

My COBRA Resource



AMERICAN BENEFITS GROUP

Empowering Technology. Exceptional Service.

**COBRA & Direct Premium Billing
Administration and Compliance Solutions**

Background

The Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA) amends sections of the Employee Retirement Income Security Act (ERISA), the Internal Revenue Code, and the Public Health Service Act (PHSA). COBRA requires group health plans to offer certain individuals, known as “qualified beneficiaries”, who would otherwise lose their group health plan coverage as a result of a specific qualifying event, the opportunity to continue their group health plan coverage for a specified period of time at applicable group rates. In a typical COBRA continuation coverage scenario the individual receiving COBRA coverage is responsible for paying the amount of the coverage.

Protecting the Employer from COBRA’s Bite

Even under normal circumstances, many employers simply do not have the resources to dedicate to administering their COBRA obligations accurately, efficiently, and effectively. With the significant changes introduced by the Act and the limited time in which to implement the changes, many employers will struggle to meet their obligations.

By partnering with the right COBRA administration vendor, an employer can shift much of the administrative burden and expense associated with COBRA administration, freeing the employer to focus on more pressing matters.

For many employers, outsourcing these duties represents an immediate cost savings. When the administrative savings are coupled with the reduction in liability and the actual claims savings, outsourcing COBRA administration can prove to be a significant cost savings measure for any employer.

COBRA Compliance Services

COBRA Administration deals with many federally regulated guidelines. You will find that our service is comprehensive in every respect. We can help relieve the burden of compliance and the headaches associated with these complex federal regulations. Our standard COBRA administration services include all of the following:

- Online Access for Clients and Participants
- Full COBRA Lifecycle Administration
- All Notifications with the DOL, including late payment letters
- Full Import and Export Functionality
- HIPAA Assistance
- Premium Collection and Eligibility Reconciliation
- Monthly Billing Notices or Payment Coupons
- Insurance Carrier Management
- Eligibility Management
- Medicare Entitlement Monitored
- Annual Enrollment Services
- Communication to All Qualified Beneficiary for Any Plan or Premium Change
- State Continuation and Mini-COBRA Administration
- Audit Trails
- General COBRA Consulting to Client

Direct Premium Billing

American Benefits Group works with your employer as the administrator for this billing service. Our participants typically include:

- Employees on a leave of absence
- Employees who are on FMLA (Family and Medical Leave Act)
- Retirees who have joined an employer’s retiree health plan

Technology as a Tool

As a leading national COBRA administrator, American Benefits Group coordinates every aspect of your COBRA administration, from setup through qualifying event management and COBRA premium billing and payments. You'll use our secure client website to enroll new members, report qualifying events and review your monthly management reports. From that point, our COBRA experts assume all compliance administration responsibilities.

No more paper forms to track or faxes to lose. Utilizing the power of our web-based system, we are always available to you, able to respond and mail COBRA event letters and notices within 24 hours of notification. An electronic image of every letter and notice sent to any of your qualified beneficiaries is stored in that member's record, so there is never any doubt about which notices were sent and when.

Unmatched Security

Our COBRApoint system is hosted in a \$70 million Tier 4 data center which is PCI compliant, SAS 70 Type II reviewed and IBM and CISCO certified. The role the data center plays is to provide both physical security for our servers as well as assist in assuring availability of our systems.

Protecting the data entrusted to us is a responsibility we take seriously. Each authorized user must have uninterrupted access to their data while we simultaneously ensure that no unauthorized access takes place. Our security strategy is multi-faceted and multi-layered and employs the latest technologies.

- Communications between our COBRA point system and our users' browsers is encrypted using SSL.
- We employ daily third-party vulnerability scanning which tests for PCI and FBI/SANS compliance.
- Our server architecture utilizes multiple layers of firewalls and completely isolates our database servers from the Internet.
- Each user of every type (administrator, employer, broker, participant) has a unique user name and password, and each user's access to information is restricted to only the information they are authorized to see. User passwords are encrypted in our database.
- Each customer has a unique, dedicated database.
- High security standards are enforced for all of our user logins—including 3-try-logout and secure passwords.



Five Star Review

Being in a situation to require COBRA coverage is unfortunate and extremely stressful. However, American Benefits Group has been a pleasure to deal with and has eased my stress. Every question and communication has been handled with courtesy and professionalism. I truly am thankful for the staff and their manager.



About American Benefits Group

American Benefits Group (ABG) is a wholly owned subsidiary of NFP, Inc. a powerful, national partnership of over 180 owned and 350 affiliated independent corporate benefits consulting and diversified financial service firms that provide informed and innovative benefits strategies customized for over 40,000 employers of all sizes. As the national platform partner for NFP. Benefits, American Benefits Group provides Flexible Spending Accounts, HRA, HSA, Section 132 Transit, and COBRA & Direct Premium Billing administrative services to the employer clients of NFP companies nationwide.

Unmatched Expertise

Our professional benefits administrative staff is knowledgeable in every aspect of employee benefits plan design, compliance and reimbursement account administration. All of our administration team members are professionally certified and receive continuous advanced training. With over 100 years of combined industry experience in Cafeteria Plans and Flexible Spending Accounts and COBRA administration, American Benefits Group's team is dedicated to sharing our expertise with you and your employees.

A Concierge and Boutique Service Model

Every employer client works with a dedicated account service team that manages all aspects of their program. Your account service team pays careful attention to understanding the needs of your company, your participants and the scope of your plan.

Our mission is to define a level of service that is unmatched in the industry today, and exceeds our client's expectations in every way.



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