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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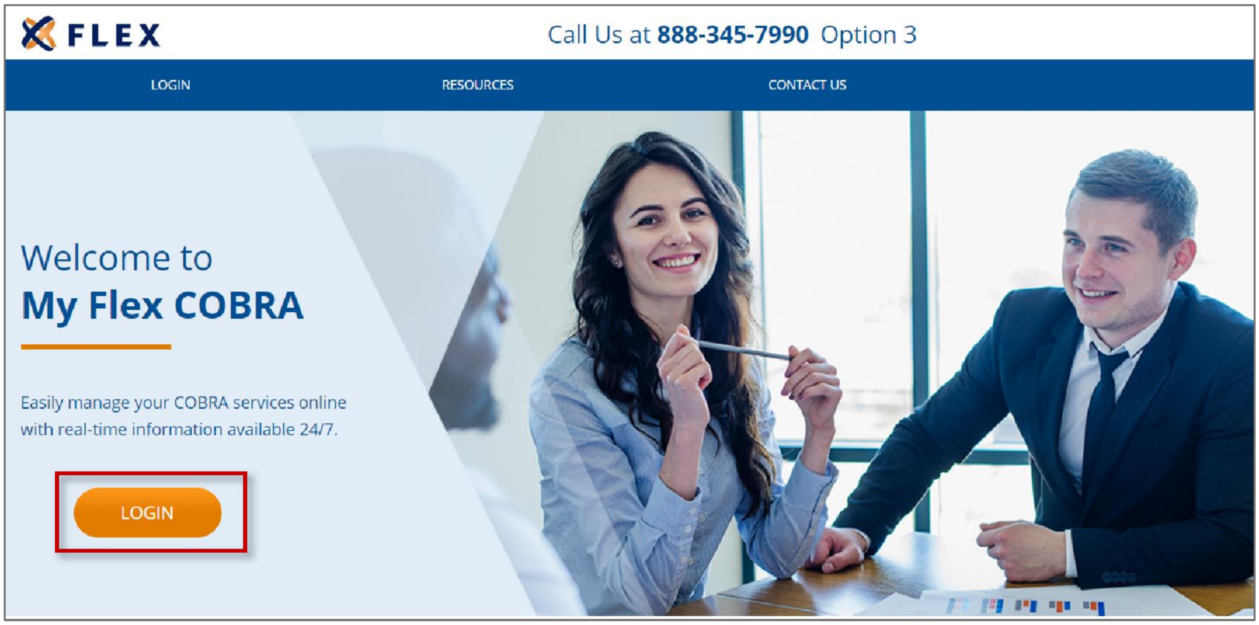
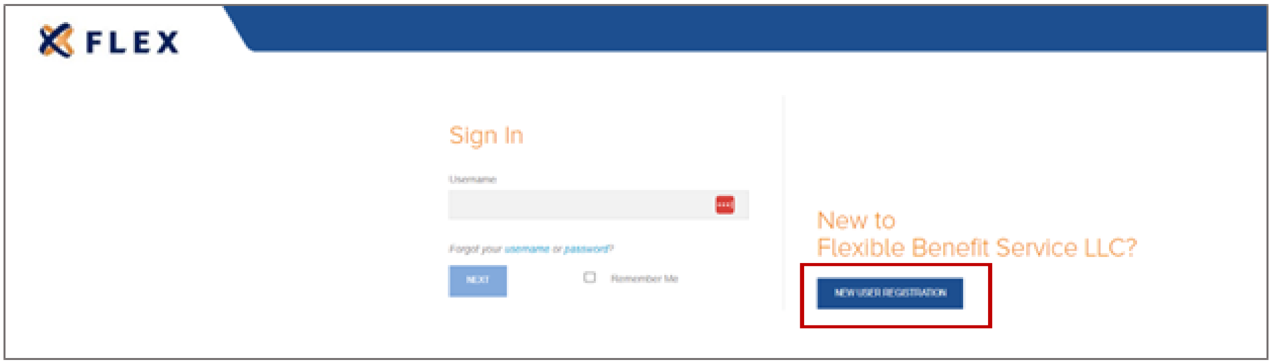
How to Register and Access MyFlexCOBRA

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

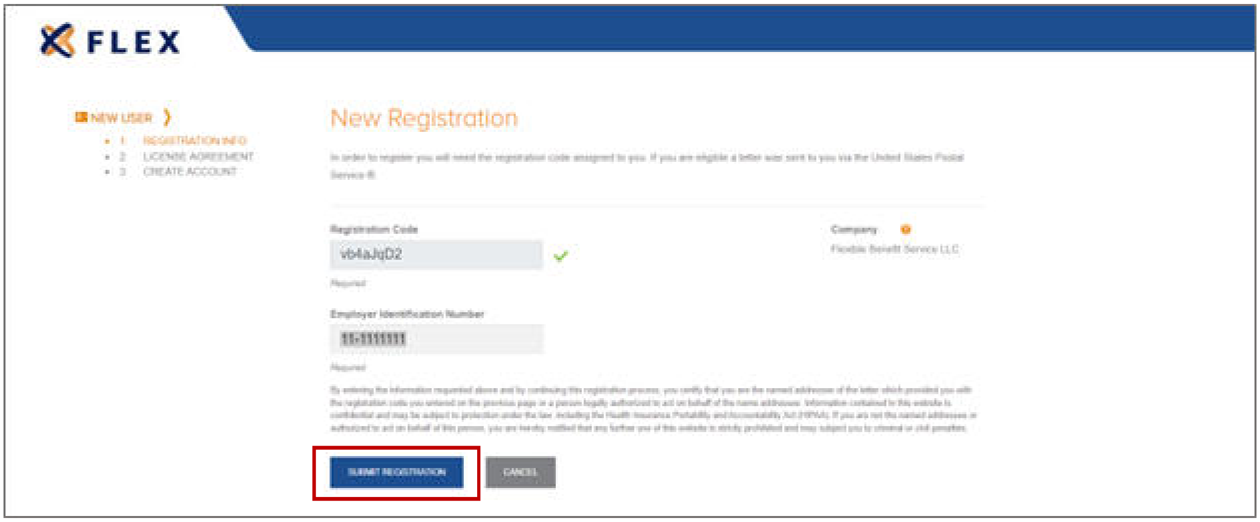
2. Navigate to www.myflexcobra.com and click **Log in**



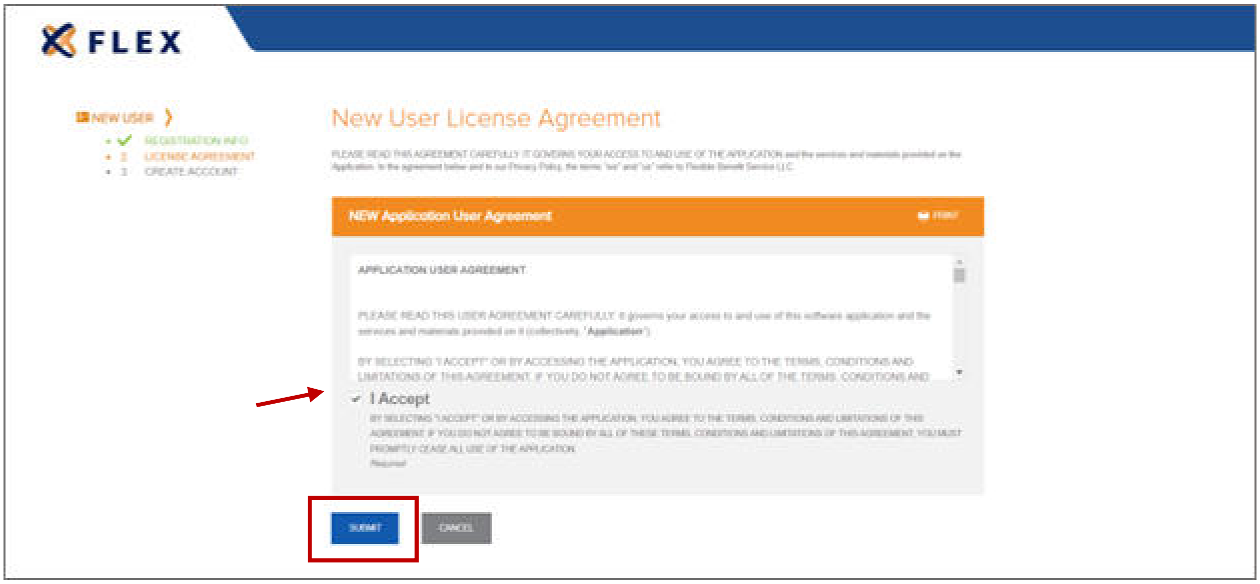
3. Next, Select **New User Registration**



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



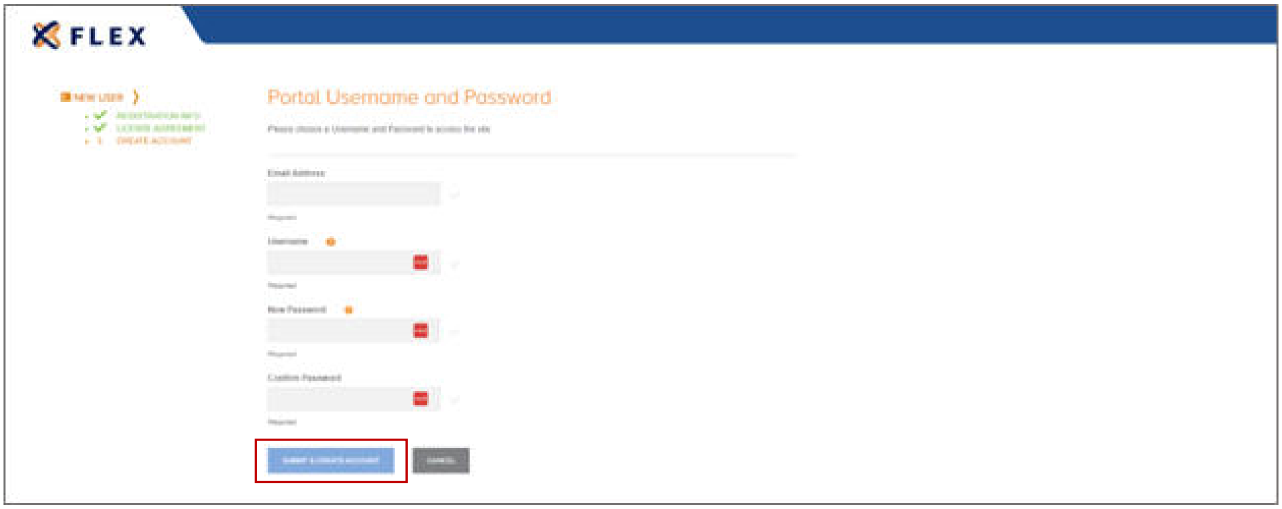
5. Accept the Terms and Conditions and click Submit



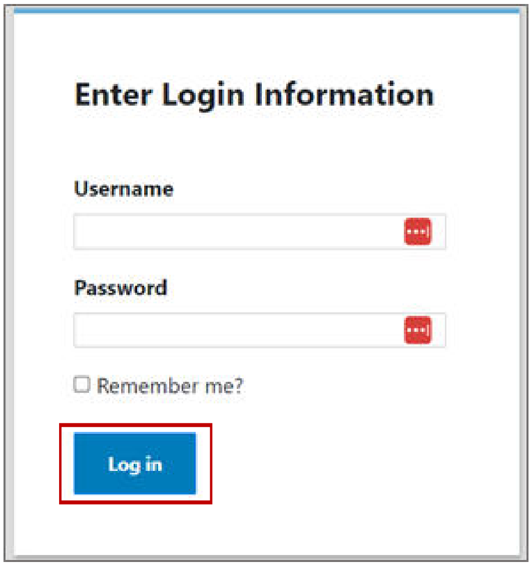
6. Create and confirm your password.

   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 -+_@.

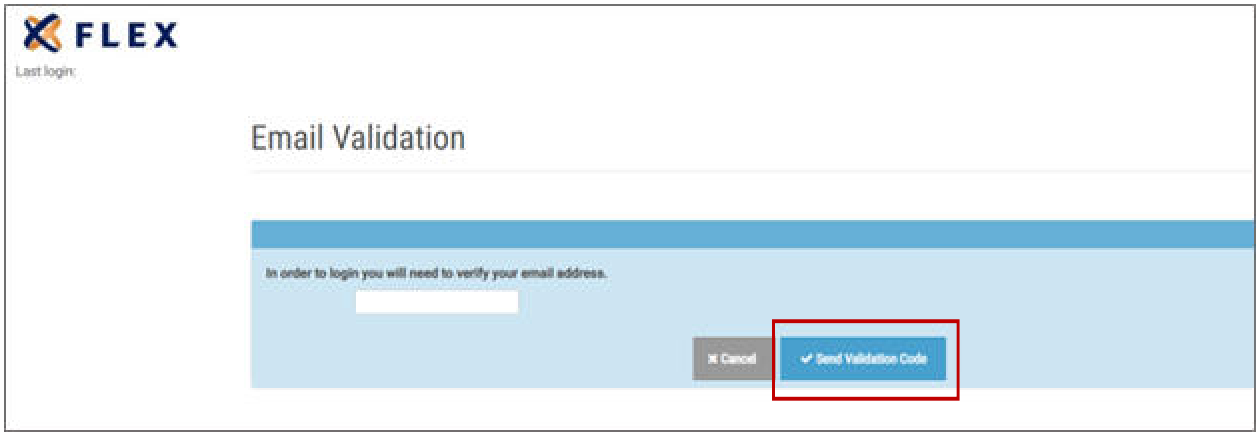
   Passwords: Passwords must be at least 8 characters long including at least 1 number and 1 special character. Passwords cannot have more than two identical consecutive characters.



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.**

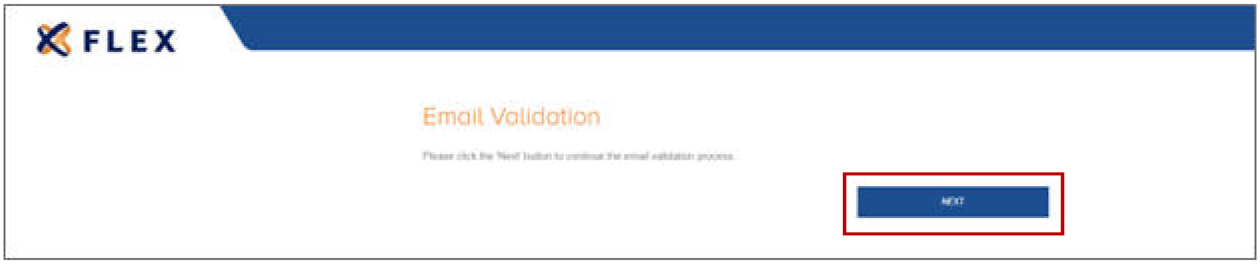


8. Upon confirmation of login credentials, you will be asked to verify your email. Enter your email and click **Send Validation Code**.



9. You will receive an email from no-reply@myhealthpayment.com 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**.

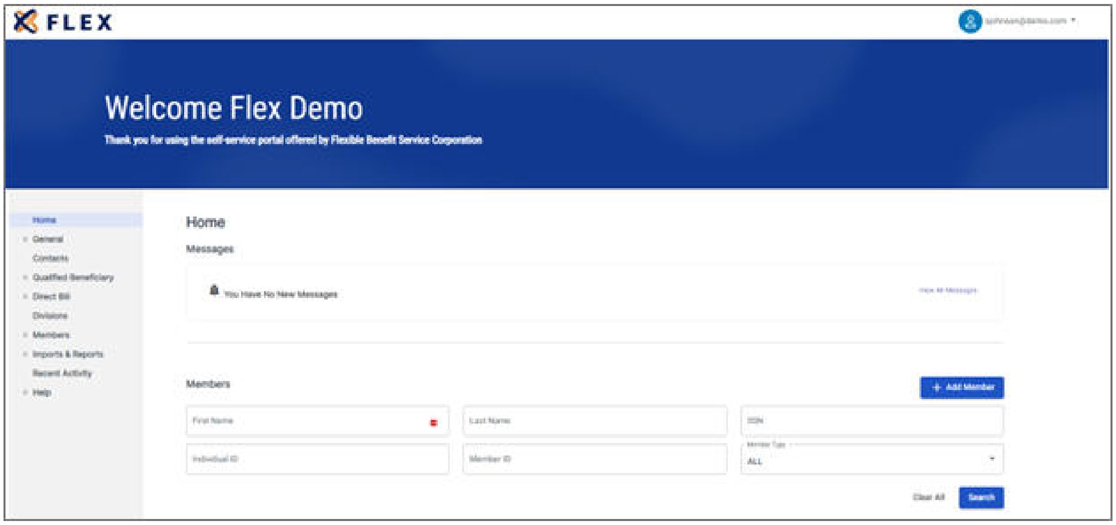


11. For any future logins, simply enter your username on the main login page www.myflexcobra.com and then enter your password on the secondary login page

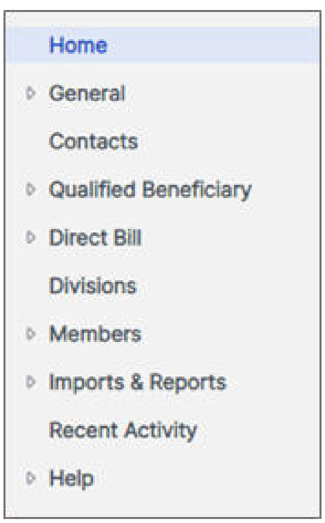
How to Navigate the Home Page

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

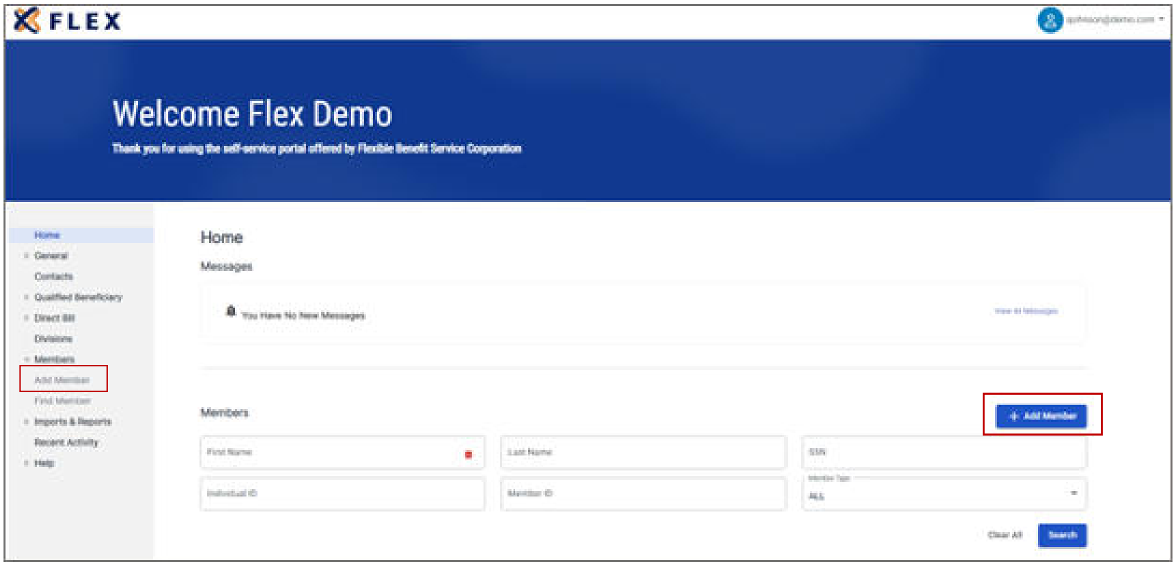


The options within the left navigation Main Menu will direct you to any action you need to take.

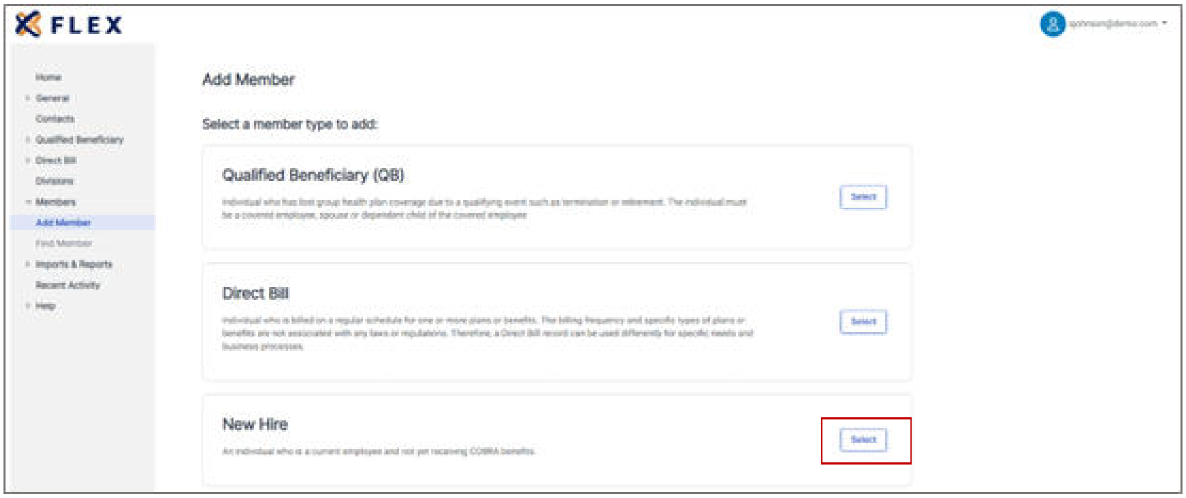


How to Add a New Hire

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



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



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

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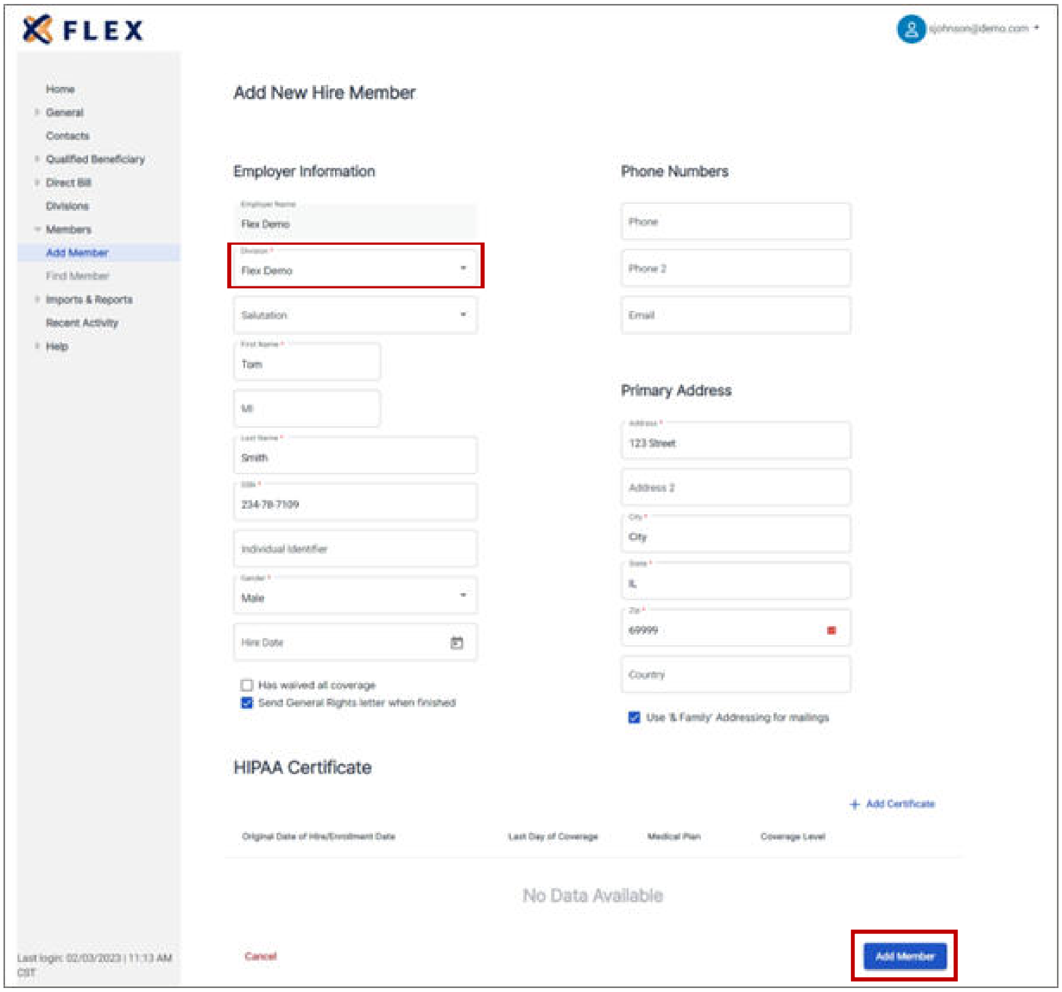
4. Complete the required fields, marked with a red asterisk, and click **Add Member** at the bottom



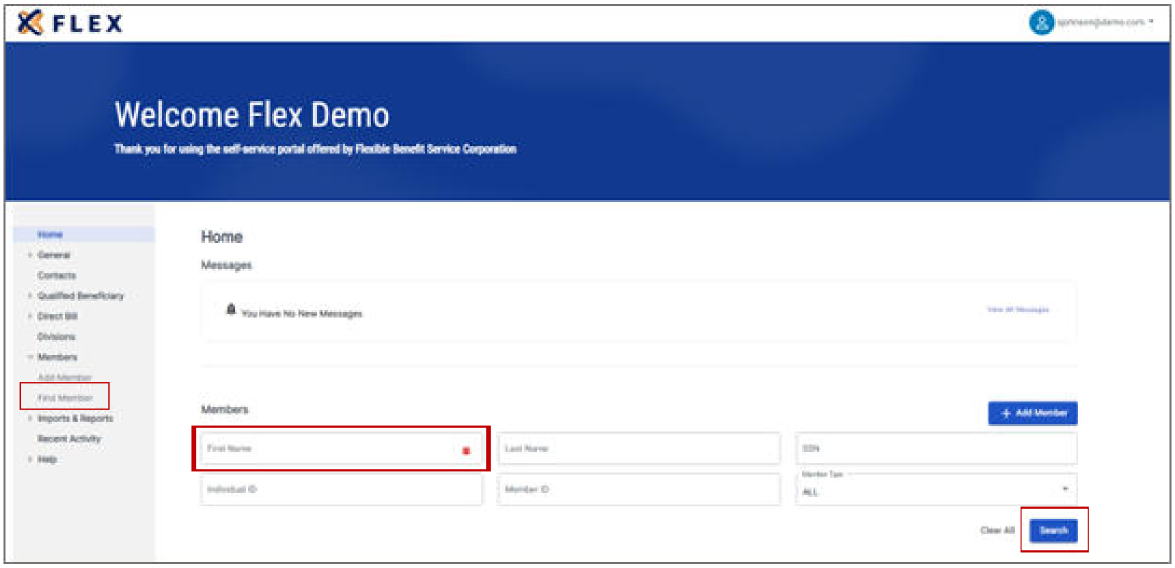
5. You will receive a green confirmation pop up that your **New Hire** has been added.

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

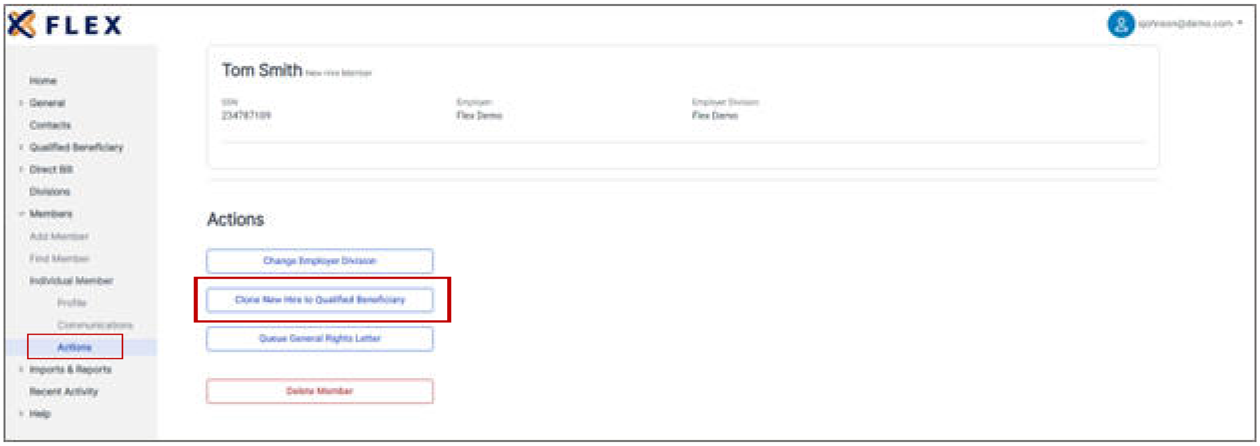
How to Process a Qualifying Event (Terminations or Change of Status)

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.

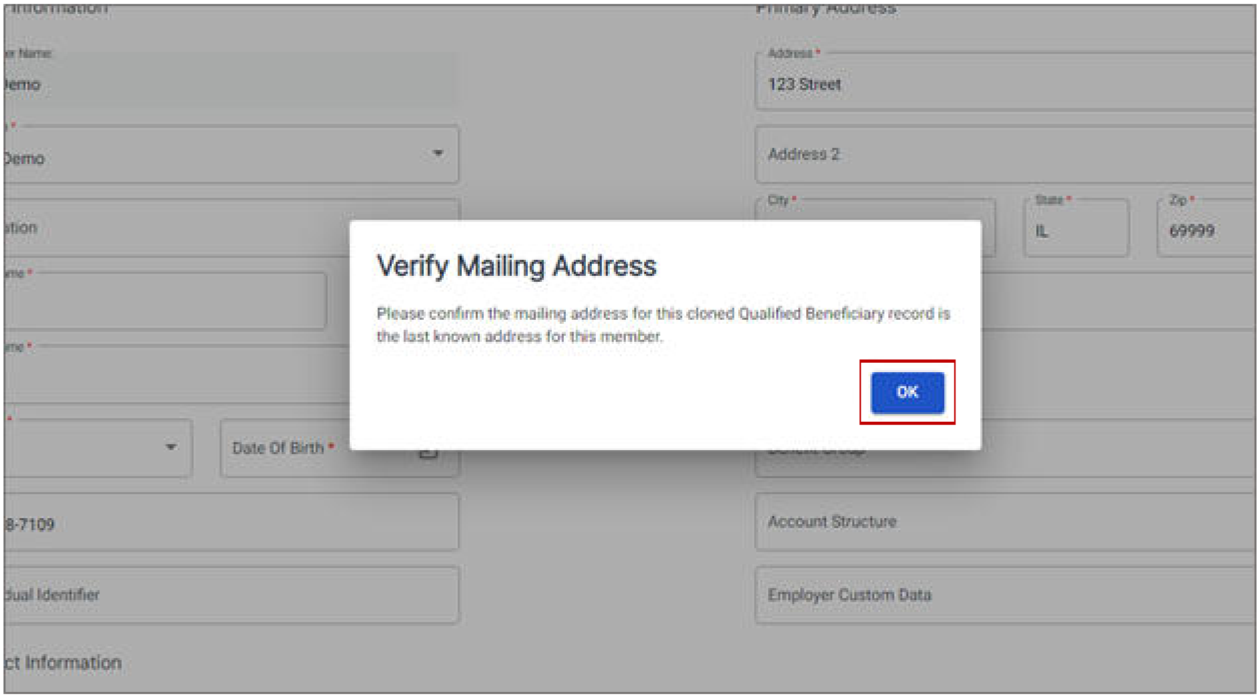


2. From the Main Menu, under **Individual Member**, select **Actions** and click on **Clone New Hire to Qualified Beneficiary**.



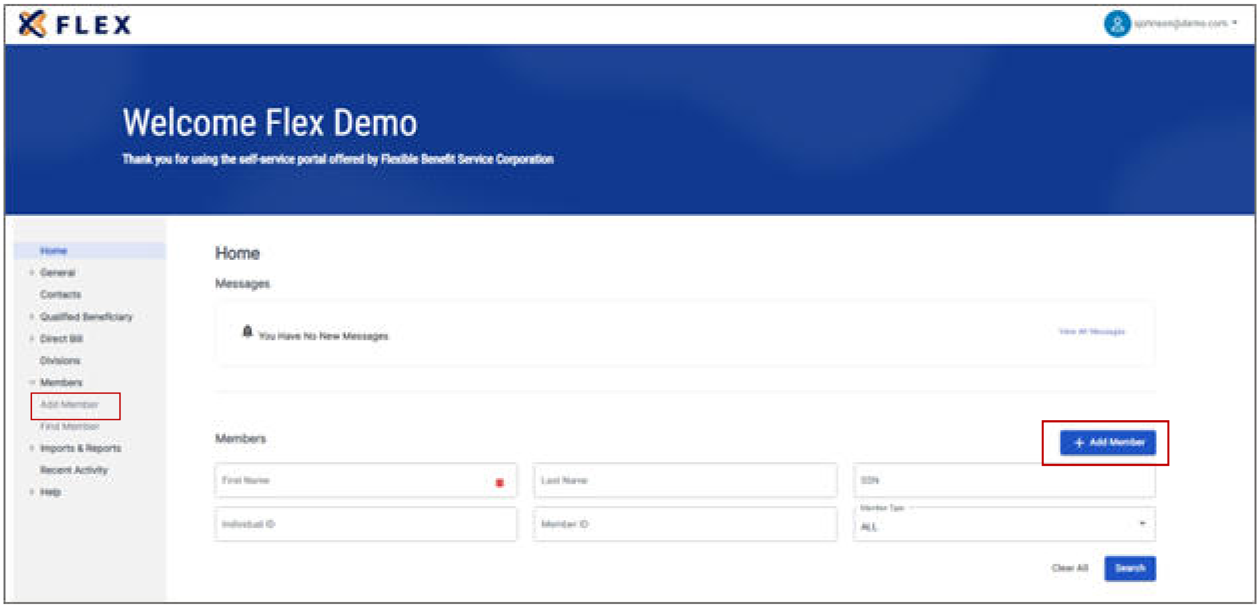
3. Verify the mailing address of the qualified beneficiary and click **OK**.

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

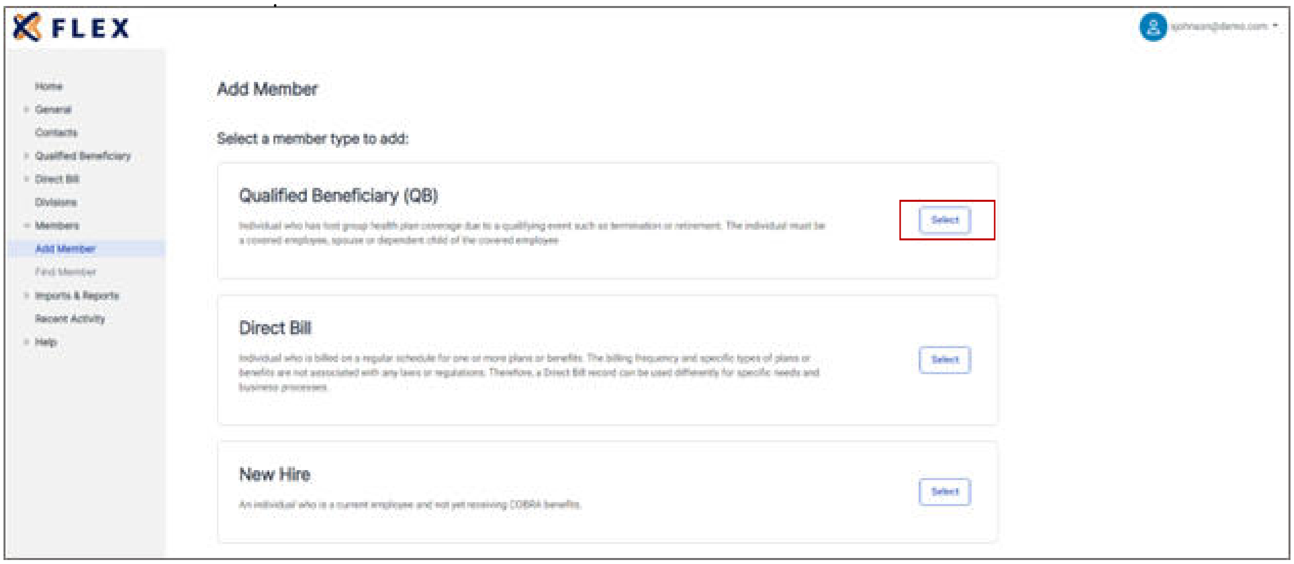


If the **Member** does not exist in the system, complete the following steps to enter the Qualified Beneficiary's qualifying event.

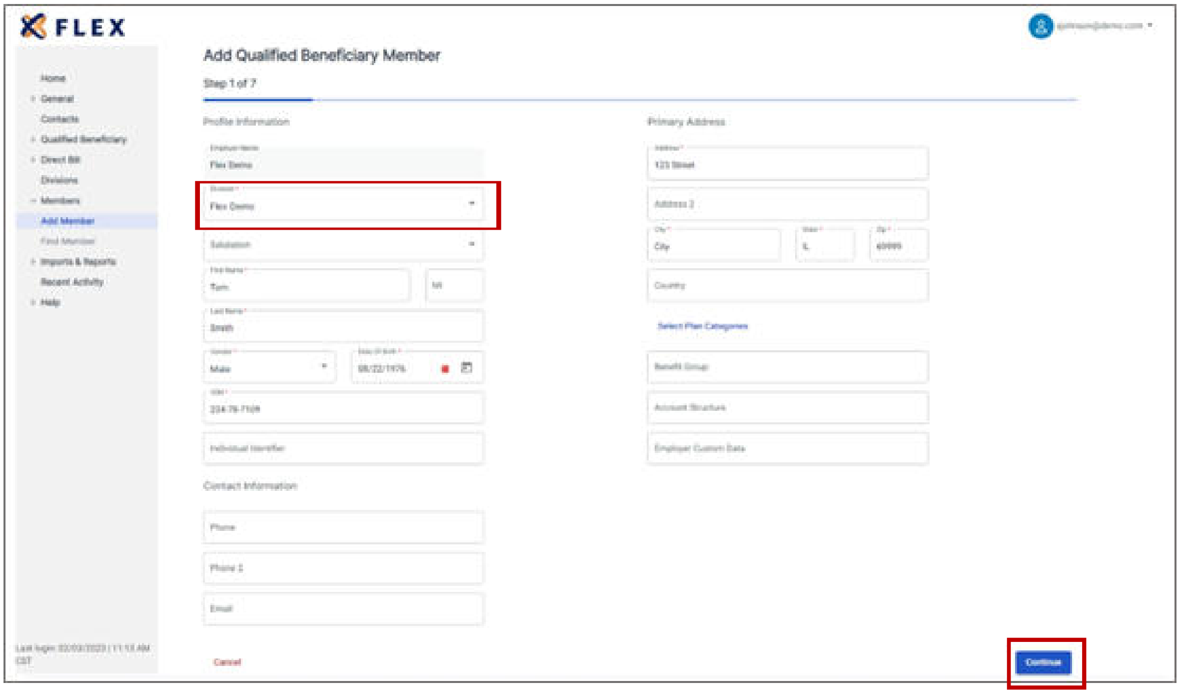
1. Go to **+ Add Member** on the Home Page or from the **Add Member** option in the Main Menu.



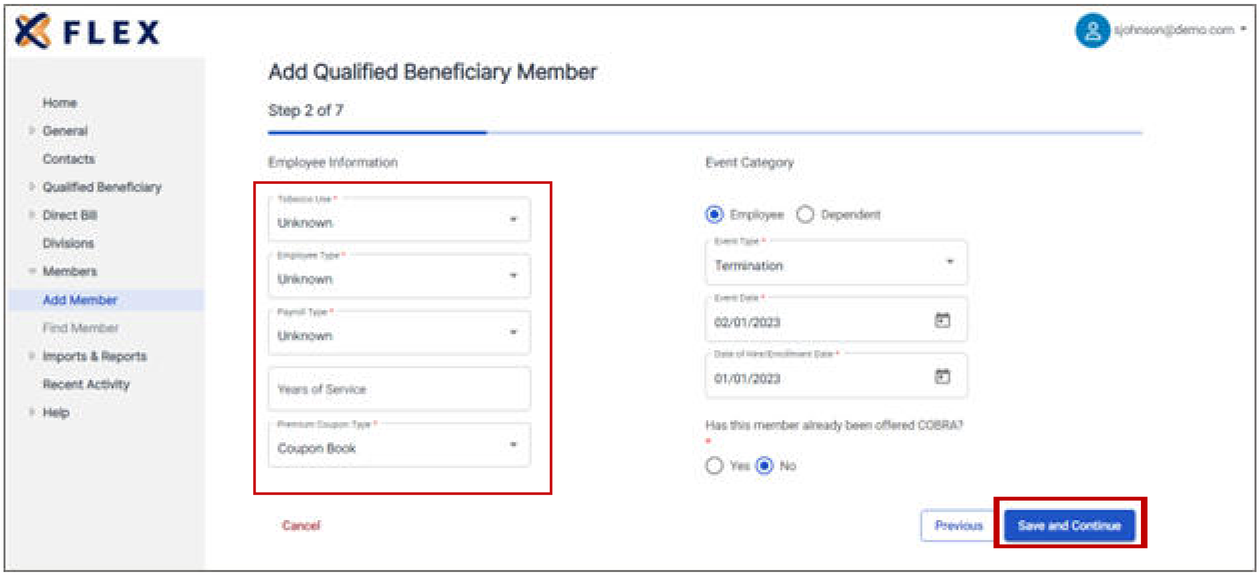
2. Click the **Select** button under the Qualified Beneficiary (QB) box to begin processing the qualifying event.



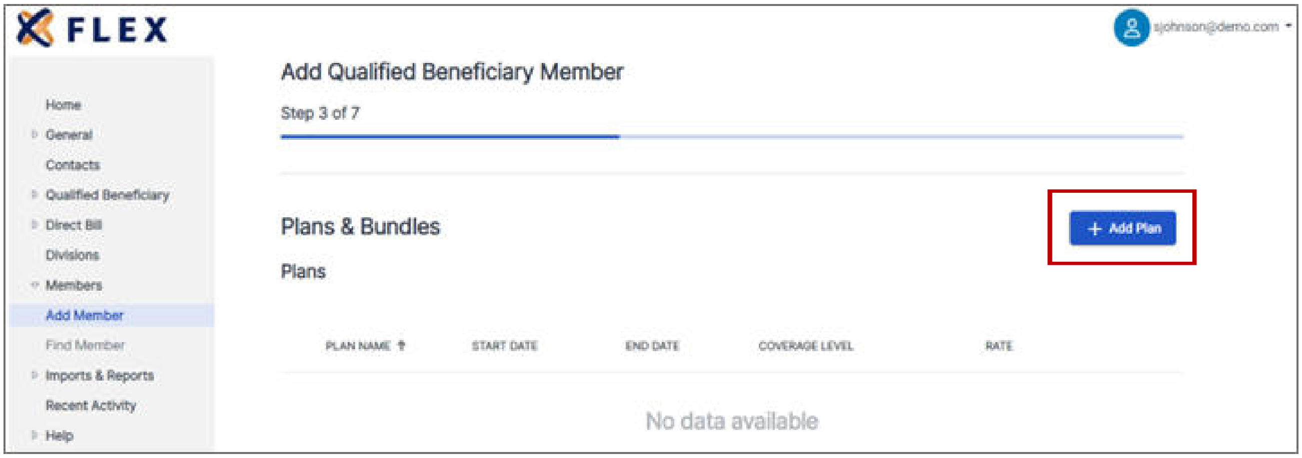
3. Select a **Division**. (Default is the Main Division "Employer Name"). Complete the required fields marked with a red asterisk and click **Continue**.



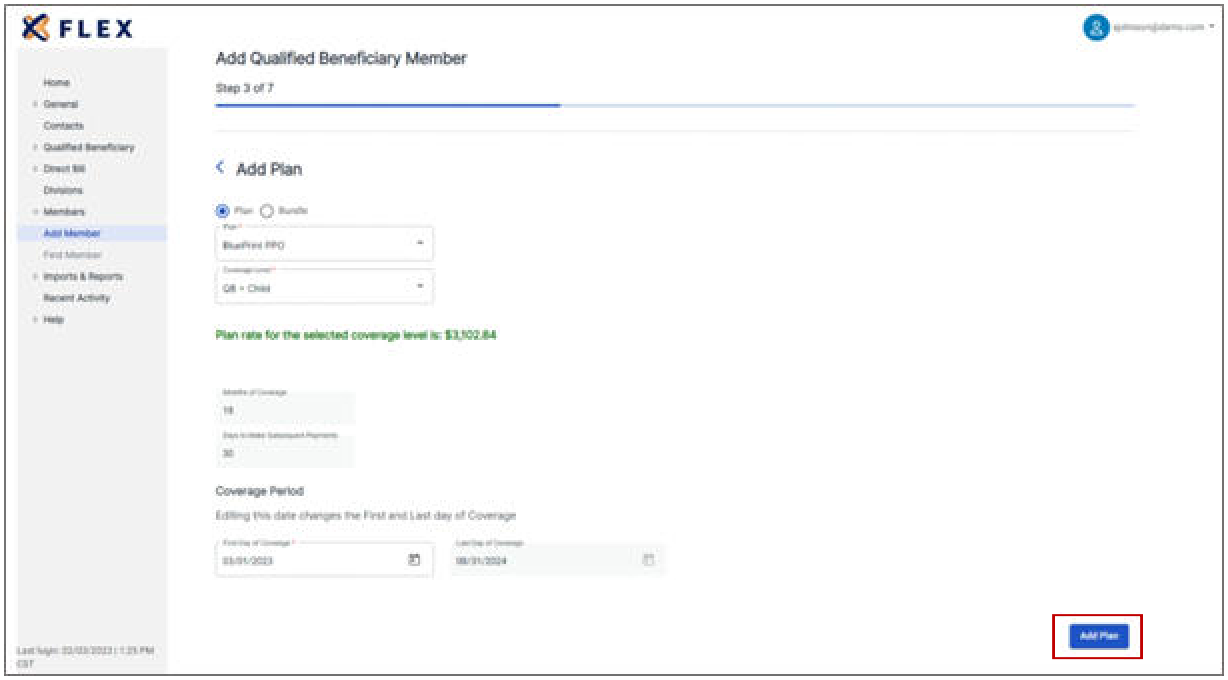
4. Complete the employee information and event category sections. Tobacco Use, Employee Type and Payroll Type can remain as the default **Unknown.** Premium Coupon Type should always be **Coupon Book**. Click **Save and Continue** when completed.



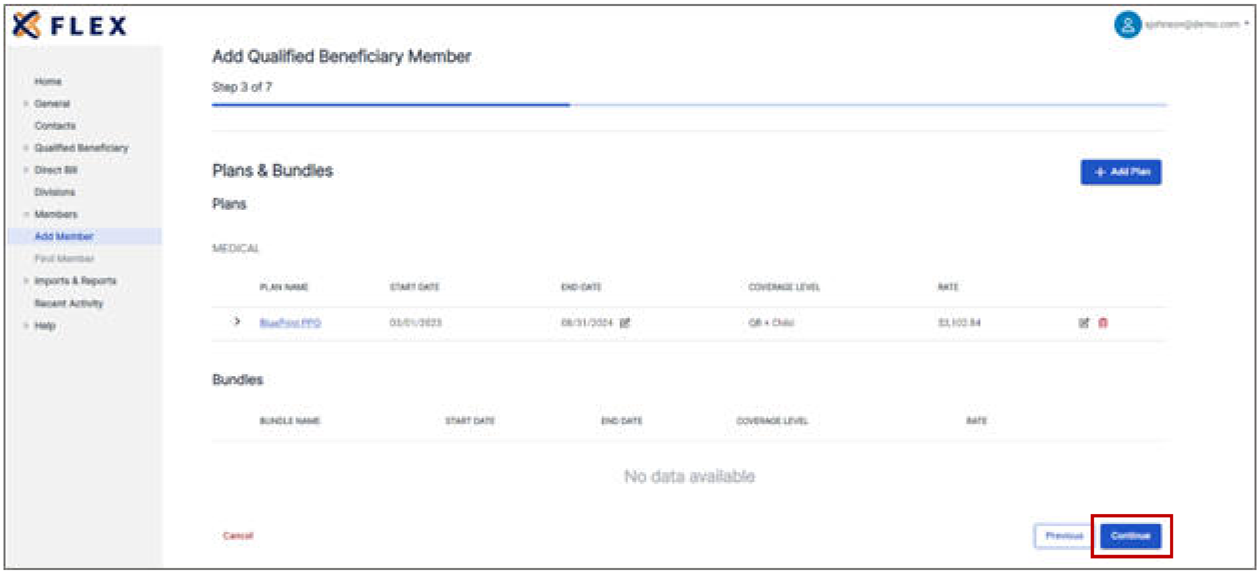
5. Add all applicable employee benefit plans for the employee. You must add one eligible benefit at a time by clicking **+ Add Plan**.



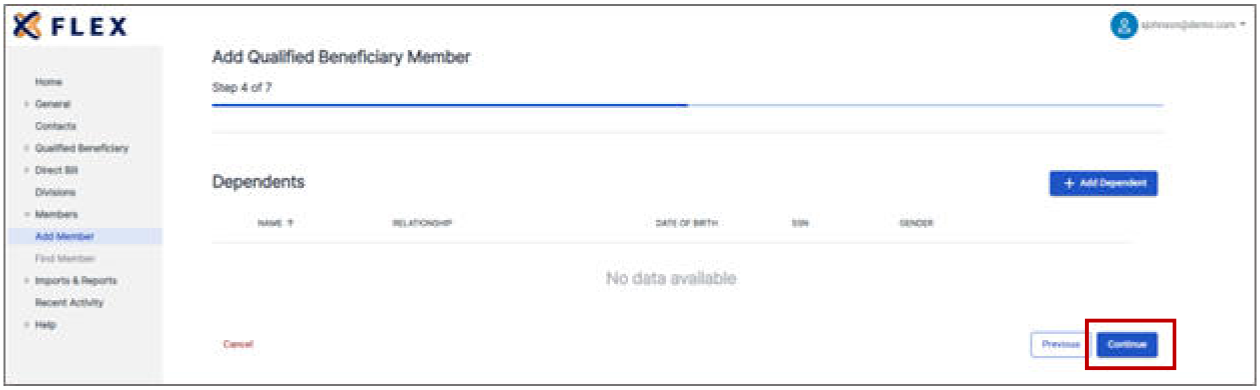
6. Select the applicable **Plan** and **Coverage Level** from the drop-down menu. **Plan Coverage Information** and **Coverage Period** will default based on your termination or qualifying event date. ***Do not change these dates***. Your qualified beneficiary's monthly rate will show in green. Click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



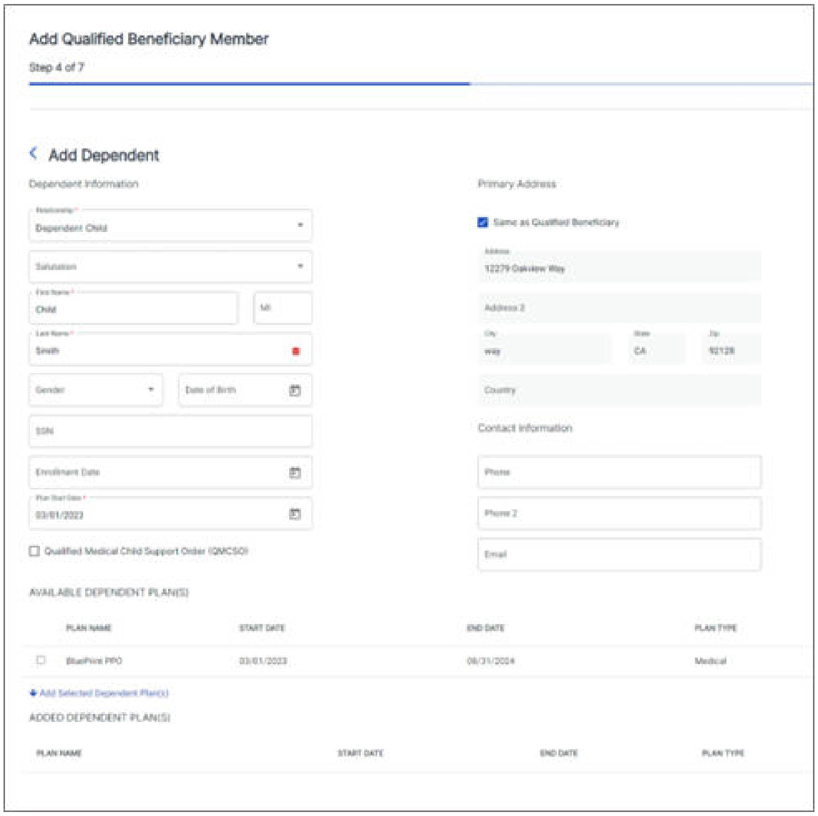
7. Once all applicable plans have been added, click **Continue**.



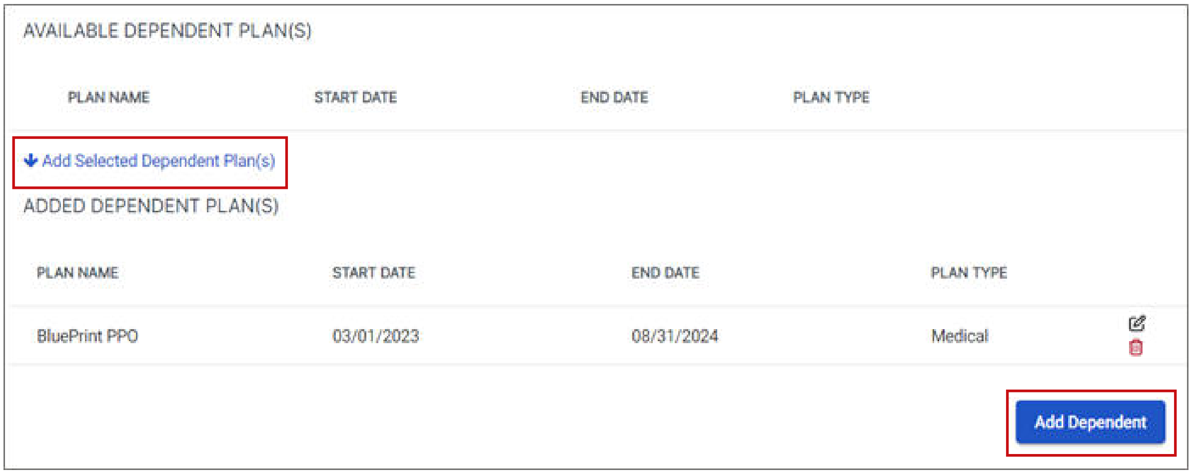
8. If the Qualified Beneficiary has dependents that need to be added, add dependent information by clicking **+ Add Dependent** ***and follow steps 9 through 11***. You must add one dependent at a time. If there are no dependents, click **Continue**.



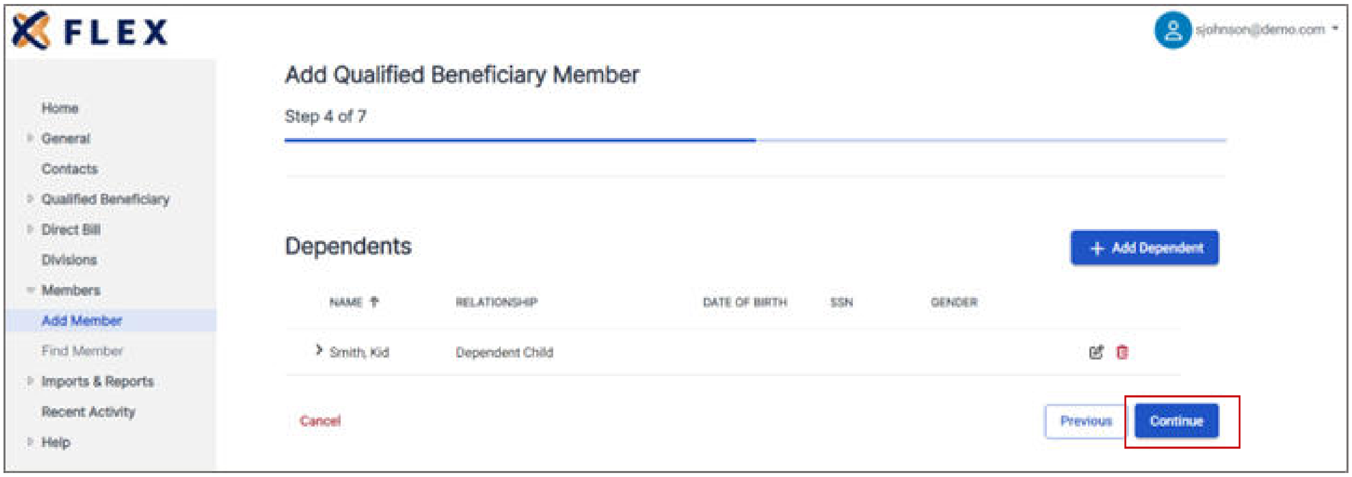
9. If adding a dependent, complete the required fields marked with a red asterisk and choose available dependent plan(s) by checking the box(s).



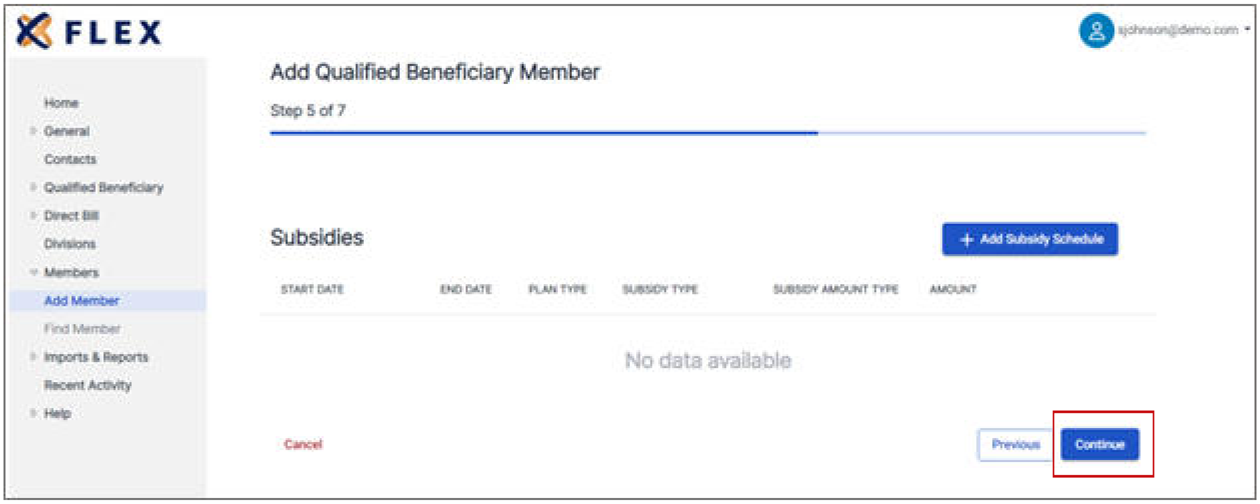
10. First click **Add Selected Dependent Plan(s)**. Then click **Add Dependent** to save.



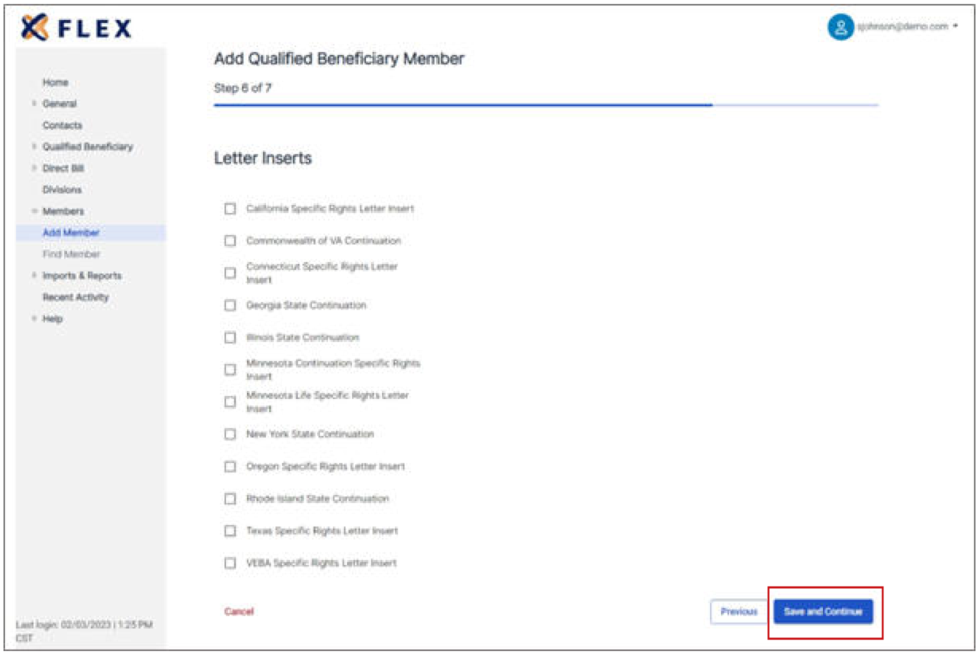
11. You will receive a green confirmation pop up that your dependent has been added. Click **Continue** when all the dependents have been added.



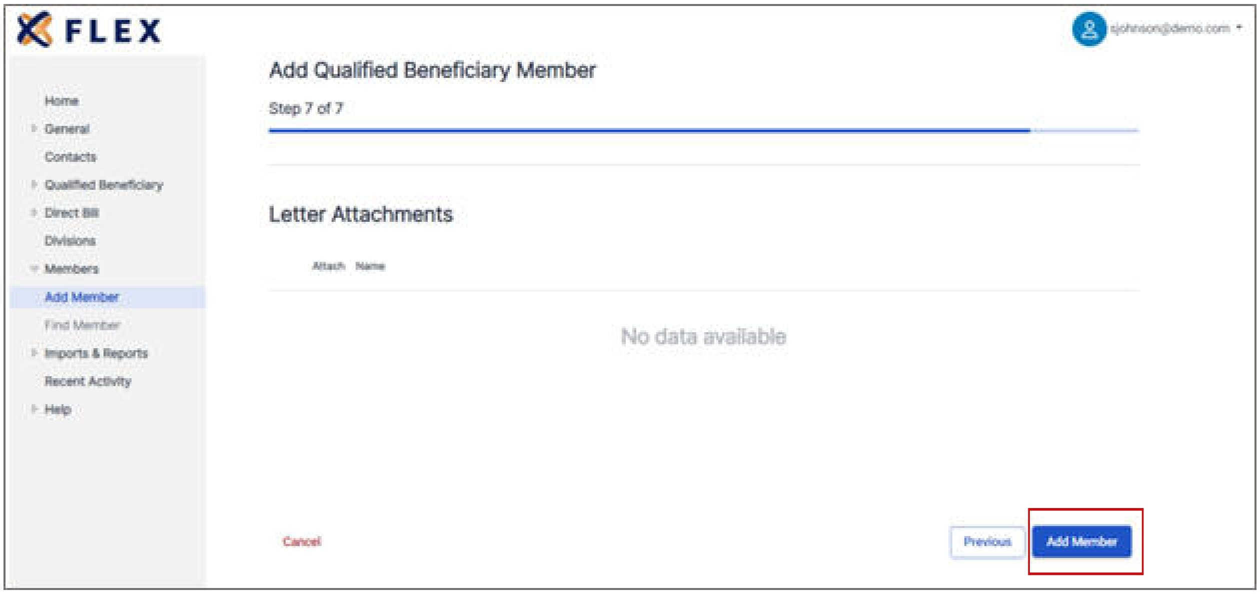
12. Add any applicable subsidies and click **Continue**.



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



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

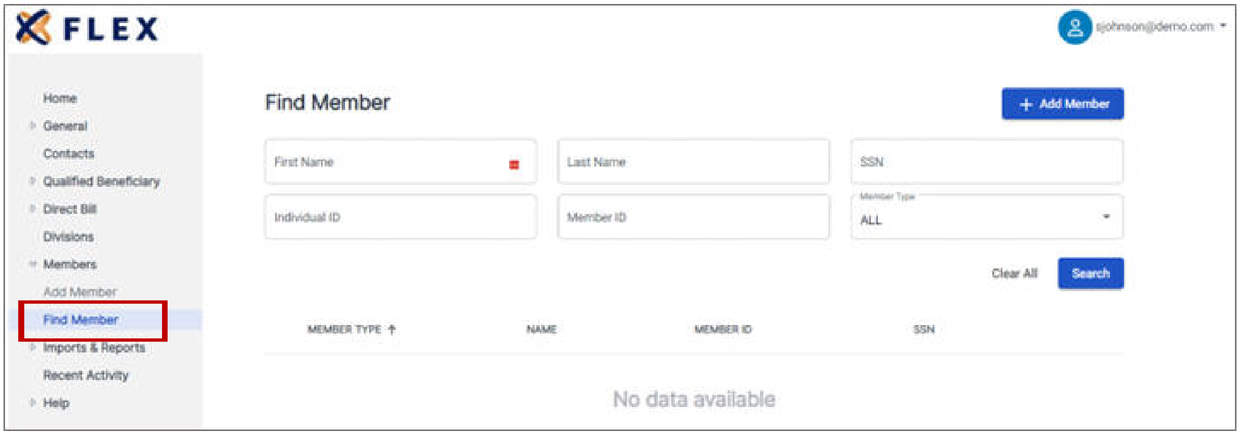


15. You will receive a pop-up message confirmation that your **Member** has been successfully added as a **Qualified Beneficiary**.

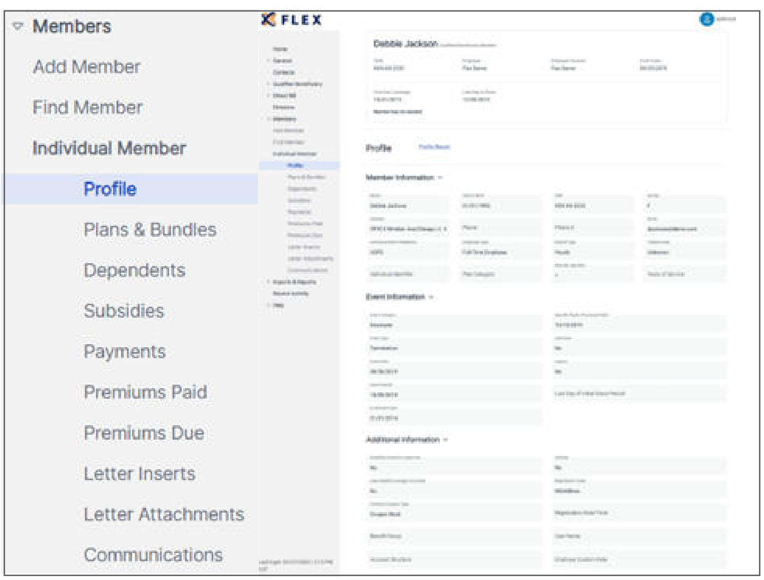
How to Access and View Member Data, Status, and Payments

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



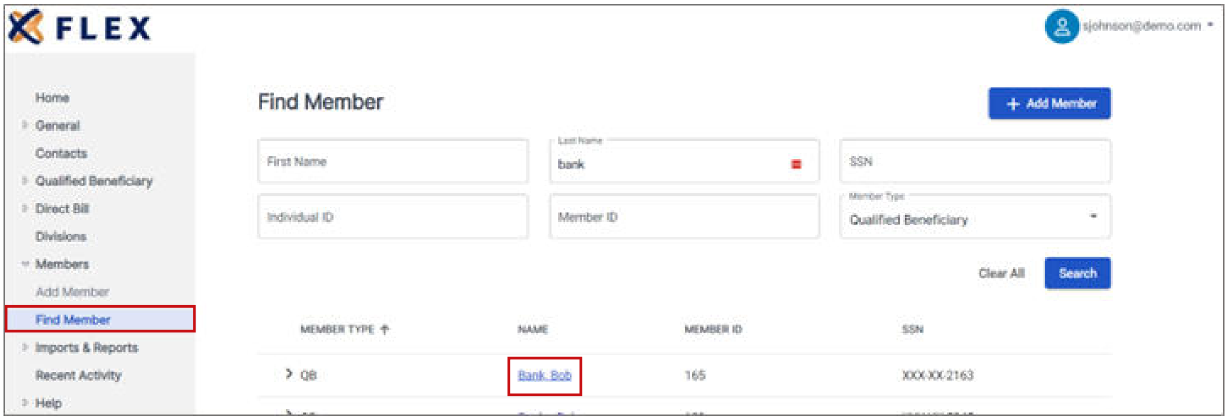
3. Once in the member view, you can access the following information.
   - Demographics
   - Event Information
   - Payments
   - Plan Enrollments
   - Communications
   - Letter Attachments



How to View Member Communications

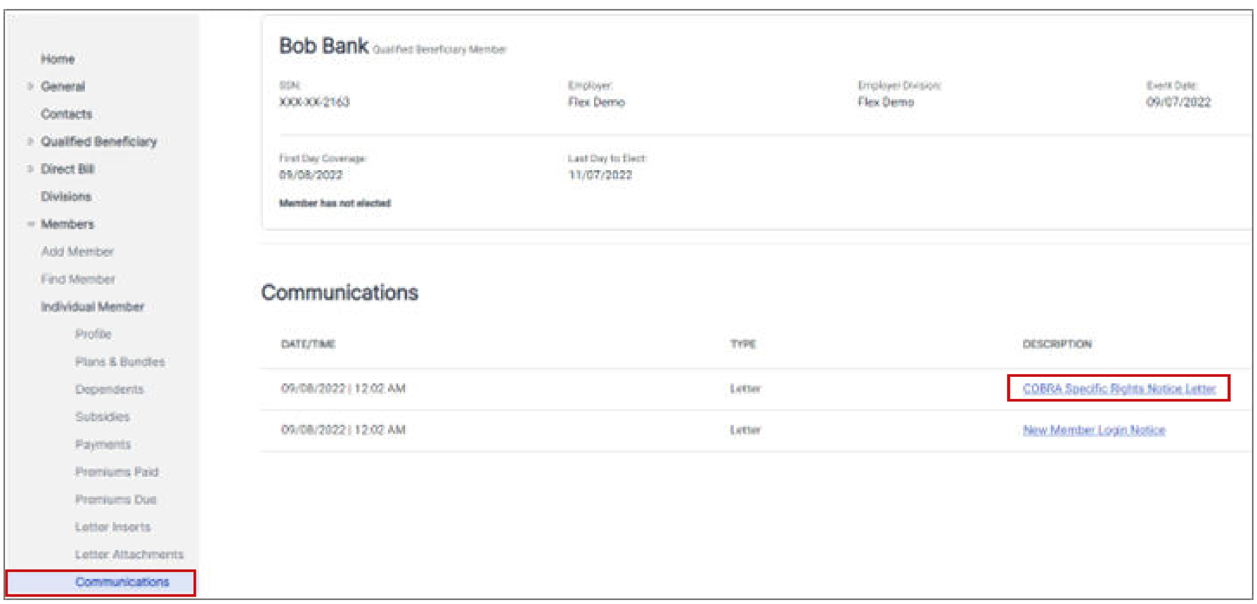
1. You can locate a member's record using the **Find Member** option available on **Members** menu option.

2. You can search for members using first name, last name, SSN, Individual ID, Member ID as well as Member Type.



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

4. Select the **Communication** you wish to view.



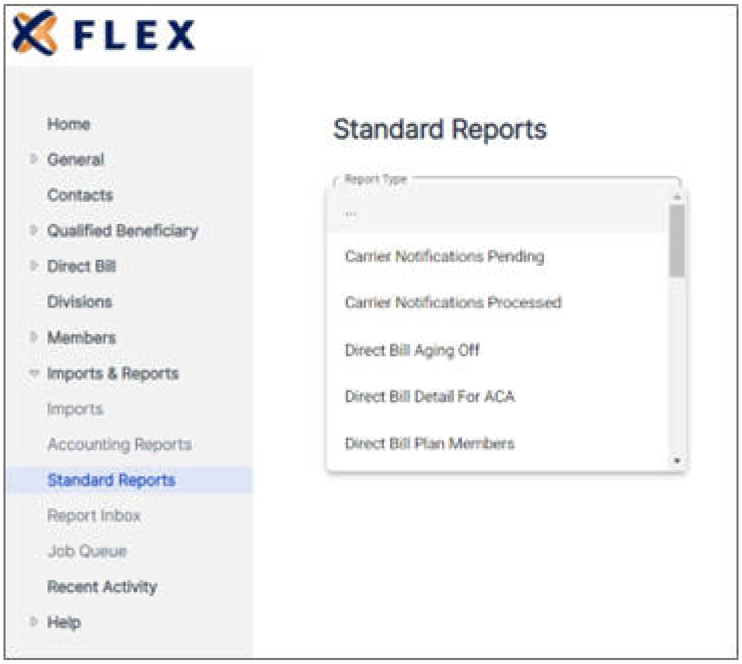
How to Request, View and Schedule Reports

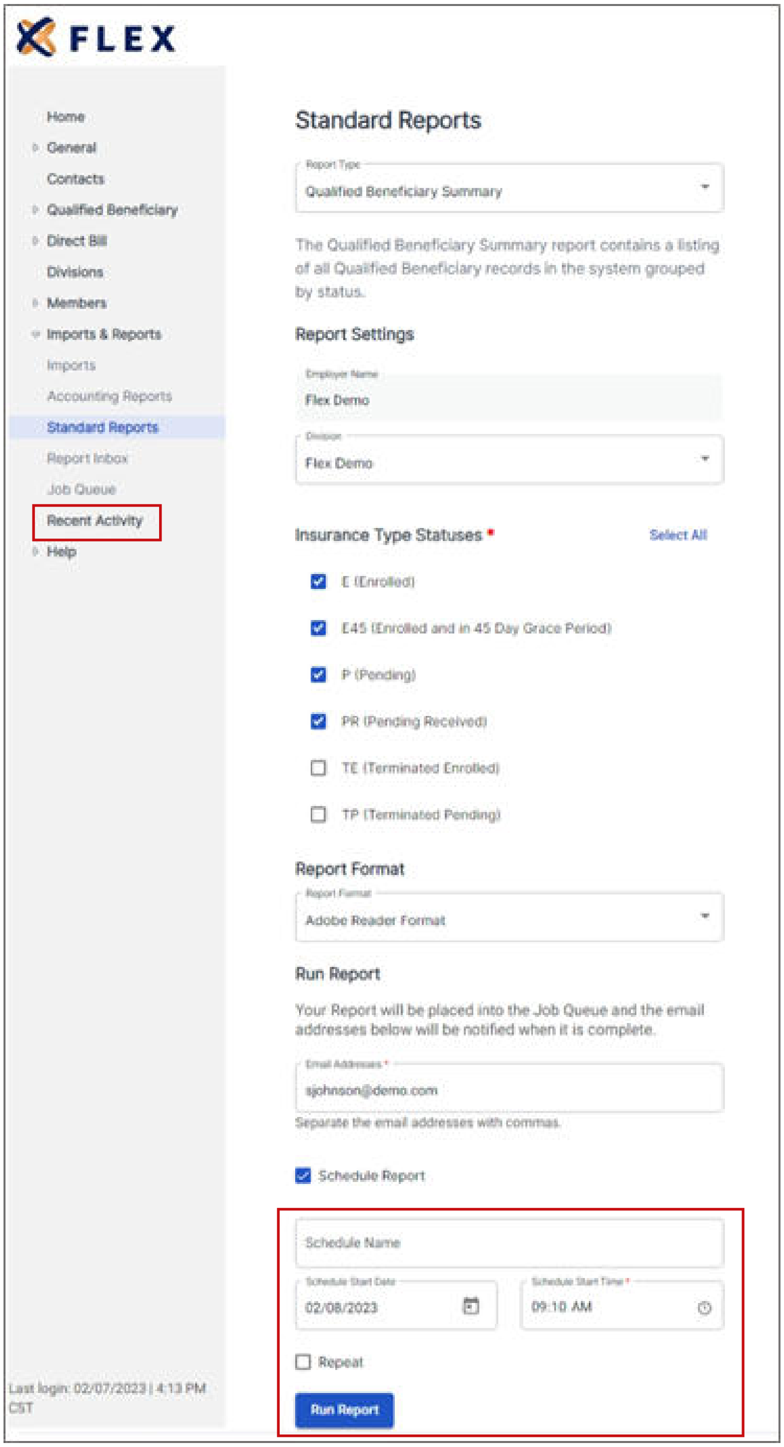
1. Select the Imports & Reports option in the main menu to expand and show the Accounting Reports and Standard Report options.

   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.





3. Complete the required fields marked with a red asterisk, select the **Report Format** from the drop-down menu, and click the **Run Repor**t 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.

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**