



COBRA Administration Services Cost Estimate Supplement





This supplement describes standard and optional services, providing additional details about the offerings included in a BAS/CCS COBRA Administration Services Cost Estimate.

If you do not see a service listed in this supplement that you may require, please contact a BAS Sales Executive to discuss and we will endeavor to find a solution.

Table of Contents

03 Implementation + Annual Renewals

04 Notices

05 Open Enrollment Options

06 Premium Collection + Fees

06 Reporting

07 Customer Service

08 Client Premiums

09 Fees

Implementation + Annual Renewals

The COBRA Record Keeping and Compliance Support Implementation and Renewal Services involve the initial setup and ongoing management of COBRA-related records to ensure compliance. This service includes tracking offers of COBRA, elections of coverage, and collection of premium payments. Additionally, during renewal periods, this service ensures that plan premiums amounts are updated according to data provided by client, and compliance processes are reviewed and refreshed, supporting the client in maintaining adherence to COBRA requirements year after year.

1. BAS Dedicated Implementation Team Services

This specialized group of professionals focuses on guiding clients through the successful setup and integration of COBRA administration services. This team works closely with the client to understand their specific needs, manage timelines, and ensure that COBRA-related processes are implemented efficiently and in full compliance with regulatory requirements. Their expertise ensures a smooth transition into BAS's COBRA services, providing the client with confidence and support throughout the implementation phase.

2. File Import One-Time, Build & Setup

The One-Time File Import Build & Setup Services involve the design, development, and configuration of a custom import process to integrate client data into the system. This service includes mapping data fields, testing the import functionality, and ensuring that all necessary data is accurately transferred and organized. By setting up this import process, the service enables efficient and seamless data management, reducing manual entry and ensuring the client's data is correctly integrated from the outset. Fee is per File Setup.

3. BAS Processing of Client's Recurring COBRA Employee & Continuant File for Importing into MyEnroll360

The BAS Processing of client's Recurring COBRA Employee & Continuant File service involves the regular handling and preparation of the client's COBRA-related employee and continuant data for seamless import into the MyEnroll360 platform. This service ensures that all relevant individuals' information is consistently updated and accurately reflected in the system, facilitating ongoing COBRA administration, compliance, and reporting. By automating this recurring process, BAS helps maintain up-to-date records and reduces the potential for errors in COBRA management. Annualized Fee.

4. Convert Current Continuants to BAS Billing

This service involves transitioning the client's existing COBRA continuants into BAS' billing system. This service includes capturing and migrating necessary data for each continuant, ensuring that their billing

information is accurately set up within the BAS platform. By converting these records, the service facilitates a smooth transition to BAS' billing services, ensuring that continuants are correctly billed and managed moving forward. *Fee per Continuant Converted.*

Notices

1. General Rights Notice (GRN)

This service involves the preparation and mailing of a formal notification to active employees and their dependents who enroll on the group's health plan. This notice ensures that employees and their families are aware of their rights to continue coverage under COBRA if they lose coverage in the future due to a qualifying event. *Fee per letter sent.*

2. Qualifying Event Letter Service (QEL)

This service involves the preparation and mailing of a formal notification to individuals who client designates as experiencing a qualifying event, such as termination of employment or reduction in hours. Each letter outlines the individual's COBRA continuation rights, available coverage options, and important deadlines for electing coverage. This client-directed service ensures compliance with the employers Continuation Coverage policy, informing individuals of their rights and next steps, thereby supporting a smooth and transparent continuation coverage process. *Fee per letter sent.*

3. Continuant Short-Pay Letter Service

This service involves generating and sending notifications to COBRA continuants who have submitted an insufficient payment when the employee owes less than \$50 or 10% of the premium. The letter details the outstanding balance, provides instructions for making up the shortfall, and outlines potential consequences of non-payment. This service helps maintain clear communication with individuals, ensuring they are aware of payment discrepancies and can take corrective action to avoid termination of coverage.

4. End of COBRA Election Period- No Election Received Letter Service

This service involves the creation and distribution of a formal notification to COBRA-eligible individuals who did not submit an election by the end of the designated election period. This letter informs the individual that their opportunity to elect COBRA coverage has expired and outlines the consequences of not electing coverage.

5. Non-Payment of Premium Termination Letter Service

This service involves generating and sending a formal notification to COBRA continuants who have failed to make their required premium payments. This letter informs the individual that their coverage is being terminated due to non-payment and provides details on the termination date. This service ensures that individuals are fully informed of the termination of their COBRA coverage.

6. Voluntary Termination Letter Service and Certificate of Coverage

This service involves preparing and distributing a formal notification to individuals who have chosen to voluntarily end their COBRA coverage before the maximum period. This letter confirms the individual's decision to end their COBRA coverage and identifies the effective date of termination. The service ensures that the individual's choice is clearly documented and communicated, providing both the client and the individual with a clear record of the termination. The letter includes a certificate of coverage providing documentation of health insurance coverage, which the individual may need for future enrollment in other health plans.

7. End of COBRA Duration Letter

This service involves sending a formal notification to COBRA continuants whose maximum continuation coverage period has ended.

8. Send Continuants Their Billing Coupons Upon COBRA Elections

This service involves issuing billing coupons to individuals who have elected COBRA continuation coverage. Once an individual chooses to continue their health benefits under COBRA, this service ensures they receive payment coupons that outline the required premiums and payment deadlines. This helps individuals manage their COBRA payments efficiently.

9. Reissuance of COBRA Qualifying Event Notices QENs for Lost/Undelivered letters.

This service involves sending out replacement notices to COBRA-eligible individuals who did not receive their original notices due to loss or delivery issues.

Open Enrollment Options

1. Annual OE Notice and Election Form (letter and plan documents provided by Client)

This service involves preparing and distributing a customized letter and election form to eligible individuals

during the open enrollment period. The letter, along with plan documents provided by the client, informs individuals of their available benefits options for the upcoming plan year and guides them through the process of making their selections. This service ensures that all individuals receive the necessary information and forms to make informed decisions about their benefits during the open enrollment period.

2. Provide a Generic Notice of OE Election Form (no plan information)

This service involves distributing a standard open enrollment (OE) election form to individuals without including specific plan information. This generic notice serves as a basic template, informing individuals of the open enrollment period and their need to submit their benefits elections, without detailed plan information.

Premium Collection + Fees

1. Premium Collection from Continuant via Bank Lockbox and Continuant Account Updating

This service includes the secure collection of COBRA premium payments through a bank lockbox system, combined with the automatic updating of continuant accounts. As payments are received and processed through the lockbox, the service ensures that each continuant's account is promptly updated to reflect the payment, maintaining accurate and up-to-date records. This service streamlines the payment process, enhances security, and reduces the administrative workload by automating both the collection and account management tasks.

2. Monthly Aggregate Premium Remittances to Client

This service provides the consolidation and transfer of collected COBRA premiums from continuants (less any administrative fee) to the client on a monthly basis. This service ensures that premium payments received during the month are accurately summed and remitted as a single aggregate payment to the client. By managing the remittance process on a monthly schedule, the service provides the client with a reliable and streamlined approach to receiving funds, supporting efficient financial management and record-keeping.

Reporting

1. Custom Reports

This service offers custom COBRA reports tailored to extract data for just about any service and transaction

type and fully integrated within the MyEnroll360 reporting module for 24/7 client access. These reports are displayed in a tabular format and are easily downloadable in Excel, Word, CSV, or PDF. Additionally, reports can be scheduled and securely sent to a client's authorized administrator via encrypted email. The service is available for \$125 per report, whether scheduled or on-demand.

2. Notice and Copies of Newly Prepared COBRA Qualifying Event Notices

This service involves MyEnroll360 sending directly via email a copy of each COBRA Qualifying Event Notice, which is mailed to continuants. This service ensures that the client is kept fully informed of all communications sent to their COBRA individuals.

3. BAS Standard Bi-Monthly Reporting to Client

This service provides the client with detailed reports bi-monthly on the status of their COBRA continuants. These reports include key information such as enrollment updates, payment statuses, and changes in coverage. This regular reporting ensures that the client is kept informed of all COBRA-related activities, enabling timely decision-making and effective management of COBRA.

Customer Service

1. Standard Call Center Support- Toll-Free Number, 8:30am–5:00pm ET (except federal holidays)

This service provides clients and their continuants with access to dedicated assistance via a toll-free number, available from 8:30 am to 5:00 pm ET, Monday through Friday, excluding federal holidays. This service ensures that individuals can receive prompt support for their COBRA-related inquiries, billing questions, and other administrative needs during standard business hours, enhancing the overall customer experience and ensuring timely resolution of issues.

2. Optional Extended Call Center Support Hours – Annual Recurring Fee

This service provides clients with enhanced accessibility to BAS' customer support team beyond standard business hours. This ensures that client inquiries, issues, and urgent requests can be addressed promptly, improving overall service satisfaction and operational efficiency. A formal BAS written quote is required to define the specific terms and costs associated with this extended support. An additional fee applies and requires a written cost estimate from BAS, as well as formal acceptance by BAS.

3. Optional Client-Branded Customer Service Toll-Free Phone Number and Service Email Address – Annual Recurring Fee for Toll-Free Number, One-Time Setup Fee for Email Address

This service provides clients continuants with a client-specific toll-free phone number and service email address for client-branded support that ensures consistent brand representation. This service enables tracking and accountability in line with the client's specific service standards. An additional fee applies and requires a written cost estimate from BAS, as well as formal acceptance by BAS.

4. Optional Customization: Inclusion of Insurers' Enrollment Forms in Qualifying Event Notices – One-Time Setup Fee

This service includes a one-time setup to integrate specific insurer enrollment forms into the COBRA Qualifying Event Notices sent to continuants. This customization ensures that individuals receive insurer documentation in a single, cohesive package, simplifying the enrollment process and enhancing the clarity of instructions. The one-time setup fee covers the initial configuration to include forms in all future Qualifying Event Notices, tailored to meet the client's specific requirements. This service is not necessary nor available if BAS/CCS is providing insurance carrier enrollment file EDI services. An additional fee applies and requires a written cost estimate from BAS/CCS, as well as formal acceptance by BAS/CCS.

5. Optional Customized Qualifying Event Notice One-Time Setup Fee

This service involves tailoring the standard COBRA Qualifying Event Notice to meet specific client requirements. This service includes altering the content, format, or additional information provided in the notice, ensuring it aligns with the client's unique circumstances. An additional fee, determined based on the complexity and volume of the personalized documentation request, will be applied for this customization, ensuring that individuals receive client desired relevant information in their Qualifying Event Notices. An additional fee applies and requires a written cost estimate from BAS, as well as formal acceptance by BAS.

Client Premiums

1. Premium Renewals/Updates

Client is responsible for notifying BAS at least 10-business days prior to the effective date of a premium change.

2. BAS/CCS to Client Monthly Premium Remittance

Our COBRA Premium Remittance Services provide a seamless monthly process to ensure that COBRA premiums collected from active Continuant are accurately remitted to our client employer groups. Each remittance includes a detailed accounting report, outlining the premiums collected per COBRA Continuant, and specifies how these premiums apply to each individual's coverage periods. This transparent and efficient service streamlines financial tracking for employers and ensures compliance with the employers Continuation Coverage requirements.

Fees

1. Implementation Fees

Implementation Fees are waived for BambooHR clients and will receive no implementation fee charge.

2. Annual Renewal Fees

The Annual Renewal Fee for the first renewal year will be billed as quoted in the BAS/CCS Cost Estimate. At the start of each subsequent renewal year, this fee will automatically increase by 2%. If BAS/CCS plans to increase the Annual Renewal Fee by more than 2%, prior written notice will be provided to the client.

3. COBRA Monthly Administration Fee

As part of the premium collection and remittance process, BAS/CCS will retain the COBRA administration fee (paid by the Continuant) and remit the remaining balance to the client. This administration fee applies to both full and partial premium payments.



Contact us to learn more about our COBRA Administration Services



Call us at: 844-942-6266



Email us at: sales@basusa.com



Monday – Friday, 8:30 AM – 5:00 PM ET