date. Do not change these dates. Your qualified beneficiary's monthly rate will show in green. Click **Add Plan** when complete.

🗶 FLEX		(B) samerejajame com
	Add Qualified Beneficiary Member	200
Home	Step 3 of 7	
i General Contacta		
+ Qualified Beneficiary		
+ Direct Bill	 Add Plan 	
Divisions	1210-2110	
- Menbars	Plan () Bundle You'	
Fact Member	Bushes IPO *	
+ imports & Reports	(Dense over	
Recent Activity	Of + DHH	
+ Help	No. of the second se	
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	mar.203 2 mar.204 D	
		Add Plan
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7. Once all applicable plans have been added, click **Continue**.

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K FLEX						(a) suffree address of
	Add Qualified Bene	ficiary Member				
Home	Step 3 of 7					
Contacta						
Qualified Banaficiary						
Direct Bill	Plans & Bundles					+ ANITHIN
Divisions	Plans					50 S.
Manders Add Member						
Find Member	MEDICAL					
importa & Reporta	PLAN NAME	START GATE	END-GATE	COVERAGE LEVEL	ANTE	
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Hadp	· Budening	05/01/2023	peraridade Re	OR + Chau	23,102.84	18 10
	Bundles					
	200200-0					
	BUNCLE NAME	START DATE	INC DATE	COVERAGE LEVEL	Auty	
			No data	available		
	Canod					Protost

8. If the Qualified Beneficiary has dependents that need to be added, add dependent information by clicking + Add Dependent and follow steps 9 through 11. You must add one dependent at a time. If there are no dependents, click Continue.

eficiary Member				
				+ Add Dependent
REATONO-4P	DATE OF BRITH	304	GENOER	
	No data available			
				Previnae
	mutower	No data available	No data available	RELATIONOR ^{IAN} SMITLOF BRITH SIN GENODE No data available

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				Page 15

9. If adding a dependent, complete the required fields marked with a red asterisk and choose available dependent plan(s) by checking the box(s).

Itep 4 of 7					
Add Dependent					
Dependent Information			Primary Address		
fandourie."					
Dependent Child		-	Same as Qualified Benefi	Clary	
			Address		
Sanamon		•	12279 Oakview Way		
First Station 1					
Child	48		Address 2		
Lot New *			DV .		19
Smith			way	CA	42128
Gender +	Date of Both	3	Country		
55N			Contact information		
Envolument Date		1	Phone		
Plan Than Lines 4					
03/01/2023	e	3	Phoree 2		
Qualified Medical Child Support C	Index (QMCSO)		Email		
AVAILABLE DEPENDENT PLANIS					
PLAN NAME	START DATE		EHD-DATE		PLAN TYPE
D BluePrint PPO	03/01/2023		08/31/2034		Medical
Add Selected Dependent Plants)					
ODED DEPENDENT PLANISI					
		10000	The Left		Ar on Table

10. First click Add Selected Dependent Plan(s). Then click Add Dependent to save.

AVAILABLE DEPENDENT	PLAN(S)			
PLAN NAME	START DATE	END DATE	PLAN TYPE	
	an(s) N(S)			
PLAN NAME	START DATE	END DATE	PLAN TYPE	
BluePrint PPO	03/01/2023	08/31/2024	Medical	ď
			bbA	Dependent
			Add	Dependent

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11. You will receive a green confirmation pop up that your dependent has been added. Click **Continue** when all the dependents have been added.

🗶 FLEX						😩 sjohnson(jidemo.com *
	Add Qualified	Beneficiary Membe	er			
Home	Step 4 of 7					
F General						
Contacts						
Qualified Beneficiary						
Direct Bill	Dependente					
Divisions	Dependents					+ Add Dependent
- Members	NAME T	BELATIONSHIP	DATE OF BRITH	ESN	GENDER	
Add Member	Province 1	HELPH MARPH	DATE OF BRITE	2.015	GENER	
Find Member	> Smith, Kid	Dependent Child				ef ()
Imports & Reports						
Recent Activity	Cancel					Previous
1 Help						

12. Add any applicable subsidies and click **Continue**.

🗶 FLEX						🙁 sjohnsanijidema.com •
Marrie	Add Qualified	Beneficiar	y Member			
> General	Step 5 of 7				2	
Contacts					202	
Qualified Beneficiary						
> Direct Bill						
Divisions	Subsidies					+ Add Subsidy Schedule
* Members	17407 P478	END DATE	In an Party	BURNING THREE	ALMONT ALL ALL TARE	
Add Member	State Date	END DATE	PLAN I DE	DODOLY I'VE	SUBSUT ANYONI I THE	ANO DAY
Find Member						
Imports & Reports				No data av	ailable	
Recent Activity						
Help						
	Cancel					Previous Continue



13. Letter inserts should not apply. Click Save and Continue to skip this step.

🗶 FLEX		2 sjutinson@demo.com •
	Add Qualified Beneficiary Member	
Home	Step 6 of 7	
General Contacts		
Qualified Beneficiary Direct Bill	Letter Inserts	
Divisions	California Search: Roma Lattar Insert	
Add Member	Commonwealth of VA Continuation	
Find Member + Imports & Reports	Connecticut Specific Rights Letter	
Recent Activity + Help	Georgia State Continuation	
	Binols State Continuation	
	Indept. I	
	Minnesota Life Specific Rights Letter Insert	
	New York State Continuation	
	Oregon Specific Rights Letter Insert	
	Rhode Island State Continuation	
	Texas Specific Rights Letter Insert	
	VEBA Specific Rights Letter Insert	
	Cancel	Previous Save and Continue
NET COLOUR AND A 1 1 25 PM		

14. Review any letter attachments, if applicable, then click **Add Member** to complete the **Qualifying Event**.

Add Qualified Beneficiary Member	(2) sjohnsongiderno.com *
Sten 7 of 7	
Letter Attachments	
Attach Name	
No data available	
Cancel	Previous Add Member
	Add Qualified Beneficiary Member Step 7 of 7 Letter Attachments Attach Neme No data available

15. You will receive a pop-up message confirmation 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 **Members** menu option.
- 2. You can search for members using first name, last name, SSN, Individual ID, Member ID, as well as Member Type

K FLEX					Bijohnson(jidemo.co)
Home	Find Member				+ Add Member
Contacts	First Name	Last Name		SSN	
Direct Bill	Individual (D	Member ID		Mandar Type ALL	
Members Add Member				d	tar All Search
Find Member Imports & Reports	MEMBER TYPE 1	NAME	MEMBER ID	SSN	
Recent Activity Help		N	o data available		

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

Members	K FLEX				(B)
		Debble Jackson			
Add Member	- Serect	ten Mensionen	Partner Partner		107-08- 86-01-079
Find Member	- Guardian Social youry - Disarces - Disarces - Disarces - Disarces	ini ini jange Nationalis Kenne har se kanna	Landa Anton Talah dara		
Individual Member	Colorador Calification	Pyp/De task-base			
Profile	Auroration and Auroration	Manbar Information -		-	
Plane & Rundles	Report A	and along		101101	-
Fians & bundles	Annual Contractor				-
Dependents	Connections - Appendix Supports	-	Pertagen		And of Marcine
Cubaldian		Elevel Information -			
Subsidies		in a second s		10000	
Payments		Tyreset or		-	
Promiums Daid		aracare 		-	
Fremiuma Falu		0.0.014		(and other second secon	
Premiums Due		Additional Information -			
Letter Inserts		*		-	
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Letter Attachments		(repair that		Name and Address of the Owner o	
Communications		Band Steel			
a cristing and a control	And the second second second			Contraction of the local data	

Questions?

How to View Member Communications

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

🗶 FLEX					Sjóhnson@dema.com •
Home	Find Member			+	Add Member
Contacts Qualified Beneficiary	First Name	Lest Name bank		SSN	
 Direct Bill Divisions 	Individual ID	Member ID		Oualified Beneficiary	-
 Members Add Member 				Clear All	Search
Find Member	MEMBER TYPE 🕈	NAME	MEMBER ID	SSN	
Recent Activity	> Q8	Bank.Bob	165	300(30)(2163	
Help	A		144		

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

Home	Bob Bank Qualified Beneficiary Member				
General	524	Employer:		Employer Division:	Event Date:
Contacts	300-306-2163	Fiex Demo		Flex Demo	09/07/2022
Qualified Beneficiary					
> Direct Bill	First Day Coverage 09/08/2022	Last Day to flect 11/07/2022			
Divisions	Member has not elected				
- Members					
Add Member					
Find Member	Communications				
Individual Member	Communications				
Profile	DATESTAR		TYDE		DESCRIPTION
Plans & Bundles	Service of a service				DESCRIPTION OF
Dependents	09/08/2022 12:02 AM		Litter		COBRA Specific Rights Notice Letter
Subsidies			1.000		· Marcol Reserved in the Martine
Payments	04/08/2022) 12/02 AM		Latter		New Member Login, Notice
Promiums Paid					
Premiums Due					
Lotter Inserts					
Letter Attachments					
Provenuelications					

Questions?

How to Request, View and Schedule 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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	Standard Reports				
General					
Contacts	Report Type				
Qualified Beneficiary	Qualified Beneficiary Summary				
Direct Bill	The Qualified Banaficiary Summary report contains a listing				
Divisions	of all Qualified Beneficiary records in the system grouped				
Members	by status.				
Imports & Reports	Report Settings				
Imports					
Accounting Reports	Employer Name				
Standard Benorts	Piex Demo				
Benort Inhos	Distan				
Internet Internet	Flex Demo				
Decent Arthony					
Necent Activity	Insurance Type Statuses Select All				
• нер	F (Facellad)				
	E (Eurosed)				
	E45 (Enrolled and in 45 Day Grace Period)				
	P (Pending)				
	PR (Pending Received)				
	TE (Terminated Enrolled)				
	TP (Terminated Pending)				
	Report Format				
	Report Furnat				
	Adobe Reader Format				
	Pup Becot				
	nun nupture				
	Your Report will be placed into the Job Queue and the email addresses below will be notified when it is complete				
	and the set of the set				
	schesoniliderno.com				
	Consists the second addressing with common				
	separate the email accretities with commas.				
	Schedule Report				
	- Sector and a sector of				
	6 and the				
	Schedule Name				
	Schedule Start Date				

- 3. Complete the required fields marked with a red asterisk, select the **Report Format** from the drop-down menu, and click the **Run Report** button.
- 4. The report will generate and be available in the **Job Queue** for viewing or easy download.
- 5. At the bottom of the page there is a **Schedule Report** option. You can schedule reports to run at a given date and time or you can set up reports to generate at a frequency of your choice.

Questions?

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**

Questions?

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