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

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

Mailroom will add inserts if applicable

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

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