Qualifying Event Guide

How to terminate an employee or process a change in status on the Flex COBRA Employer Portal

Step 1:

Select +**Add Member** on the Home Page or from the **Add Member** option in the Main Menu.

Step 2:

Click the **Select** button under the Qualified Beneficiary (QB) box to begin processing the qualifying event.
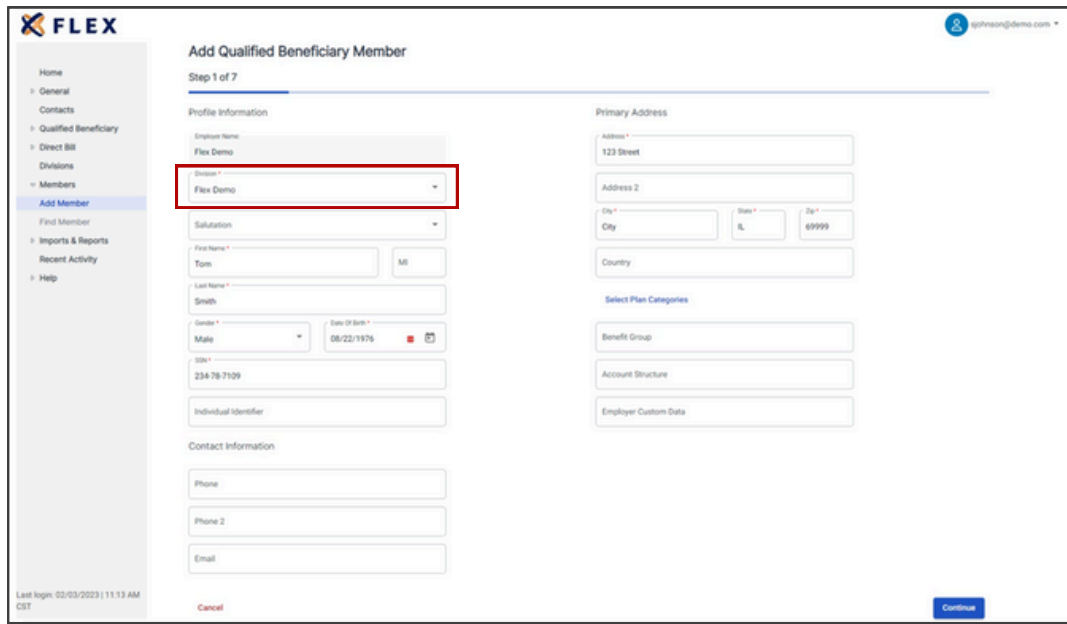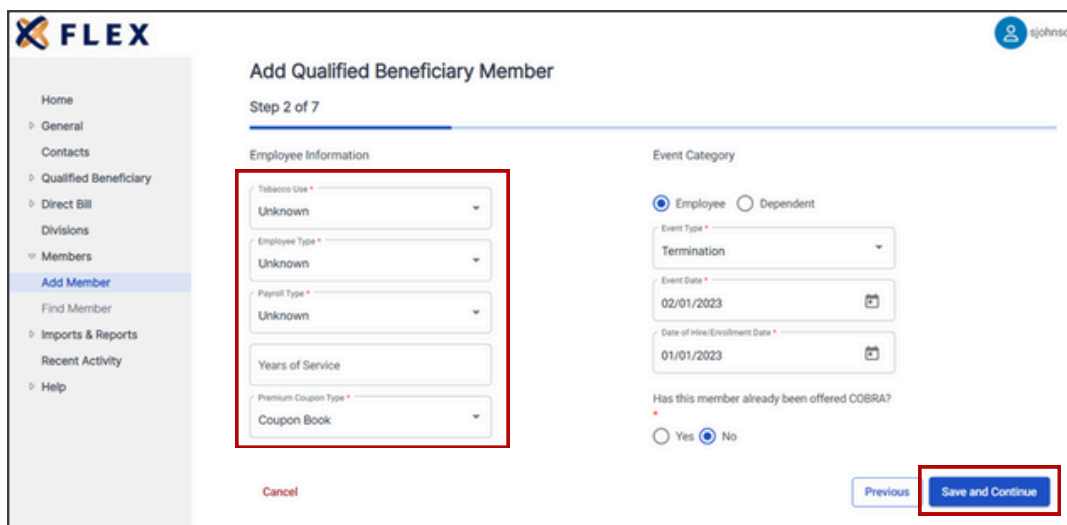
Step 3:

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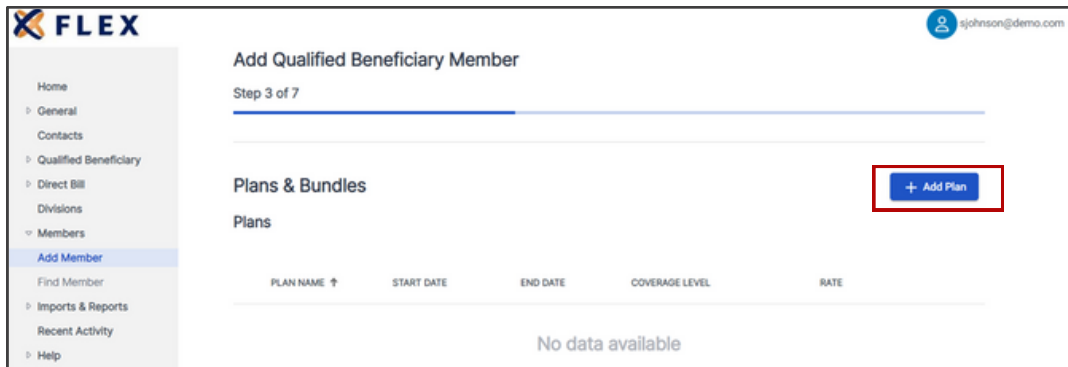

Step 4:

Enter the employee information and event category. Tobacco Use, Employee Type, and Payroll Type can remain at the default **Unknown**. Premium Coupon Type should always be **Coupon Book**. Click **Save and Continue** when completed.
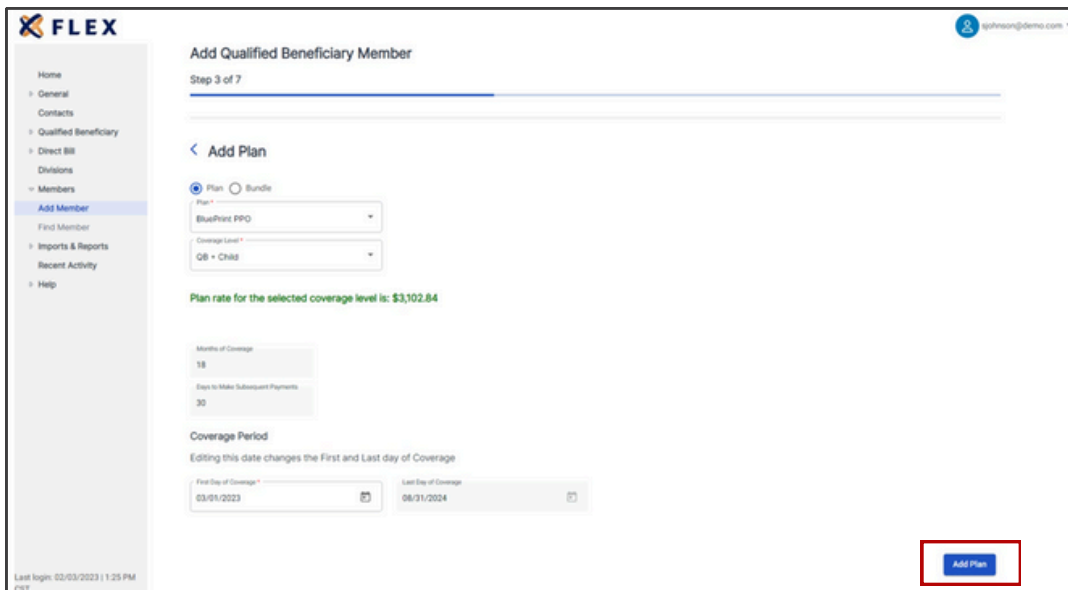
Step 5:

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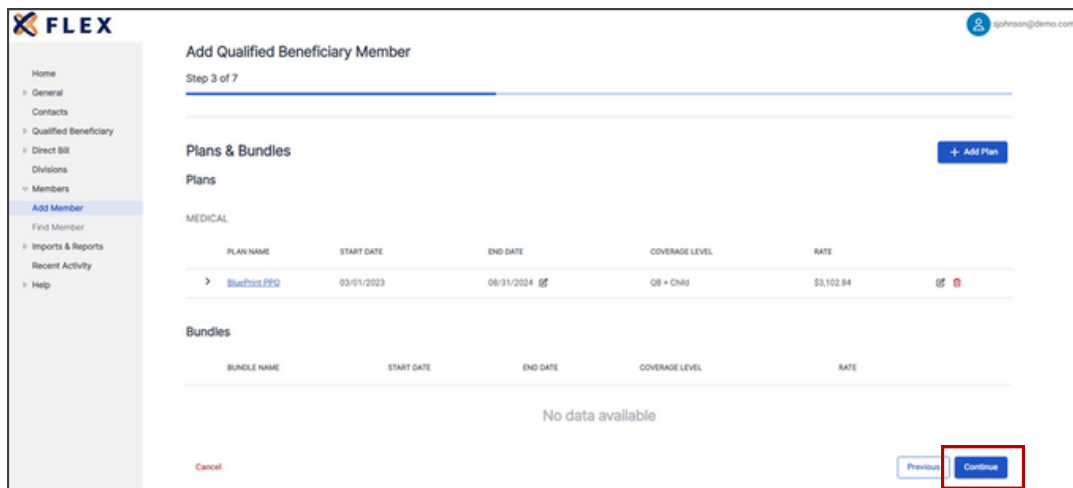

Step 6:

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

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

Step 7:

Once all applicable plans have been added, click **Continue**.
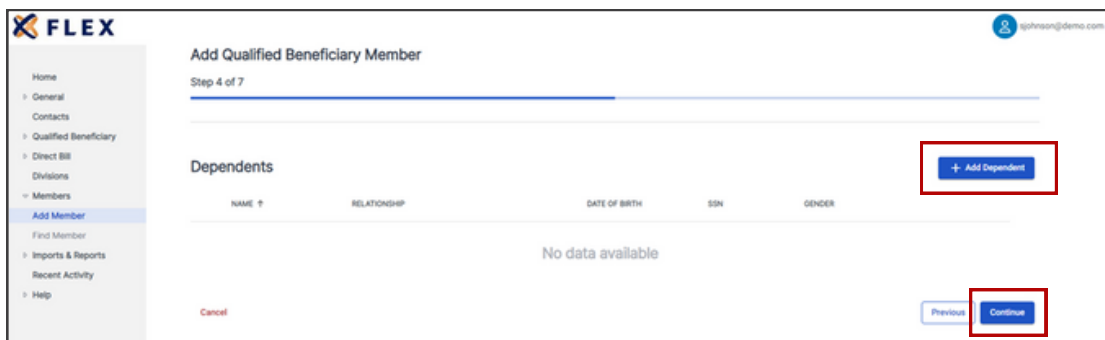
Step 8:

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**.

Step 9:

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

Step 10:

Click on **Add Selected Dependent Plan(s)** then click **Add Dependent** to save.

Step 11:

You will receive a green confirmation pop up that your dependent has been added. Click **Continue** when all the dependents have been added.
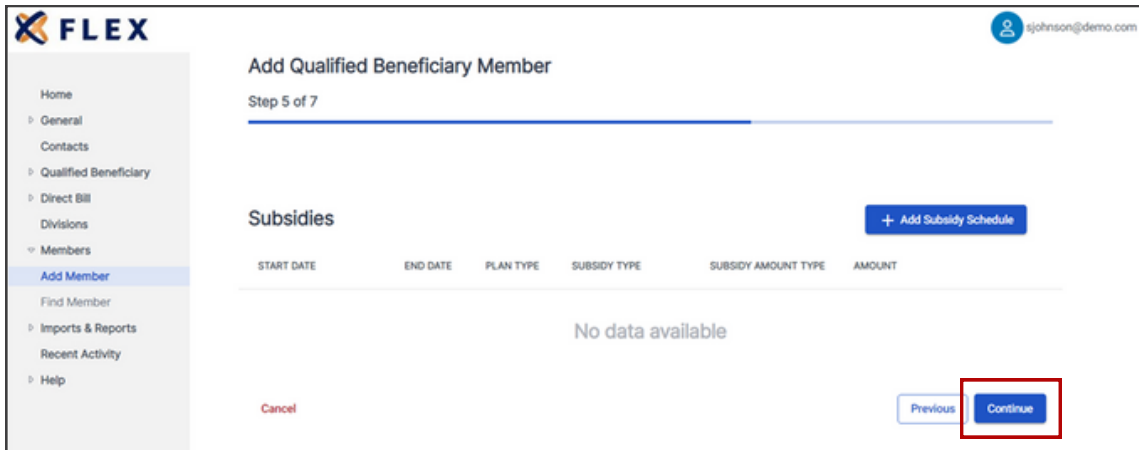
Step 12:

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

Step 13:

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

Step 14:

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

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

Click **here** to download the **COBRA Employer Website Guide** for additional information on how to view or access member information.