



# COBRA Employer Website Guide

Your guide to getting started

**Questions?**

Call us at 866-847-8774

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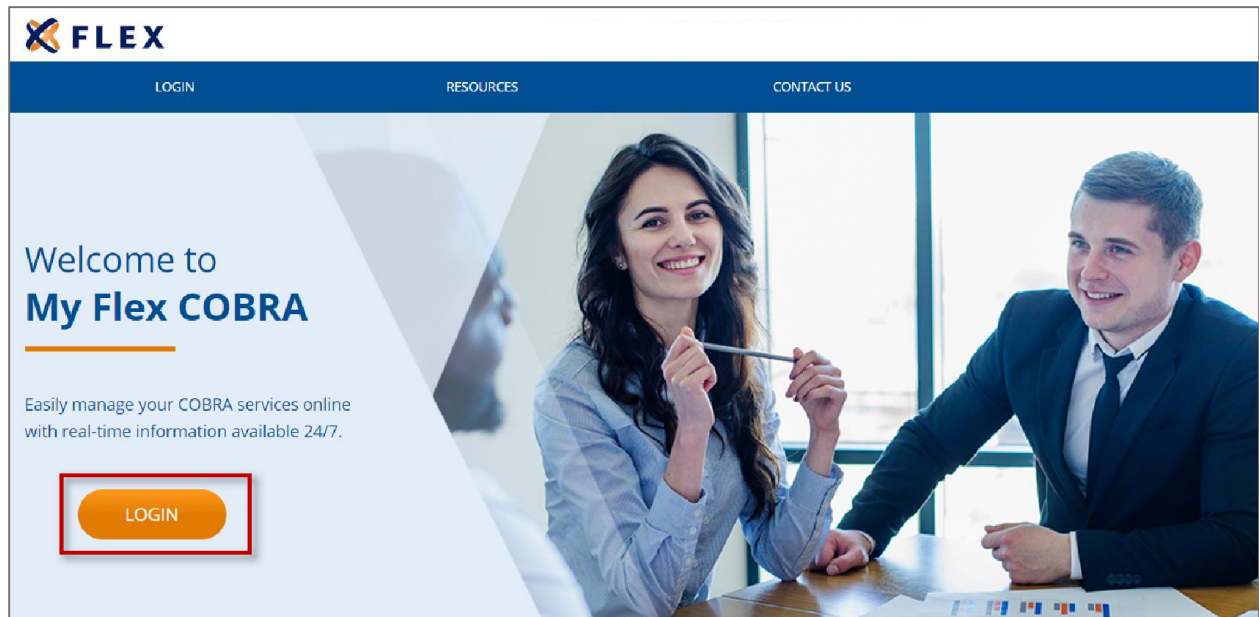
**Questions?**

Call us at 866-847-8774

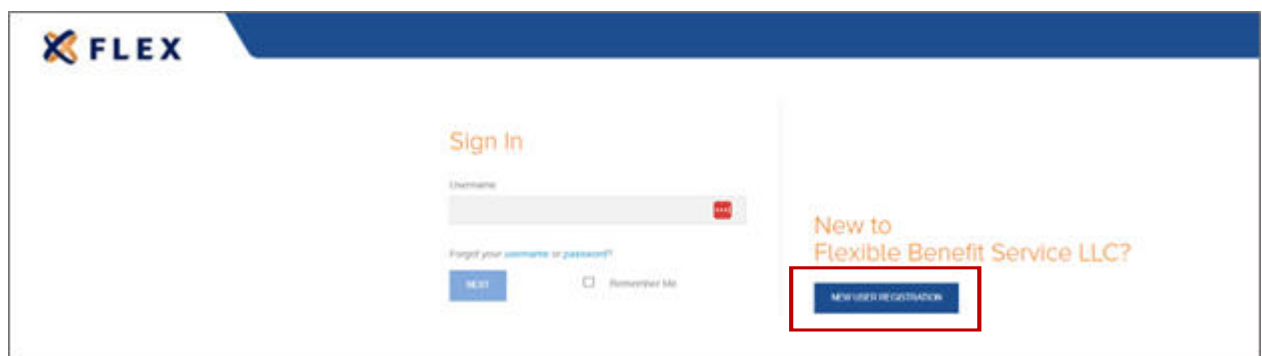
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## How to Register and Access MyFlexCOBRA

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**



**Questions?**

Call us at 866-847-8774

- 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 will sent to you via the United States Postal Service ®.

Registration Code: vb4aJgD2 ✓

Company: Flobide Benefit Service LLC

Employer Identification Number: 12-3456789

By selecting the information requested above and by continuing this registration process, you certify that you are the named addressee of the letter which provided you with the registration code you entered on the previous page or a person legally authorized to act on behalf of the named addressee. Information contained to this website is confidential and may be subject to protection under the law, including the Health Insurance Portability and Accountability Act (HIPAA). If you are not the named addressee or authorized to act on behalf of this person, you are hereby notified that any further use of this website is strictly prohibited and may subject you to criminal or civil penalties.

**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 APPLICATION and the services and materials provided on the Application. In the agreement below and in our Privacy Policy, the terms "we" and "us" refer to Flobide Benefit Service LLC.

#### NEW Application User Agreement

APPLICATION USER AGREEMENT:

PLEASE READ THIS USER AGREEMENT CAREFULLY. It governs your access to and use of this software application and the services and materials provided on it (collectively, "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 THE TERMS, CONDITIONS AND

☒ I Accept

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.

**SUBMIT** CANCEL

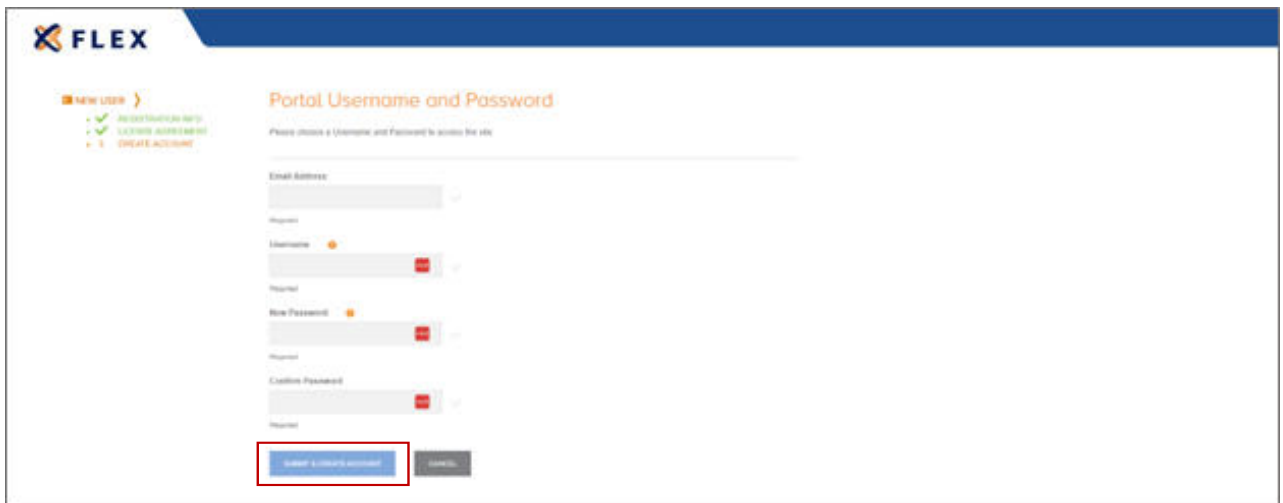
Questions?

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6. Create and confirm your password.

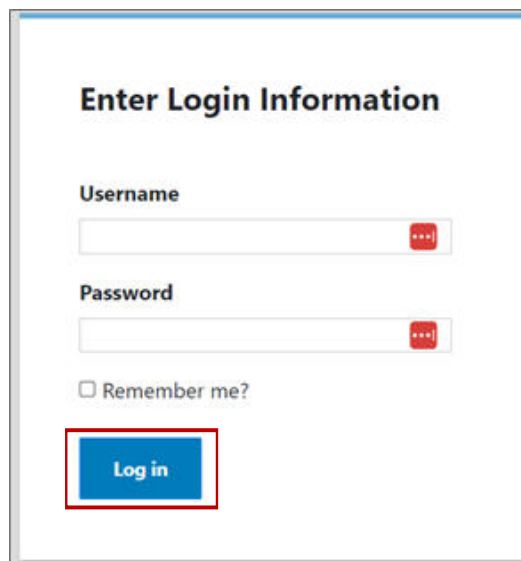
**Username:** Your username can be the same as your email address. Usernames must be at least 6 characters long and can contain alpha-numeric plus +\_@.

**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.



The screenshot shows the 'Portal Username and Password' page on the FLEX system. It includes a 'NEW USER' button and a progress indicator with steps: '1. ACCOUNT SETUP (in progress)', '2. ACCOUNT ASSIGNMENT', and '3. CREATE ACCOUNT'. The form fields are: 'Email Address', 'Username', 'New Password', and 'Confirm Password'. Each field has a red 'X' icon indicating a validation error. A red box highlights the 'CREATE ACCOUNT' button at the bottom left.

7. 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**.

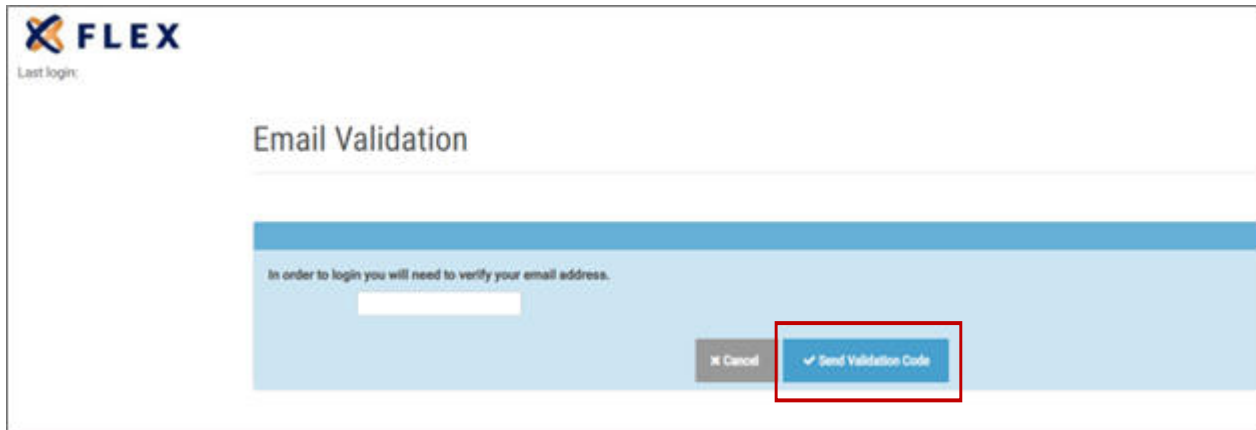


The screenshot shows the 'Enter Login Information' page. It has two input fields: 'Username' and 'Password', each with a red 'X' icon. Below these is a checkbox labeled 'Remember me?'. A red box highlights the 'Log in' button at the bottom.

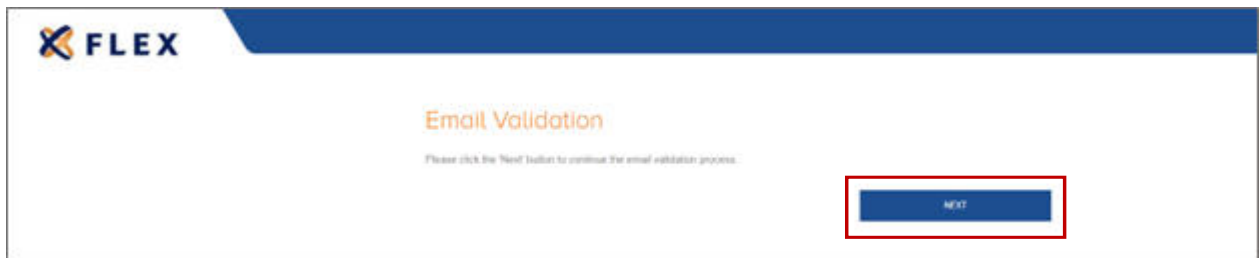
**Questions?**

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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**.



9. You will receive an email from [no-reply@myhealthpayment.com](mailto: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](http://www.myflexcobra.com) and then enter your password on the secondary login page

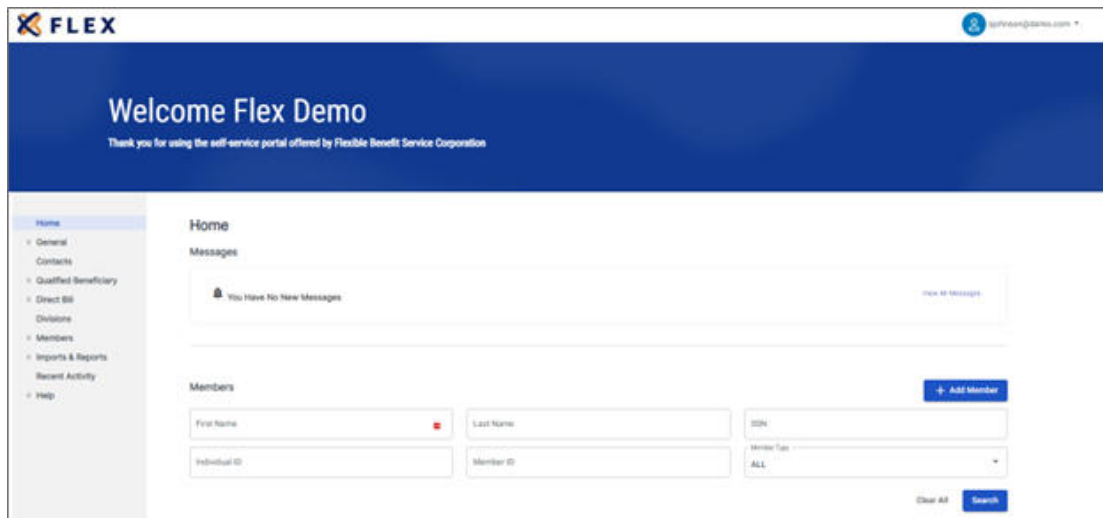
**Questions?**

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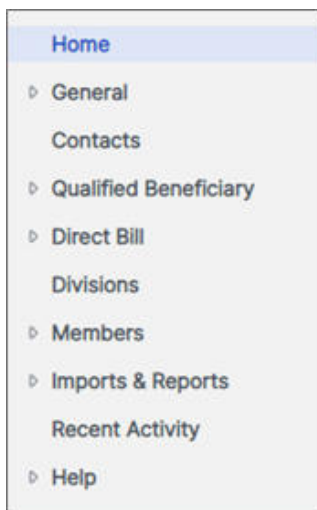
## How to Navigate the Home Page

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 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.



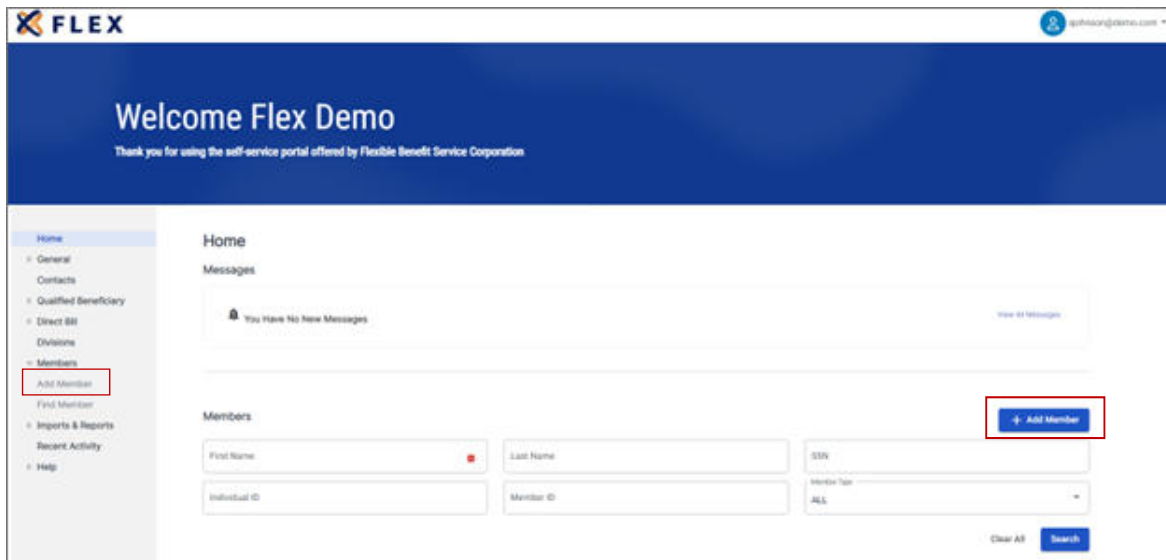
**Questions?**

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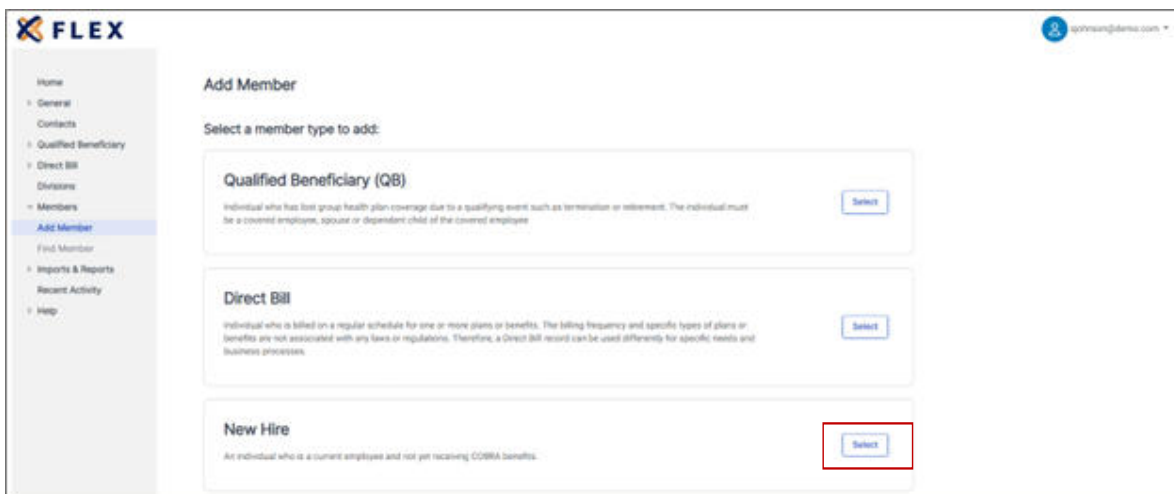
## How to Add a New Hire

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.



The screenshot shows the FLEX Home page. The left sidebar menu has 'Add Member' highlighted with a red box. The main content area shows a 'Welcome Flex Demo' header, a 'Messages' section with 'You Have No New Messages', and a 'Members' section with input fields for First Name, Last Name, SSN, Member Type, Individual ID, and Member ID. A red box highlights the '+ Add Member' button in the top right corner of the Members section.

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



The screenshot shows the 'Add Member' page. The left sidebar menu has 'Add Member' highlighted with a red box. The main content area shows a 'Select a member type to add:' section with three options: 'Qualified Beneficiary (QB)', 'Direct Bill', and 'New Hire'. The 'New Hire' option is selected, and its 'Select' button is highlighted with a red box.

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

**FLEX**

Home  
General  
Contacts  
Qualified Beneficiary  
Direct Bill  
Divisions  
Members  
**Add Member**  
Find Member  
Imports & Reports  
Recent Activity  
Help

### Add New Hire Member

**Employer Information**

Employee Name  
Flex Demo

Company \*  
Flex Demo

Salutation \*

First Name \*  
Tom

MI \*

Last Name \*  
Smith

SSN \*  
234-78-7109

Individual Identifier

Gender \*  
Male

Hire Date

☐ Has waived all coverage  
☒ Send General Rights letter when finished

**Phone Numbers**

Phone

Phone 2

Email

**Primary Address**

Address \*  
123 Street

Address 2

City \*

City

State \*

IL

Zip \*

69999

Country

☒ Use 'Family' Addressing for mailings

**HIPAA Certificate**

+ Add Certificate

Original Date of Hire/Enrollment Date	Last Day of Coverage	Medical Plan	Coverage Level
No Data Available			

Last login: 02/03/2023 | 11:13 AM CST

Cancel

**Add Member**

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**.

**Questions?**

Call us at 866-847-8774

## 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.

The screenshot shows the FLEX self-service portal. The left sidebar contains a menu with 'Find Member' highlighted by a red box. The main content area shows a 'Home' section with a 'Messages' card and a 'Members' section. The 'Members' section has search fields for 'First Name', 'Last Name', 'SSN', 'Individual ID', and 'Member ID'. The 'First Name' field is highlighted with a red box. A 'Search' button is highlighted with a red box.

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

The screenshot shows the FLEX self-service portal for a specific member, 'Tom Smith'. The left sidebar shows the 'Actions' link highlighted with a red box. The main content area shows the member's profile and a list of actions. The 'Clone New Hire to Qualified Beneficiary' action is highlighted with a red box.

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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.

The screenshot shows a web form with a modal dialog titled "Verify Mailing Address". The dialog contains the text: "Please confirm the mailing address for this cloned Qualified Beneficiary record is the last known address for this member." and a blue "OK" button. The background form is partially visible, showing fields for "Primary Address" (Address, Address 2, City, State, Zip) and "Account Structure". The "Address" field contains "123 Street", the "State" field contains "IL", and the "Zip" field contains "69999".

Questions?

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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.

The screenshot shows the FLEX Home page. The main menu on the left has 'Add Member' highlighted with a red box. The main content area shows a 'Messages' section with 'You Have No New Messages' and a 'Members' section with a '+ Add Member' button highlighted with a red box. The 'Members' section also contains input fields for First Name, Last Name, SSN, Individual ID, Member ID, and Member Type, along with 'Clear All' and 'Search' buttons.

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

The screenshot shows the 'Add Member' page. The main menu on the left has 'Add Member' highlighted with a blue bar. The main content area shows a 'Select a member type to add:' section with three options: 'Qualified Beneficiary (QB)', 'Direct Bill', and 'New Hire'. The 'Qualified Beneficiary (QB)' option has a 'Select' button highlighted with a red box. The descriptions for each option are provided below the buttons.

Questions?

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

**FLEX**

**Add Qualified Beneficiary Member**

Step 1 of 7

**Profile Information**

Employer Name  
Flex Demo

Division \*  
Flex Demo

Subdivision

First Name \*  
John

Last Name \*  
Smith

Gender \*  
Male

Date of Birth \*  
05/22/1975

SSN \*  
234-78-7109

Individual Identifier

**Primary Address**

Address 1 \*  
123 Street

Address 2

City \*  
Chicago

State \*  
IL

Zip \*  
60605

Country

**Select Plan Categories**

Benefit Group

Account Structure

Employer Custom Data

**Contact Information**

Phone

Phone 2

Email

Cancel

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.

**FLEX**

**Add Qualified Beneficiary Member**

Step 2 of 7

**Employee Information**

Tobacco Use \*  
Unknown

Employee Type \*  
Unknown

Payroll Type \*  
Unknown

Years of Service

Premium Coupon Type \*  
Coupon Book

**Event Category**

Employee ☒ Employee ☐ Dependent

Event Type \*  
Termination

Event Date \*  
02/01/2023

Date of Hire/Enrollment Date \*  
01/01/2023

Has this member already been offered COBRA?  
☐ Yes ☒ No

Cancel

Previous

Save and Continue

Questions?

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

**FLEX**

Home  
General  
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Qualified Beneficiary  
Direct Bill  
Divisions  
Members  
**Add Member**  
Find Member  
Imports & Reports  
Recent Activity  
Help

**Add Qualified Beneficiary Member**  
Step 3 of 7

**Plans & Bundles**  
Plans

PLAN NAME	START DATE	END DATE	COVERAGE LEVEL	RATE
No data available				

**+ 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.

**FLEX**

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Direct Bill  
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Members  
**Add Member**  
Find Member  
Imports & Reports  
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Help

**Add Qualified Beneficiary Member**  
Step 3 of 7

**< Add Plan**

☒ Plan ☐ Bundle

Plan: BluePrint PPO  
Coverage Level: GR - Child

Plan rate for the selected coverage level is: \$3,102.84

Months of Coverage: 18  
Days After Last Payment: 30

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

First Day of Coverage: 03/01/2023  
Last Day of Coverage: 08/31/2024

**Add Plan**

Last login: 03/03/2023 1:29 PM CST

Questions?

Call us at 866-847-8774

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

**FLEX**

Add Qualified Beneficiary Member

Step 3 of 7

**Plans & Bundles**

**Plans**

PLAN NAME	START DATE	END DATE	COVERAGE LEVEL	RATE
BlueCross PPO	03/01/2023	06/31/2024	CB + Child	\$3,102.84

**Bundles**

BUNDLE NAME	START DATE	END DATE	COVERAGE LEVEL	RATE
No data available				

Cancel Previous **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**.

**FLEX**

Add Qualified Beneficiary Member

Step 4 of 7

**Dependents**

NAME *	RELATIONSHIP	DATE OF BIRTH	SSN	GENDER
No data available				

Cancel Previous **Continue**

**Questions?**

Call us at 866-847-8774

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).

**Add Qualified Beneficiary Member**  
Step 4 of 7

---

**< Add Dependent**

Dependent Information

Relationship\*  
Dependent Child

Salutation  
Mr

First Name\*  
Child

Last Name\*  
Smith

Gender  
Male

Date of Birth  
03/01/2023

SSN

Enrollment Date  
03/01/2023

Plan Start Date\*  
03/01/2023

☐ Qualified Medical Child Support Order (QMCSO)

Primary Address

☒ Same as Qualified Beneficiary

Address  
12379 Oakview Way

Address 2

City  
Way

State  
CA

Zip  
92128

Country

Contact Information

Phone

Phone 2

Email

AVAILABLE DEPENDENT PLAN(S)

PLAN NAME	START DATE	END DATE	PLAN TYPE
<input type="checkbox"/> BluePrint PPO	03/01/2023	08/31/2024	Medical

↓ Add Selected Dependent Plan(s)

ADDED DEPENDENT PLAN(S)

PLAN NAME	START DATE	END DATE	PLAN TYPE
BluePrint PPO	03/01/2023	08/31/2024	Medical

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
↓ Add Selected Dependent Plan(s)			

ADDED DEPENDENT PLAN(S)

PLAN NAME	START DATE	END DATE	PLAN TYPE
BluePrint PPO	03/01/2023	08/31/2024	Medical

**Add Dependent**

**Questions?**

Call us at 866-847-8774



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**

Home  
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Direct Bill  
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**Add Member**  
Find Member  
Imports & Reports  
Recent Activity  
Help

### Add Qualified Beneficiary Member

Step 4 of 7

#### Dependents

+ Add Dependent

NAME ↑	RELATIONSHIP	DATE OF BIRTH	SSN	GENDER
Smith, Kid	Dependent Child			

Cancel

Previous **Continue**

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

**FLEX**

Home  
General  
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Find Member  
Imports & Reports  
Recent Activity  
Help

### Add Qualified Beneficiary Member

Step 5 of 7

#### Subsidies

+ Add Subsidy Schedule

START DATE	END DATE	PLAN TYPE	SUBSIDY TYPE	SUBSIDY AMOUNT TYPE	AMOUNT
No data available					

Cancel

Previous **Continue**

**Questions?**

Call us at 866-847-8774

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

**FLEX**

Home  
General  
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Qualified Beneficiary  
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Add Member  
Find Member  
Imports & Reports  
Recent Activity  
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**Add Qualified Beneficiary Member**  
Step 6 of 7

**Letter Inserts**

- ☐ California Specific Rights Letter Insert
- ☐ Commonwealth of VA Continuation
- ☐ Connecticut Specific Rights Letter Insert
- ☐ Georgia State Continuation
- ☐ Illinois State Continuation
- ☐ Minnesota Continuation Specific Rights Letter 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
- ☐ VEBA Specific Rights Letter Insert

Cancel

Previous **Save and Continue**

Last login: 02/03/2023 | 1:25 PM CST

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

**FLEX**

Home  
General  
Contacts  
Qualified Beneficiary  
Direct Bill  
Divisions  
Members  
Add Member  
Find Member  
Imports & Reports  
Recent Activity  
Help

**Add Qualified Beneficiary Member**  
Step 7 of 7

**Letter Attachments**

Attach Name
No data available

Cancel

Previous **Add Member**

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

**Questions?**

Call us at 866-847-8774

## 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

The screenshot shows the FLEX application interface. On the left is a navigation menu with options: Home, General, Contacts, Qualified Beneficiary, Direct Bill, Divisions, Members, Add Member, Find Member (highlighted with a red box), Imports & Reports, Recent Activity, and Help. The main area is titled 'Find Member' and contains search fields for First Name, Last Name, SSN, Individual ID, and Member ID. There is also a Member Type dropdown menu set to 'ALL'. Buttons for '+ Add Member', 'Clear All', and 'Search' are present. Below the search fields, a table header shows columns for MEMBER TYPE, NAME, MEMBER ID, and SSN. The table currently displays 'No data available'.

3. Once in the member view, you can access the following information.

- Demographics
- Event Information
- Payments
- Plan Enrollments
- Communications
- Letter Attachments

The screenshot shows the 'Individual Member' profile for Debbie Jackson. The left sidebar lists various options: Add Member, Find Member, Individual Member, Profile (selected), Plans & Bundles, Dependents, Subsidies, Payments, Premiums Paid, Premiums Due, Letter Inserts, Letter Attachments, and Communications. The main content area displays the member's profile information, including contact details, member information, event information, and additional information. The profile information section includes fields for Name, Date of Birth, Gender, and Marital Status. The event information section includes fields for Event Name, Event Date, and Event Location.

Questions?

Call us at 866-847-8774

## 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.

The screenshot shows the FLEX application's 'Find Member' page. On the left is a sidebar menu with options: Home, General, Contacts, Qualified Beneficiary, Direct Bill, Divisions, Members (expanded), Add Member, Find Member (highlighted with a red box), Imports & Reports, Recent Activity, and Help. The main area is titled 'Find Member' and contains search fields for First Name, Last Name (containing 'bank'), SSN, Individual ID, Member ID, and Member Type (set to 'Qualified Beneficiary'). There are 'Clear All' and 'Search' buttons. Below the search fields is a table with columns: MEMBER TYPE, NAME, MEMBER ID, and SSN. The first row shows 'QB' under Member Type, 'Bank, Bob' under Name (highlighted with a red box), '165' under Member ID, and 'XXX-XX-2163' under SSN.

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

The screenshot shows the 'Individual Member' profile for 'Bob Bank', a 'Qualified Beneficiary Member'. The profile includes fields for SSN (XXX-XX-2163), Employer (Flex Demo), Employer Division (Flex Demo), and Event Date (09/07/2022). It also shows 'First Day Coverage' (09/08/2022) and 'Last Day to Elect' (11/07/2022), with a note 'Member has not elected'. Below the profile is a 'Communications' section with a table. The table has columns: DATE/TIME, TYPE, and DESCRIPTION. The first row shows '09/08/2022 | 12:02 AM', 'Letter', and 'COBRA Specific Rights Notice Letter' (highlighted with a red box). The second row shows '09/08/2022 | 12:02 AM', 'Letter', and 'New Member Login Notice'. On the left sidebar, the 'Communications' option under the 'Individual Member' section is highlighted with a red box.

Questions?

Call us at 866-847-8774

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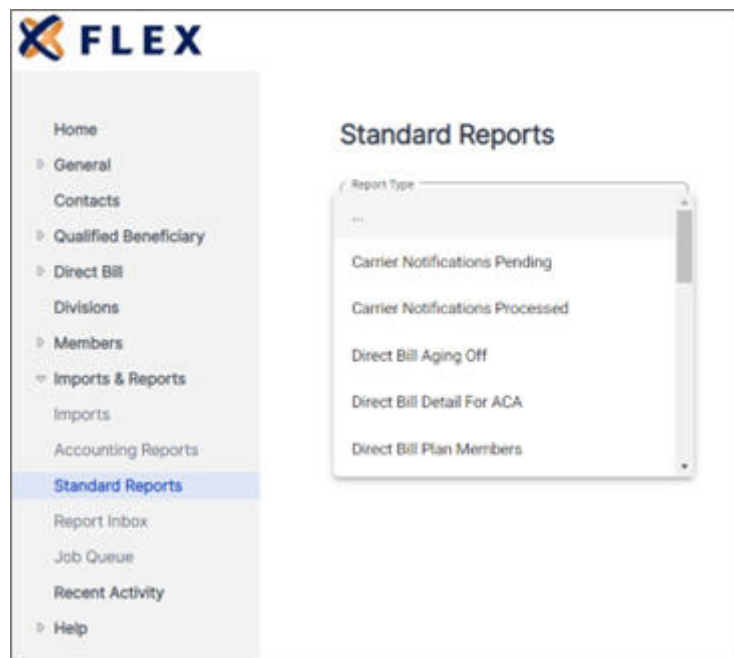
## How to Request, View and Schedule Reports

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.



Questions?

Call us at 866-847-8774

**FLEX**

Home  
 General  
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 Qualified Beneficiary  
 Direct Bill  
 Divisions  
 Members  
 Imports & Reports  
 Imports  
 Accounting Reports  
**Standard Reports**  
 Report Inbox  
 Job Queue  
**Recent Activity**  
 Help

### Standard Reports

Report Type  
 Qualified Beneficiary Summary

The Qualified Beneficiary Summary report contains a listing of all Qualified Beneficiary records in the system grouped by status.

#### Report Settings

Employer Name  
 Flex Demo

Division  
 Flex Demo

#### Insurance Type Statuses \*

Select All

☒ E (Enrolled)  
☒ E45 (Enrolled and in 45 Day Grace Period)  
☒ P (Pending)  
☒ PR (Pending Received)  
☐ TE (Terminated Enrolled)  
☐ TP (Terminated Pending)

#### Report Format

Report Format  
 Adobe Reader Format

#### Run Report

Your Report will be placed into the Job Queue and the email addresses below will be notified when it is complete.

Email Addresses \*  
 sjohnson@demo.com

Separate the email addresses with commas.

☒ Schedule Report

Schedule Name

Schedule Start Date  
 02/08/2023

Schedule Start Time \*  
 09:10 AM

☐ Repeat

**Run Report**

Last login: 02/07/2023 | 4:13 PM CST

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?**

Call us at 866-847-8774

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## 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: **866-847-8774**

Email: **[service@myflexaccount.com](mailto:service@myflexaccount.com)**

**Questions?**

Call us at 888-345-7990 | Option 3

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