# COBRA Letter Process

**Client notifies Eligibility of active employee termination/loss of coverage (LOC)**

Client has 30 days from qualifying event date to provide notification

**Eligibility Analyst enters termination/(LOC) into PowerStepp**

TAT = 2-3 business days

***Overnight system update creates WorkQueue items for COBRA processing***

**Analyst manually enters termination/LOC in COBRA platform and requests notice/letters**

TAT = up to 14 calendar days

**The following morning, the COBRA system is updated which creates the letters**

**Later that same day, around 7:00pm ET, a system sweep uploads copies of letters to the portal.**

**The same day, copies of letters are routed to Mailroom to print and send**

Mailroom will add inserts if applicable

EVHC