



# COBRA Employer Website Guide

Your guide to getting started

**Questions?**

Call us at 888-345-7990 | Option 3

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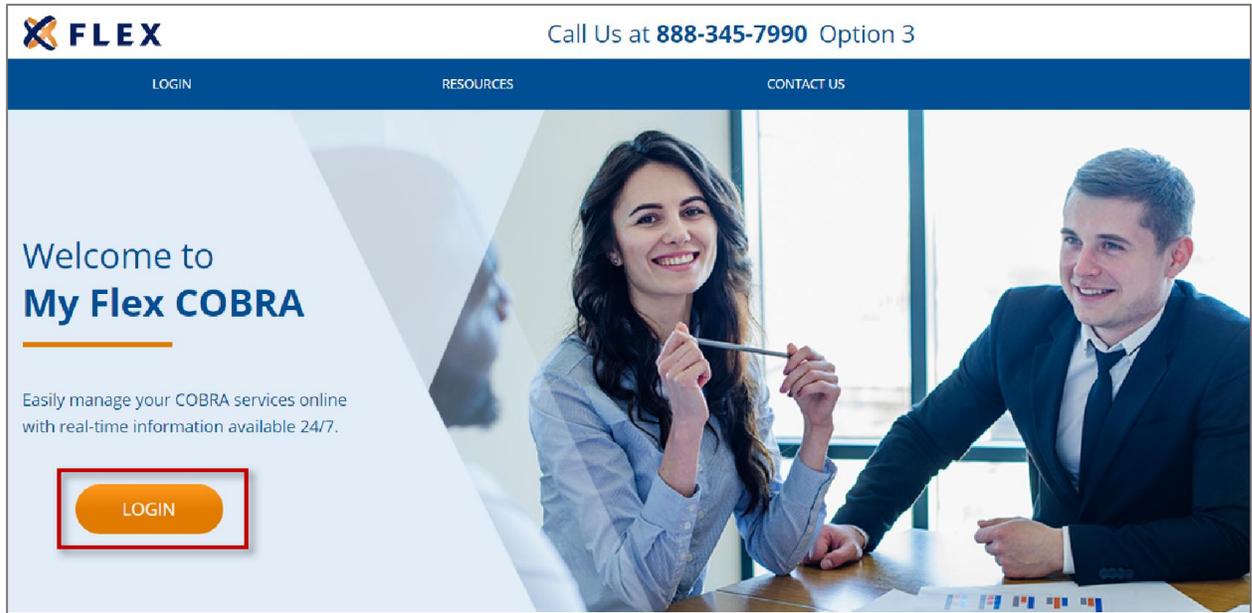
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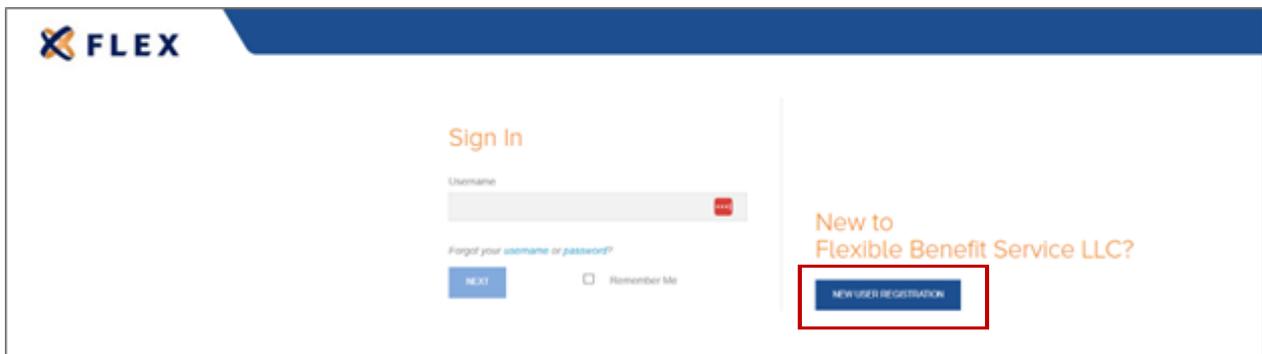
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## How to Register and Access MyFlexCOBRA

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**



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

Registration Code: vb4JqD2 ✓

Company: Florida Benefit Service LLC

Employer Identification Number: XXXXXXXXXX

By entering 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 on 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 Florida 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 "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 "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

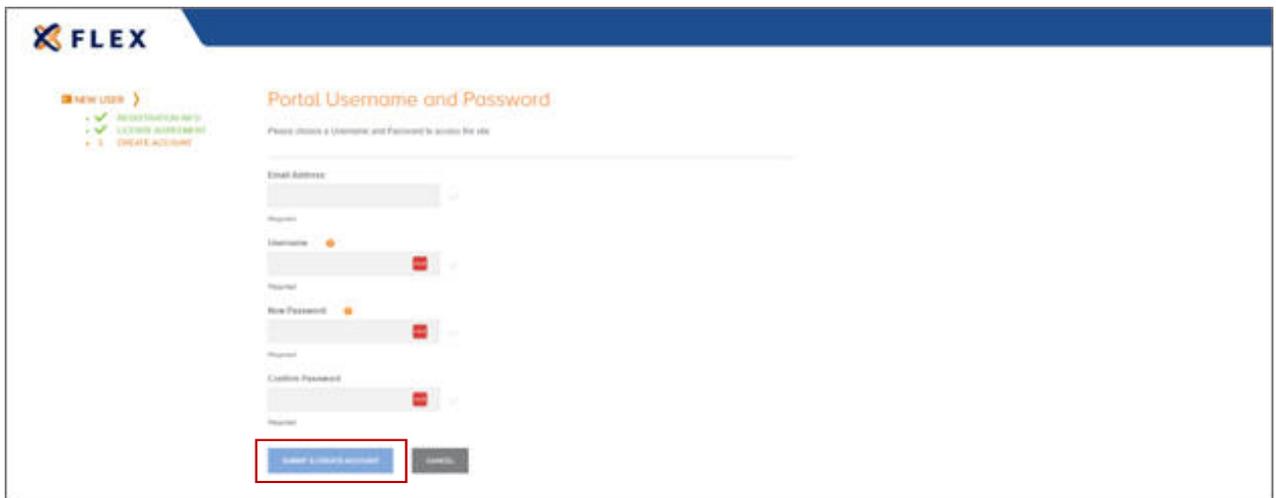
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6. Create and confirm your password.

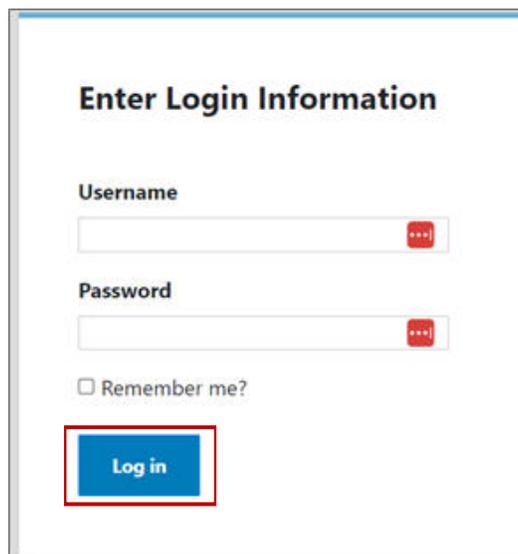
Username: Your username can be the same as your email address. Usernames must be at least 6 characters long and can contain alpha-numeric plus +\_@.

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 portal. The page title is 'Portal Username and Password' and it includes a sub-header 'Please choose a Username and Password to access the site'. The form contains the following fields: 'Email Address', 'Username', 'New Password', and 'Confirm Password'. Each field has a 'Required' indicator and a red 'X' icon. A blue button labeled 'Create Account' is highlighted with a red box at the bottom left of the form.

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**.



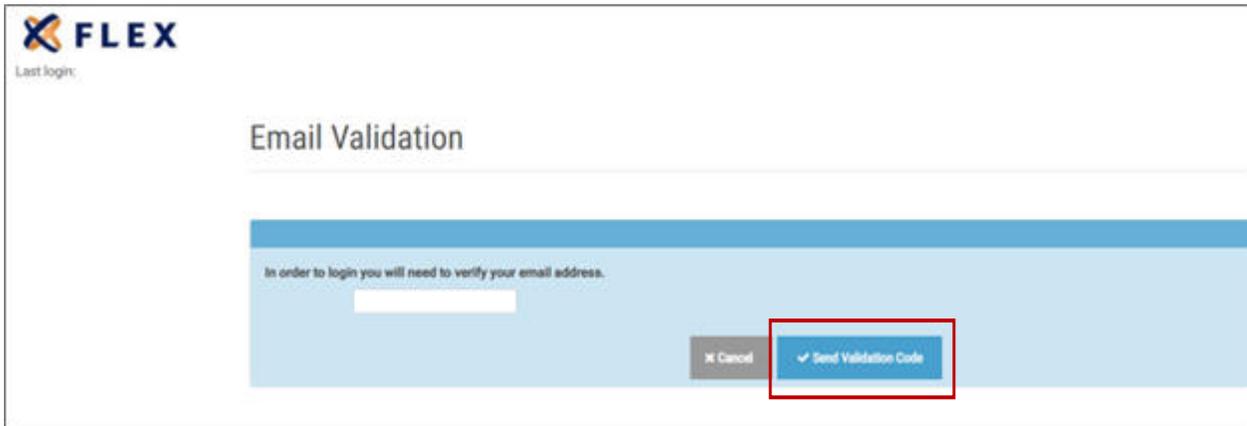
The screenshot shows the 'Enter Login Information' page. It features a title 'Enter Login Information' and two input fields: 'Username' and 'Password'. Both fields have a red 'X' icon. Below the password field is a checkbox labeled 'Remember me?'. A blue button labeled 'Log in' is highlighted with a red box at the bottom of the form.

Questions?

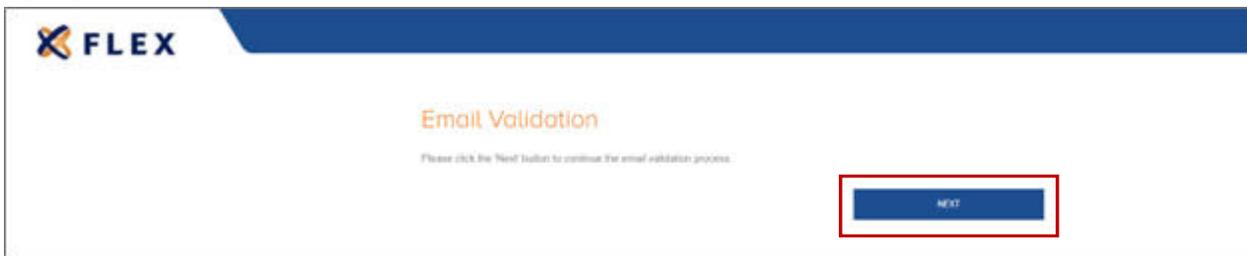
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8. Upon confirmation of login credentials, you will be asked to verify your email. Enter your email and click **Send Validation Code**.



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?

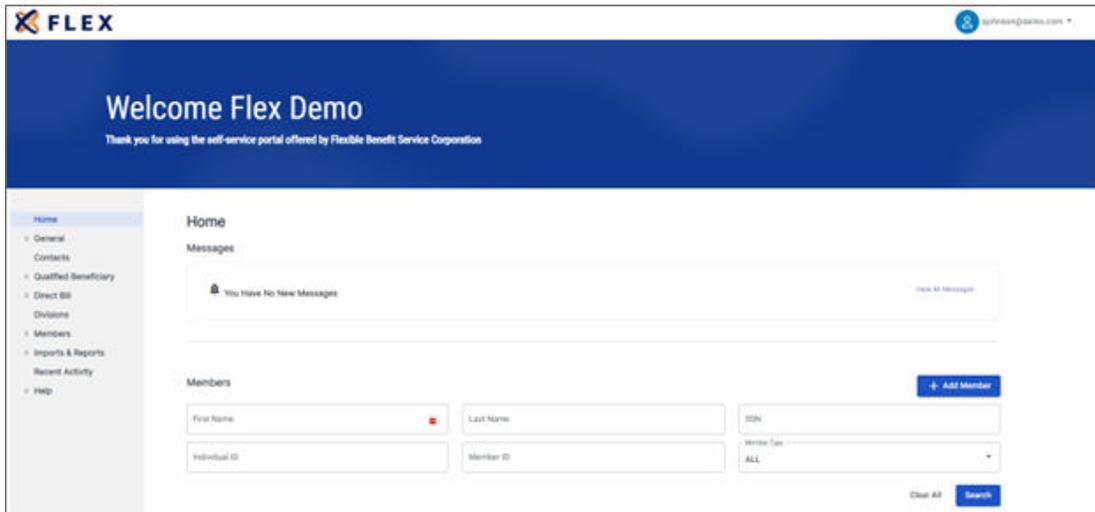
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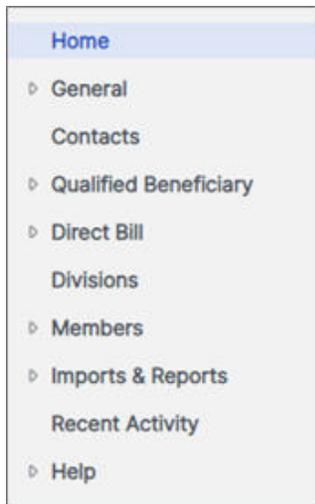
## How to Navigate the Home Page

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.



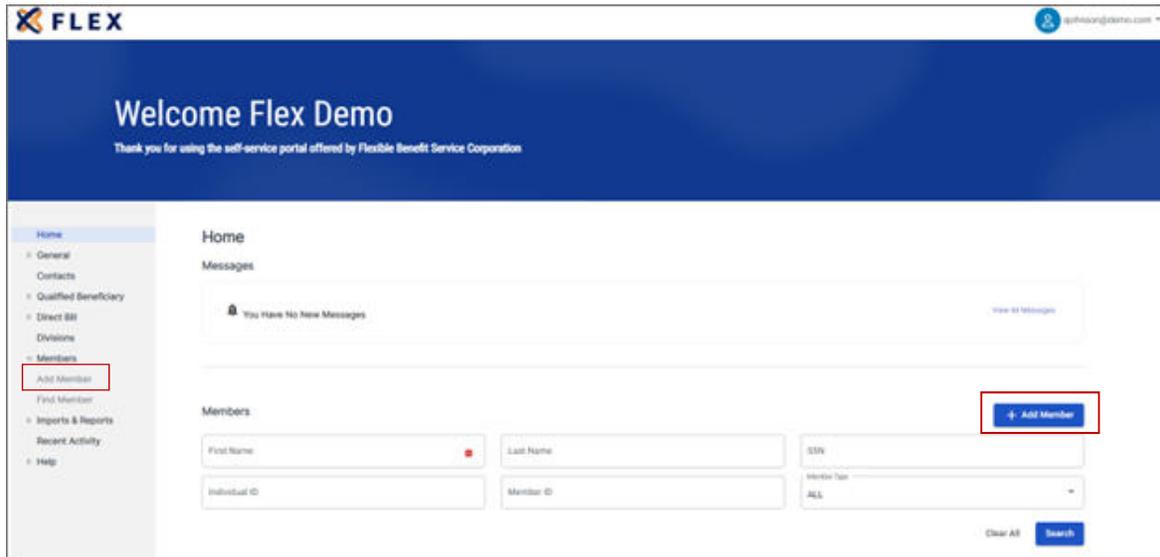
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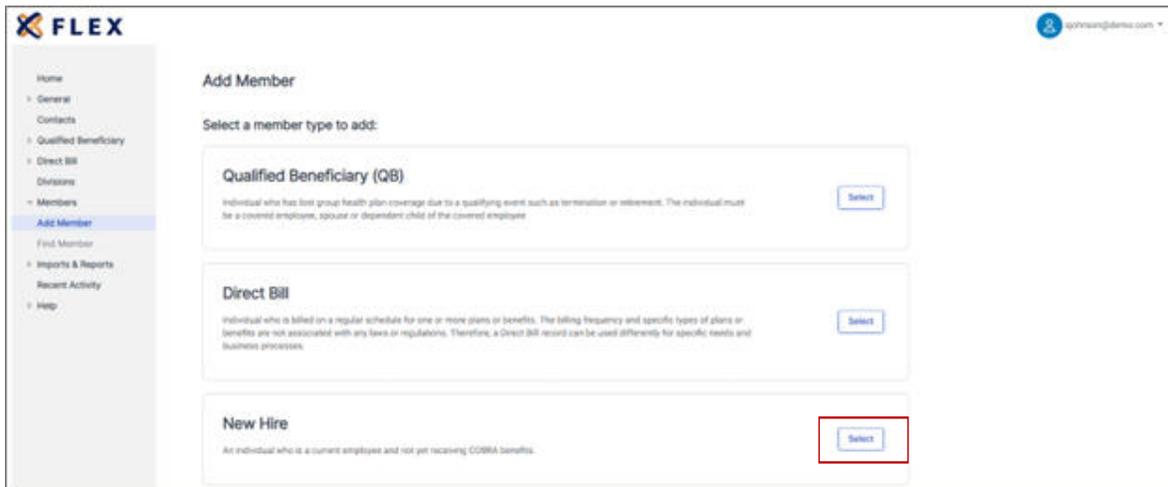
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## How to Add a New Hire

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.



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

**FLEX** johnson@demo.com

### Add New Hire Member

**Employer Information**

Employer Name  
Flex Demo

Company \*  
Flex Demo

Salutation \*

First Name \*  
Tom

MI

Last Name \*  
Smith

City \*  
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 'Is 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

- You will receive a green confirmation pop up that your **New Hire** has been added.
- The appropriate notification letter will be generated by the system and will automatically be mailed to your **New Hire**.

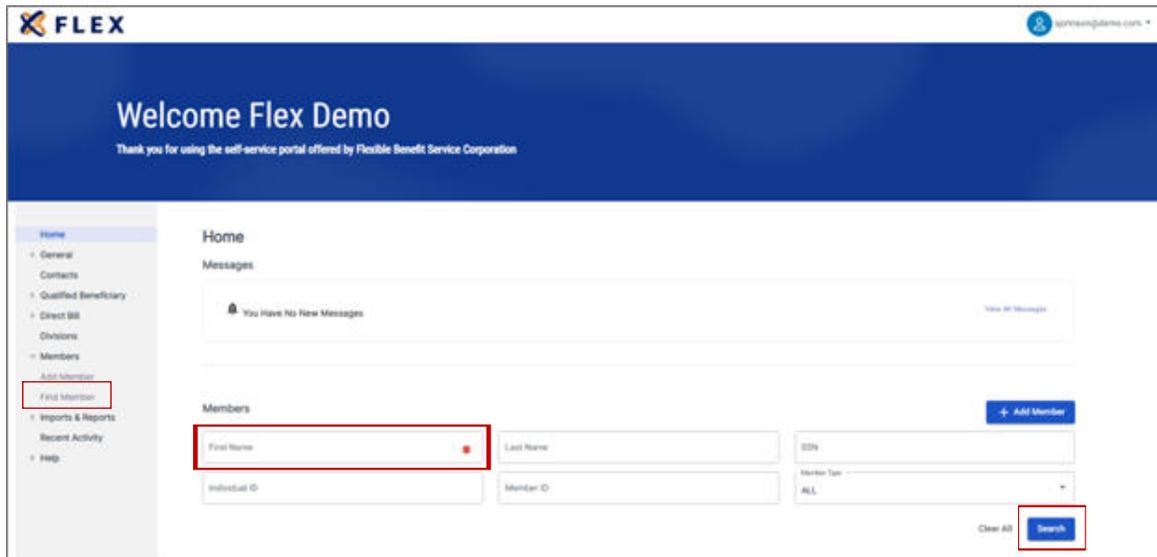
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## How to Process a Qualifying Event (Terminations or Change of Status)

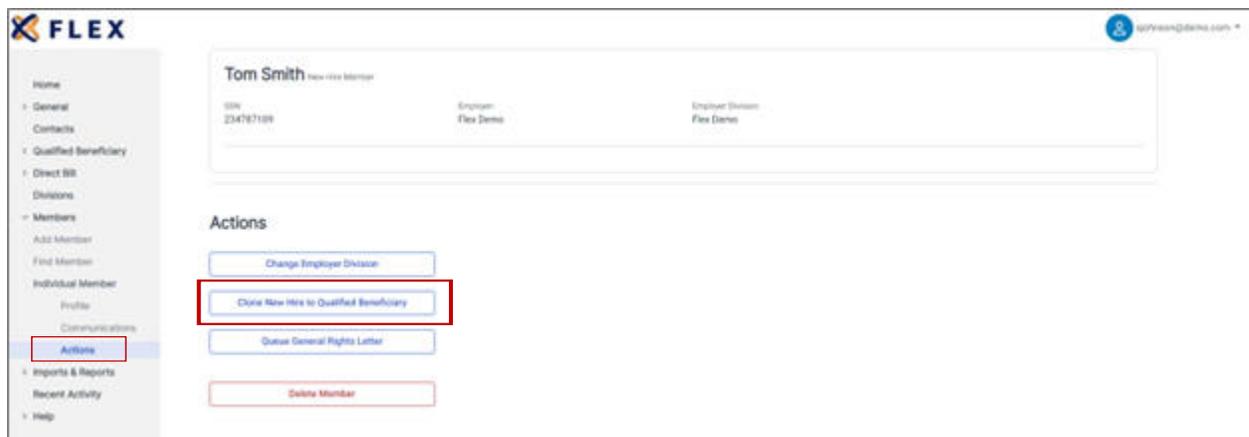
If the **Member** already exists in the system as a **New Hire**, you can clone their demographic information and proceed to add the qualifying event.

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 top navigation bar includes the FLEX logo and a user profile icon. Below the header, there's a 'Welcome Flex Demo' message. The left sidebar contains a 'Home' menu with options like General, Contacts, Qualified Beneficiary, Direct Bill, Divisions, Members, Add Member, Find Member (highlighted), Individual Member, Profile, Communications, Actions, Imports & Reports, Recent Activity, and Help. The main content area is titled 'Home' and features a 'Messages' section with a 'You Have No New Messages' notification. Below that is a 'Members' section with a search form. The search form has fields for First Name, Last Name, SSN, Individual ID, and Member ID, and a 'Search' button. A red box highlights the 'Find Member' menu item and the 'Search' button.

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 member named Tom Smith. The top navigation bar includes the FLEX logo and a user profile icon. Below the header, there's a 'Tom Smith' profile card with fields for SSN, Employer, and Employer System. The left sidebar contains a 'Home' menu with options like General, Contacts, Qualified Beneficiary, Direct Bill, Divisions, Members, Add Member, Find Member, Individual Member, Profile, Communications, Actions (highlighted), Imports & Reports, Recent Activity, and Help. The main content area is titled 'Actions' and features a list of buttons: Change Employer Division, Clone New Hire to Qualified Beneficiary (highlighted), Query General Rights Letter, and Delete Member. A red box highlights the 'Clone New Hire to Qualified Beneficiary' button.

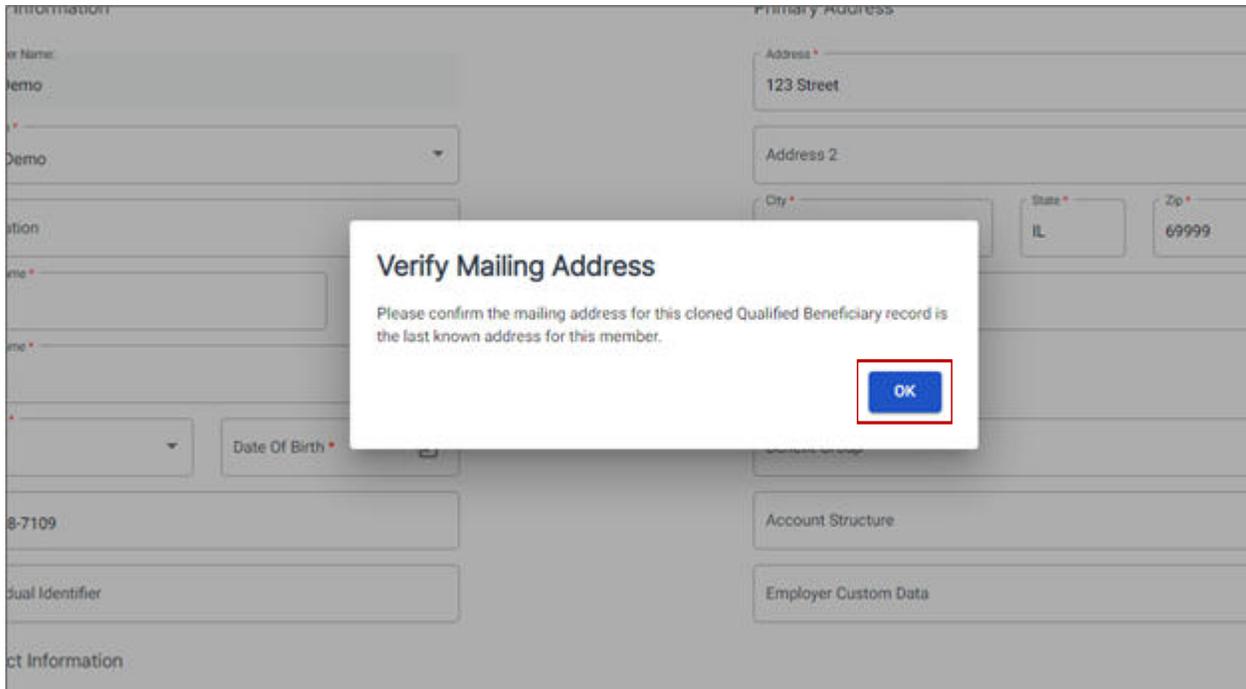
Questions?

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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.



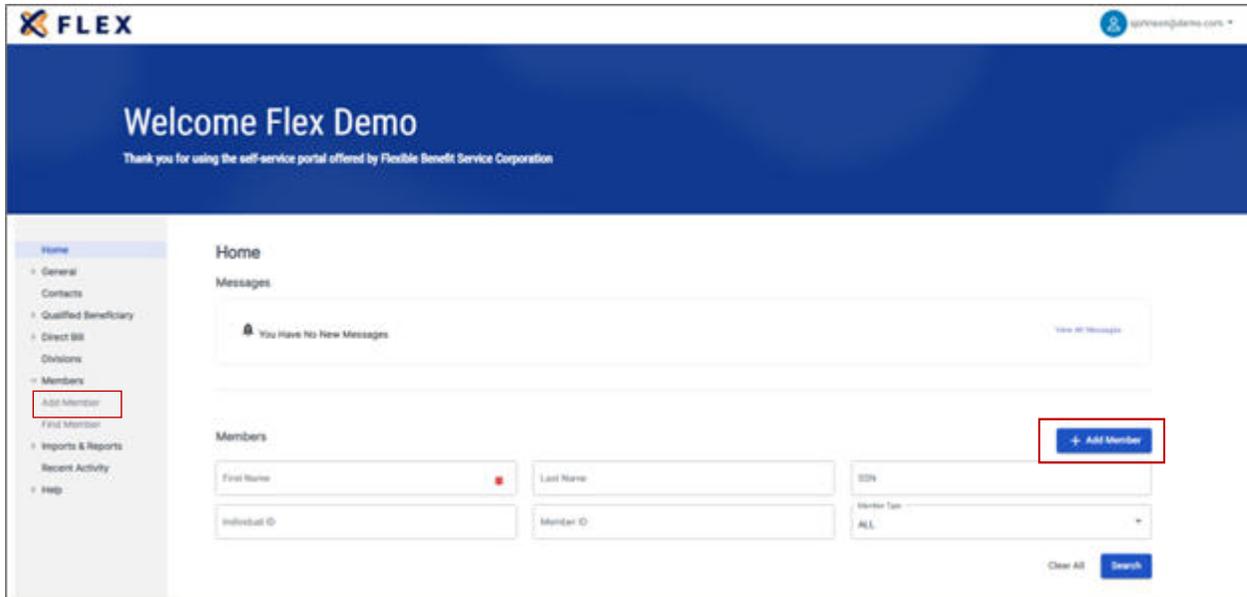
Questions?

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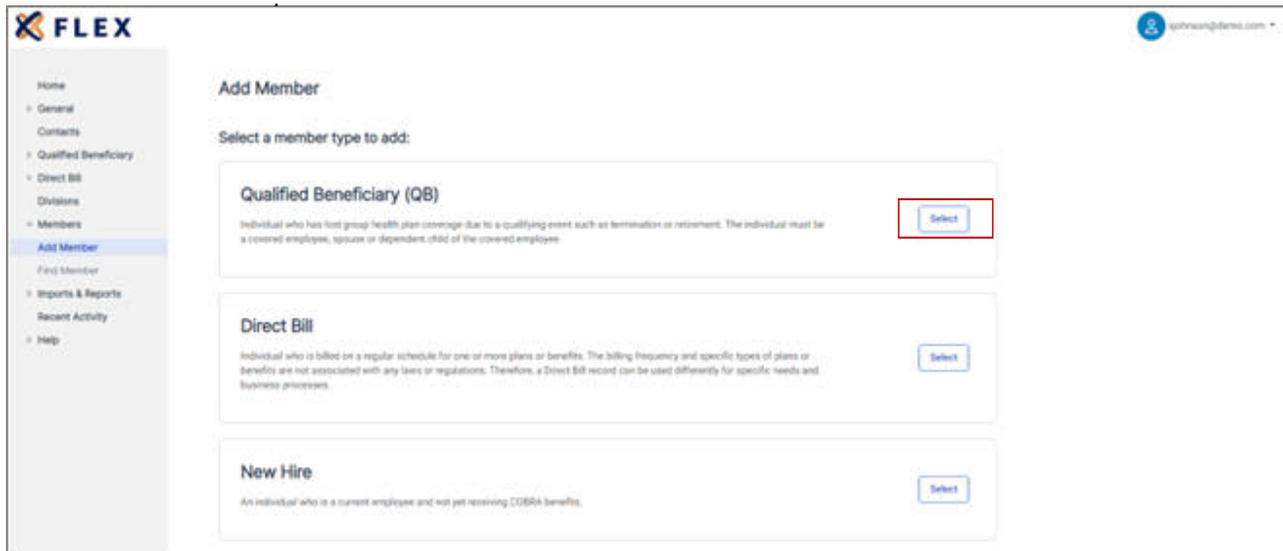
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If the **Member** does not exist in the system, complete the following steps to enter the Qualified Beneficiary's qualifying event.

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



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



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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**

Division \*  
First Name \*  
Last Name \*  
DOB \*  
Sex \*  
SSN \*  
M \*  
Individual Identifier \*  
Phone \*  
Phone 2 \*  
Email \*

**Primary Address**

Address 1 \*  
Address 2 \*  
City \*  
State \*  
Zip \*  
Country \*

Select Plan Categories

Benefit Group \*  
Account Structure \*  
Employer Group Data \*

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 \*  
Employee Type \*  
Payroll Type \*  
Years of Service  
Premium Coupon Type \*

**Event Category**

Employee  Dependent

Event Type \*  
Event Date \*  
Date of Hire/Enrollment Date \*

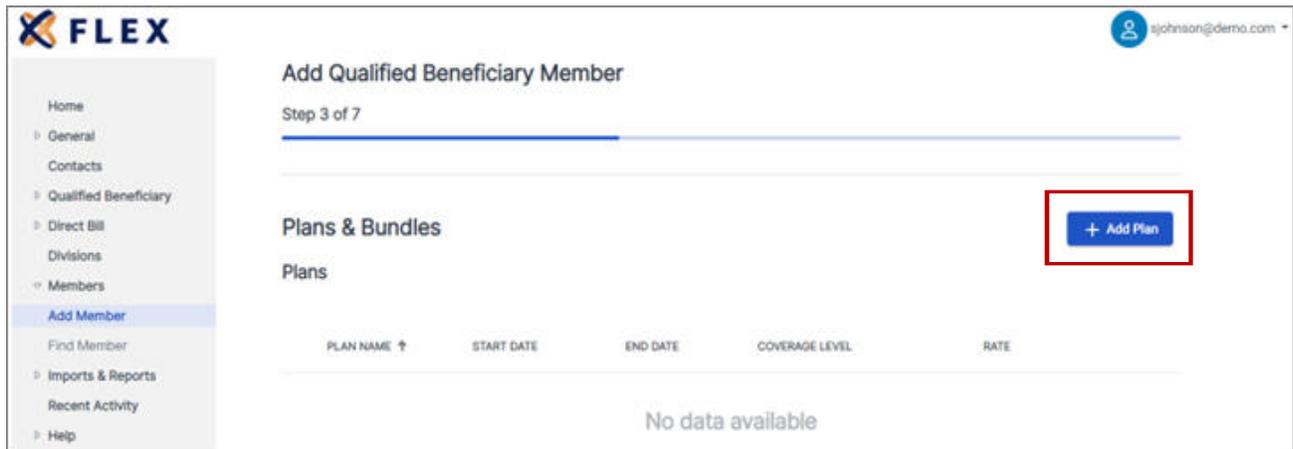
Has this member already been offered COBRA?  
 Yes  No

Cancel Previous Save and Continue

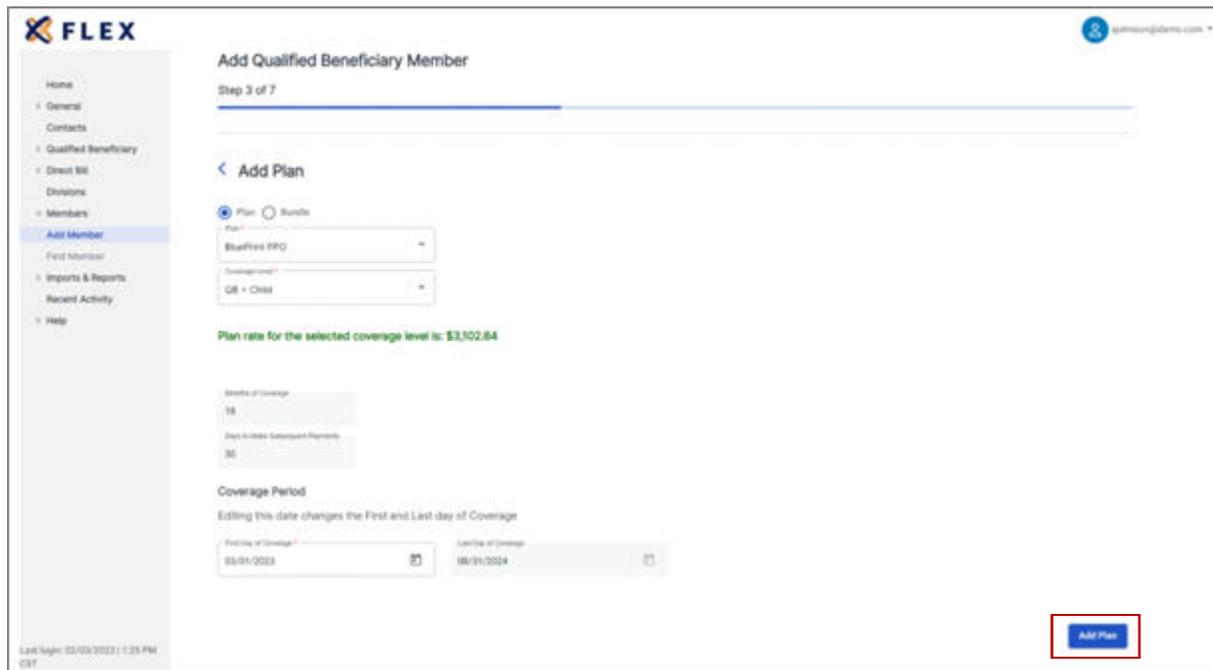
Questions?

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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**.



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.



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

**FLEX**

Add Qualified Beneficiary Member

Step 3 of 7

Plans & Bundles + Add Plan

Plans

MEDICAL

PLAN NAME	START DATE	END DATE	COVERAGE LEVEL	RATE
BlueCross PPO	03/01/2023	08/31/2024	OR + CHIL	\$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 + Add Dependent

NAME	RELATIONSHIP	DATE OF BIRTH	SSN	GENDER
No data available				

Cancel Previous Continue

Questions?

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- 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

Substitution

First Name\*  
Child MI

Last Name\*  
Smith

Gender Date of Birth

SSN

Enrollment Date

Plan Start Date\*  
03/01/2023

Qualified Medical Child Support Order (QMCSO)

Primary Address

Same as Qualified Beneficiary

Address  
12279 Oakview Way

Address 2

City State Zip  
Way CA 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

- 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
<input checked="" type="checkbox"/> 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?**

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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** 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** 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?

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

The screenshot shows the FLEX web application interface. On the left is a navigation menu with options like Home, General, Contacts, Qualified Beneficiary, Direct Bill, Divisions, Members, Add Member (highlighted), Find Member, Imports & Reports, Recent Activity, and Help. The main content area is titled 'Add Qualified Beneficiary Member' and 'Step 6 of 7'. Under the heading 'Letter Inserts', there is a list of checkboxes for various state-specific rights letters: California, Commonwealth of VA, Connecticut, Georgia, Illinois, Minnesota (Continuation and Life Specific Rights), New York, Oregon, Rhode Island, Texas, and VEBA. At the bottom right, there are two buttons: 'Previous' and 'Save and Continue', with the latter being highlighted by a red box. A 'Cancel' link is visible at the bottom left. The top right corner shows a user profile icon and the email 'sjohnson@demo.com'. The bottom left corner displays the last login information: '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**.

The screenshot shows the FLEX web application interface at 'Step 7 of 7' for 'Add Qualified Beneficiary Member'. The navigation menu on the left is the same as in the previous screenshot. The main content area has a section titled 'Letter Attachments' with a table header 'Attach Name'. Below the header, there is a message 'No data available'. At the bottom right, there are two buttons: 'Previous' and 'Add Member', with the latter being highlighted by a red box. A 'Cancel' link is visible at the bottom left. The top right corner shows the user profile icon and the email 'sjohnson@demo.com'.

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

Questions?

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## 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 web 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 content area is titled 'Find Member' and features a search form with fields for First Name, Last Name, SSN, Individual ID, Member ID, and Member Type (set to ALL). There are 'Clear All' and 'Search' buttons. Below the form is a table header with columns: 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 navigation menu includes: Members, 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 member details for Debbie Jackson, including contact information, member information, event information, and additional information.

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## 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** sjohnson@demo.com

**Find Member** + Add Member

First Name: Last Name: bank SSN: Member Type: Qualified Beneficiary

Individual ID: Member ID: 165 Clear All Search

MEMBER TYPE ↑	NAME	MEMBER ID	SSN
> QB	Bank, Bob	165	XXX-XX-2163

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

**Bob Bank** Qualified Beneficiary Member

SSN: XXX-XX-2163 Employer: Flex Demo Employer Division: Flex Demo Event Date: 09/07/2022

First Day Coverage: 09/08/2022 Last Day to Elect: 11/07/2022

Member has not elected

**Communications**

DATE/TIME	TYPE	DESCRIPTION
09/08/2022   12:02 AM	Letter	COBRA Specific Rights Notice Letter
09/08/2022   12:02 AM	Letter	New Member Login Notice

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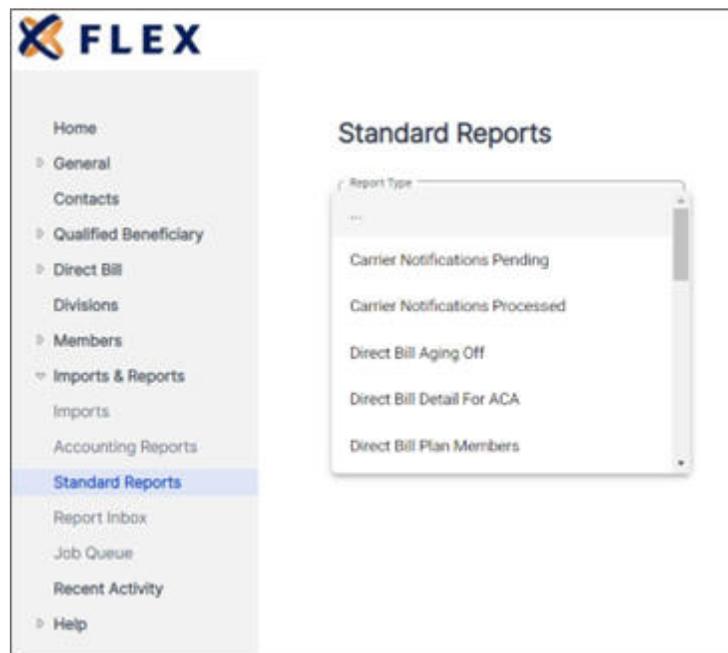
## How to Request, View and Schedule Reports

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.



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### 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 Address(es) \*  
 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**

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.

## 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](mailto:service@myflexaccount.com)**

Questions?

Call us at 888-345-7990 | Option 3

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