



Client Experience Guide

WageWorks COBRA/Direct Bill



TABLE OF CONTENTS

Client Experience – COBRA & Direct Bill	3
Employer Web Portal and Login Credentials.....	3
Super Client	3
Client Support.....	3
Participant Data.....	4
Website Data Entry	4
Inbound Electronic Data Exchange	4
Severance	5
State Continuation	5
Outbound Eligibility Reporting	6
Carrier Data Transmission/Eligibility Reporting.....	6
Client Reporting.....	6
Funds Disbursement.....	7
Pay Client	8
Pay Carrier.....	8
Invoicing	8
Participant Experience – COBRA & Direct Bill	8
Participant Web Portal	8
Participant Support	9
Mobile.....	9
Online.....	9
Call Center.....	9
Participant Notices	9
COBRA Notices.....	9
Direct Bill Notices.....	91
Participant Elections.....	11
Initial and OE Election Options	91
Participant Payment Processing.....	11
Payment Options	92
Appendix	12
Administration & Website Guides.....	13
COBRA/Direct Bill Administration Guide	13
COBRA/Direct Bill Website User Guide.....	13
COBRA/Direct Bill Participant Guide.....	133

CLIENT EXPERIENCE – COBRA & DIRECT BILL

EMPLOYER WEB PORTAL AND LOGIN CREDENTIALS

All identified web users will receive login credentials prior to the transition go-live date. Users will receive an email notification containing their User ID and a temporary password.

To access the Employer Web Portal, visit cobrabenefits.wageworks.com and select the Employer Login link from the main landing page. Using the credentials provided, log into the web portal. You will be prompted to change your password upon accessing the site for the first time.

On the website, you will be able to:

- view the plan setup and business rules,
- view general employer level demographics and contact information,
- filter participants by status (Active Employee, COBRA, Direct Bill, Rehire),
- view all participants and their account related information,
- enter an event,
- view communication pieces WageWorks has mailed,
- enter a case for the support team,
- generate reports and
- single sign on (SSO) functionality will be enabled (if applicable) for available HealthCare services through WageWorks 45-days post transition.

For more information regarding the website and its features, please refer to the Appendix section of this document or download the Employer Site Guide by visiting www.wageworks.com/WW-COBRA20/support.

SUPER CLIENT

“Super Client” is configuration model, where divisions are configured as individual clients. This configuration is used when client invoicing and/or participant funds disbursement needs to occur at the divisional level.

As part of the transition discussion, you will be notified if your plan design will require this type of configuration.

What you should know:

- You will receive one set of login credentials that will allow you to access the divisional groups assigned to you.
- New participants will need to be added to the divisional location directory in which they were employed. Be sure that you access the correct division prior to moving forward with any data entry.
- Eligibility reporting can be generated at the Super Client level and/or divisional level.
- Client invoices can be combined into one invoice.
- Participant funds disbursement will be issued for each division separately.

CLIENT SUPPORT

After the migration is complete, your day to day contact will be a dedicated Client Relationship Manager or a team in Client Services. This will be discussed and defined during the migration process.

Case Management System

A Case Management tool is available through the Employer Web Portal. Cases that are entered through the portal are queued automatically to your Client Relationship Manager or Client Services Team. With this tool, you will be able to ask questions, report issues and correspond with the WageWorks team.

System features include:

- HIPAA-secure communication tool
- Real-time monitoring for timely resolution
- Employers can view, search and run reports for their case history online
- Integrated with each participant record and provides a history of events
- Both participant and client interactions (calls, emails and cases) are entered directly into the Case Management System.
- Online reporting by:
 - Type
 - Participant
 - Status
 - Date range

PARTICIPANT DATA

WageWorks accepts new participant data via the website or an inbound data feed. Emails and spreadsheets will no longer be accepted.

What you should know:

- For participants with HCFSA administered by WageWorks, WageWorks will no longer be validating if the participant's accounts are over or underspent. Client is responsible determining participant eligibility. Any participants received with an HCFSA will be offered COBRA continuation for this service.
- Separate dependent addresses cannot be entered. A single correspondence will be sent to the primary qualified beneficiary address on file.

Website Data Entry

Participant and employee data may be entered through the Client Web Portal for both new employees and employees/dependents that are experiencing an event.

What you should know:

- Benefits that are Individually Rated (meaning each participant pays a unique rate) will require that the dollar amount be entered in the field provided.
- To enter a dependent related event within the WageWorks COBRA system, the employee record with the dependents listed must be present in the system. If the employee record with the dependents listed is not already available in the system, the employee record **must be entered first and then you must process the dependent event separately.**

Participant/Dependent data can be edited via the web portal. The name, address, date of birth, date of hire and division/class can be edited on the participant record. The dependent's name, social security number, date of birth, gender and relationship can be edited.

For instructions on how to enter participant data via the website, please refer to the Website User Guide by visiting www.wageworks.com/WW-COBRA20/support.

Inbound Electronic Data Exchange

Clients that currently provide their participant data via an electronic feed will not be required to reprogram to a new file specification or make updates to how they transmit the file. WageWorks will take the existing data files and route them to the WW COBRA platform. The routing process will begin one (1) week prior to GO LIVE.

Once your inbound COBRA/DB data file is received and processed, you will receive an email titled "File Processing Results". The email will provide a summary of the data that was successfully imported and all errors, if applicable. The email will provide a link to the client web portal. Once logged in to the web portal, select the "Reports Tab" and then "Processing Report". This report can be download into excel and

reflects all participants processed and provides detailed information on any errors that rejected and require your review.

For clients that do not currently provide their data via an electronic feed but would like to consider the option for on-going administration, please notify your Relationship Management contact.

SEVERANCE

What you should know:

- There are several ways to configure severance on the WageWorks system. We will determine the best configuration to build during the migration process.
- Percentage, monthly amounts, one-time credit amounts and active rates or plan level severance arrangements can be accommodated.

STATE CONTINUATION

The WageWorks COBRA system supports state continuation for the following states:

- California
- New York
- Texas

What you should know:

- WageWorks will prepare and mail a State Continuation Notification letter to each eligible individual upon:
 - receipt of notification of a qualifying event, or
 - the expiration of the maximum COBRA coverage period, to the extent that WageWorks provides COBRA services under the agreement and that state continuation is applicable to the employer's health plan.

WageWorks will process eligible participant elections that are received on time and prepare and mail premium billing to the address of each participant for all past and current amounts owed to activate the continuation of coverage. Additionally, WageWorks collects premiums from participants (or third parties on behalf of participants, where applicable) and communicates participant eligibility.

For additional information, please refer to the WageWorks Client administration guide within the Appendix of this document or by visiting www.wageworks.com/WW-COBRA20/support.

OUTBOUND ELIGIBILITY REPORTING

Carrier Data Transmission/Eligibility Reporting

For clients that are contracted with WageWorks to have Eligibility Reporting sent to the carriers, WageWorks will transmit eligibility data to the carriers one of two ways – electronic file or standard eligibility report. Your account will be configured using the current method and frequency.

Electronic File

WageWorks will work directly with your carriers/vendors to implement outbound files that meet the carrier's/vendor's specifications. If a carrier/vendor is unresponsive, WageWorks may ask you to intervene. Your support will help to ensure the carrier is appropriately engaged and communicating with us in a timely manner.

Standard Eligibility Report

For those carriers that are not configured to receive an electronic file transmission, an eligibility report will be issued (sample below). Eligibility reports are system generated and scheduled to be automatically sent to the carrier contact verified during implementation.



WageWorks Sample
Standard Eligibility Re

What you should know:

- Two (2) sets of reports can be scheduled and issued to your Carriers:
 - Weekly Eligibility reporting – the weekly eligibility report will contain all changes that have occurred since the last eligibility process occurred.
 - Monthly Eligibility reporting – the monthly eligibility report will be a full eligibility report list all participants that should be currently enrolled.
- The designated HR representative will receive copies of the weekly and monthly reports. This individual should confirm that the carrier is properly processing the information that has been provided.

CLIENT REPORTING

WageWorks has a number of reports available to assist in the management of your benefit programs. The reports available include:

Report	Description	Production Format(s)	Production Method & Frequency	Current Report Equivalent
Return Mail Report	This report provides a listing of all undeliverable correspondence returned to WageWorks.	PDF, CSV	<u>Method:</u> Scheduled – on Website, auto-posted. E-mail notification. <u>Frequency/Availability:</u> Weekly	n/a
Standard Eligibility Communication (Non-File transfer Carriers only)	This report is provided to the client/carrier as notification of additions, changes, or termination of coverage.	PDF, CSV	<u>Method:</u> Scheduled – on Website, auto-posted. E-Mail notification. <u>Frequency/Availability:</u> Weekly - Changes Only Monthly - Full Report	Participant Report Termination Report
Premium Statements	Monthly statements listing qualified beneficiaries' names, type of coverage, and premiums collected throughout the month.	PDF	<u>Method:</u> Website, auto-posted. <u>Frequency/Availability:</u> Monthly, available after the 10 th business day of following month	Pre-Payment Register Carrier Totals By Status
Client Remittance Report	Provides details to support the net settlement check for COBRA and Direct Bill clients.	Excel	<u>Method:</u> Website, auto-posted. <u>Frequency/Availability:</u> Monthly, available after the 10 th business day of following month	Payment Received Pre-Payment Register Carrier Totals by Status

Report	Description	Production Format(s)	Production Method & Frequency	Current Report Equivalent
Carrier Premium Remittance Reports	Shows participants who have elected and paid for COBRA continuation coverage through the coverage period. If there is more than one health plan, the report will have multiple pages.	PDF	<u>Method:</u> By user via the web portal <u>Frequency/Availability:</u> Monthly	Pre-Payment Register Carrier Totals by Status
Monthly Fee Invoice	Monthly plan sponsor account fee invoice using a breakdown of administration, activity, and setup fees.	PDF	<u>Method:</u> Website, auto-posted. <u>Frequency:</u> 10 th business day after month close	Invoice
Subsidy Admin Fee Detail Report	Lists participants that make up administrative fees line item in Premium Statement	PDF	<u>Method:</u> By user via the web portal <u>Frequency/Availability:</u> Monthly	Subsidy Report
Processing Report	This report enables download of participants processed via an import job into an Excel spreadsheet. Excel spreadsheet contains participant and dependent information in standard layout along with any exceptions.	Excel	<u>Method:</u> Web <u>Frequency/Availability:</u> As file is processed	n/a
Severance Statements	Invoices applicable to pay carrier clients when participant is on subsidy/severance	PDF	<u>Method:</u> By user via the web portal <u>Frequency/Availability:</u> Monthly	n/a

Please Note: Additional file formats may be available upon request.

FUNDS DISBURSEMENT

During each month, WageWorks will collect participant premiums on your behalf. The collected funds are disbursed by the 10th business day of the following month. WageWorks is able to disburse the funds to you, to your carriers or a combination of both. (Please note: Disbursements will occur once monthly. No other frequencies will be supported.)

Pay Client

What you should know:

- Funds may be disbursed by check, ACH or wire.
- Employers that are currently setup with an ACH Credit will not be required to complete new ACH authorization paperwork.

- Employers may utilize the **Premium Statement and/or the Client Remittance Report** as backup for the amount being disbursed. These reports are sent each month to the designated HR representative.

Pay Carrier

- Full Carrier Remittance – WageWorks remits all premiums back to the carriers. The client does not receive any premiums. Note: If you have an FSA plan, this option cannot be selected as FSA premiums can only be disbursed back to the client.
- Partial Carrier Remittance – WageWorks remits part of the premiums (ASO fees, direct bill premiums or for selected plans only) to the carrier and the remainder to the client. A premium allocation report will show the allocation of future premiums and will match the check received from WageWorks. Note: Selecting this option will result in any future premiums, paid by participants in advance, to be forwarded to the client. WageWorks remits all premiums collected and it is difficult to recoup premiums from the carriers after they've been applied to accounts.

What you should know:

- WageWorks will need to know if each plan is fully insured or self-insured.
- Carriers that are currently receiving funds via ACH will continue to receive their funds in this method. WageWorks will transfer ACH account details as part of the transition.
- Carrier funds disbursement will occur by the 10th business day of the month. Carrier payments will be made using the funds that have been collected for the month. If the employer is required to provide additional funds, carrier disbursement will not occur until the employer has provided the additional funds.
- If WageWorks is currently paying the carriers on your behalf, we will continue to do so. The Employer will be required to fund WageWorks with any amount that is considered 'Employer Paid' as part of Severance Arrangement. Employers may utilize the Severance Statement as backup for the amount that should be sent to WageWorks to cover severance premium.

Please note: Clients utilizing the WageWorks optional carrier remittance service will receive a Premium Allocation Report separate from their monthly activity report, which lists COBRA participant names and carriers who have been forwarded the premiums.

INVOICING

If you are responsible for paying administrative fees to WageWorks, invoicing is the administrative fees billed for COBRA/Direct Bill services you have contracted for.

What you should know:

- The invoice is accessible in a PDF format and is issued monthly via email and is also posted to the Client Web Interface.
- The invoice is generated by the 10th business day of the month.
- The invoices can be viewed and printed under the Report section of the Client Web Interface.

See the Employer Web Guide for additional information regarding access and printing the invoice via the web.

Participant Experience – COBRA & Direct Bill

PARTICIPANT WEB PORTAL

All qualified beneficiaries will receive web portal information and login instructions in the Qualifying Event notice (new events) or Transition letter (existing participants). Each invoice also contains the web portal information.

On the website, the participant is able to:

- make their initial election,
- make their monthly payment or sign up for ACH deduction,
- make Open Enrollment changes,
- view communication pieces WageWorks has mailed and
- enter a case for the support team.

For more information regarding the website and its features, please refer to the Appendix section of this document or download the Participant Site Guide by visiting www.wageworks.com/WW-COBRA20/support.

PARTICIPANT SUPPORT

The participant services department is dedicated to responding to questions and concerns of the COBRA qualified beneficiaries in a proficient and timely manner. This unit answers participant and healthcare provider inquiries regarding COBRA continuation coverage, premium payments, eligibility, elections and more. Participants will be instructed to address any of their questions to the participant services department. Qualified beneficiaries have access to the WageWorks automated 24-hour interactive voice response (IVR) system for access to detailed account information.

What you should know:

- Every participant will be assigned a unique system ID.
- The participant will be able to request a password reset online, through a Call Center representative or through an email request.

Mobile

- 24/7 account access on mobile device
- FAQ's and other resources
- View payment history and due date

Online

- 24/7 secure account access
- Establish one-time or automatic payments
- View account notices quickly

Call Center

- All calls are recorded
- Specialized customer service teams
- Available Monday through Friday from 7 a.m. to 7 p.m. Central Time, excluding company holidays

PARTICIPANT NOTICES

WageWorks has a standard letters suite that includes both COBRA and Direct Bill notices that are compliant with the Department of Labor standard requirements. The letters available include:

COBRA Notices

Notice	Purpose	Current Notice Equivalent
COBRA Initial Rights Notice (CLC01)	Notify employees and their families of the rights and obligations under COBRA.	Initial COBRA Notice
COBRA Election Notice (CLC02) (CLC07)	Initial benefits availability letter sent to qualified beneficiaries to notify them of their rights under COBRA at the time of the qualifying event.	COBRA Election Notice – 18-month event and 36-month event – CLC02 COBRA Election Notice-CLC07 – death of covered employee
Payment Invoice (CLC27)	Monthly statement to members. This statement contains payment information, including amount due (if applicable), past amount due (if applicable), payment due date and where to send payment. Participant Invoices are mailed around the 7 th of each month	Coupon Book
Rate Change Invoice (CLC29)	Inform continuants of plan premium increases or decreases. Only sent if not contracted for Open Enrollment services.	Open Enrollment Notice
Return Check Notice	This letter is sent with unaccepted checks back to the participant and indicates the reason for the return.	Returned Payment Notice
On-line Bank Return Notice	Notify continuant that the payment that was initiated through the Web Site has been returned.	Non-Sufficient Funds Notice
COBRA Open Enrollment Notice (CLC17)	Inform continuant of an Open Enrollment opportunity. Notice contains an election form and instructions on how to enroll through the web. (This letter is optional based on contracted services.)	Open Enrollment Notice
COBRA NSF Notice (CLC19)	Notify the continuant when premium payment has been returned for insufficient funds	Non-Sufficient Funds Notice
COBRA Cancellation Notice (CLC04)	Inform continuant that coverage has been cancelled.	COBRA Termination Notice
COBRA Expiration Notice (CLC13)	Inform continuants that the maximum COBRA period is scheduled to expire and of any possible plan conversion options. Notification is sent 60 days prior to expiration of COBRA coverage	COBRA Expiration Warning Notice

Direct Bill Notices

Notice	Purpose	Current Notice Equivalent
Payment Invoice (CLR01)	Monthly statement to members. This statement contains payment information, including amount due (if applicable), past amount due (if applicable), payment due date and where to send payment. Participant Invoices are mailed around the 7 th of each month	Coupon Book
Direct Bill Cancellation Notice (CLR04)	Inform continuant that coverage has been cancelled.	Direct Bill Termination Notice

You may view samples of the standard letters by visiting www.wageworks.com/WW-COBRA20/support.

What you should know:

- Copies of participant notices may be viewed and downloaded by clients and participants via the web portal.
- Past Due Notice is an optional service. Participants will receive a monthly statement that will notify of any open balance.
- All COBRA and/or Direct Bill notices are mailed out 24 to 72 hours after the event is received.

PARTICIPANT ELECTIONS

What you should know:

- In the event of a second qualifying event, an election is required to continue coverage. Participants will not be auto-enrolled. (i.e. Employee terminates employment and elects COBRA continuation covering both self and spouse. Employee notifies WageWorks of divorce. WageWorks processes a second qualifying event and sends COBRA Election Form to spouse. Spouse will need to elect coverage to continue. Spouse is no longer auto-enrolled and is sent payment invoices.)
- WageWorks will no longer offer participant election for Direct Bill services. All Direct Bill participants will be auto-enrolled in their benefits and receive a payment invoice.

Initial and OE Election Options

COBRA participants may elect coverage continuation and/or annual enrollment changes using one of the following methods:

- Online Web Enrollment at *mybenefits.wageworks.com*
- Mail Paper Election form:
WageWorks
P.O. Box 226101
Dallas, TX 75222
- Fax Election Form:
866-450-5634

PARTICIPANT PAYMENT PROCESSING

What you should know:

- Your participants will receive an invoice each month between the 8th and 15th for the following month's premium. They will no longer receive a year's worth of coupons.

- If the participant is not paid through the current month at the time the invoice is generated, the invoice will also reflect the current month's payment as past due.

Payment Options

Participants may make their monthly payment using one of the following methods:

Payment by check

- Payment being made by check should be sent to:
WageWorks
P.O. BOX 660212
Dallas, TX 75266-0212
- Payment being made by check should be accompanied by the coupon contained in the monthly invoice statement. Payments received without the coupon will still be processed; however, additional research will be required to apply the payment. This may cause a delay in processing.

Online one-time electronic payment

- Participants can log into the portal and make a one-time payment. The payment can be for any number of month's premiums.
- The payment can be made using a checking account or savings account only. Credit cards are not accepted unless contracted for this additional service. Clients are responsible for fees incurred.
- There is no fee for making a payment online.
- Unlike a reoccurring ACH Debit, the payment must be initiated by the participant each time.
- Participants who previously scheduled one-time payments using a future payment effective date that is greater than 30-days post transition will need to re-submit.

WageWorks Interactive Phone System (IVR)

- Payment can be made over the phone using the IVR system by calling 888-678-4881 and following the prompts.
- Payment can only be made using a checking or savings account. Credit cards are not accepted.
- There is no fee for making a payment using the IVR system.

Reoccurring ACH Debit

- Available to both COBRA & Direct Bill participants.
- Participants that are currently utilizing the reoccurring ACH Debit payment method to have their monthly premiums deducted from their checking or savings account will not be required to reapply for this service. Their current banking information will be transferred to the WageWorks COBRA/Direct Bill system as part of the transition process.
- The participant reoccurring ACH Debit schedule will be changing slightly. Currently, funds are deducted from the participant's account around the 10th of the month for the current month's premium. Going forward, deductions will be pulled between the 26th and the 29th of each month for the following month's premium.
- Participants may enroll in the ACH set-up at any time through the Participant Web Portal.

Underpayments

- When a premium payment is received that is less than or equal to the lesser of \$50 or 10% of the COBRA premium required by the plan, WageWorks will notify the participant and allow 30 days to pay the deficit, according to the notice procedures described in the IRS COBRA regulations. Payment shortfalls of \$0.99 will be considered paid in full and no action will be required by the participant.

Non-Sufficient Funds Fee

- A \$25.00 fee will be assessed for checks returned due to non-sufficient funds.

Appendix

ADMINISTRATION & WEBSITE GUIDES

COBRA/Direct Bill Administration Guide



COBRA Admin
Guide.pdf

COBRA/Direct Bill Website User Guide



Client Website User
Guide.pdf

COBRA/Direct Bill Participant Guide



Participant Web
Guide.pdf