COBRA First Payment Process

Member returns enrollment form (mail/email/fax)

Member has 60 calendar days to return form

Enrollment received and routed to WorkQueue for later processing

Analyst processes enrollment in COBRA platform

Next morning during COBRA system update, billing information letters created and sent

Member has 45 additional days to make payment

Overnight process updates the portal with the new billing information

After payment is received, member reinstated in PowerStepp

After payment received, vendors are notified of enrollment

EVHC