

WE ARE THE EXPERTS in COBRA Administration



our experience

With ten years of experience working with companies of all sizes from small companies to Fortune 100 corporations, we ensure that your COBRA administration meets your company's specific needs. We've worked hard to make outsourcing your COBRA administration as easy as possible. An account manager is always available for all of your COBRA related questions and requests. The online COBRA reports are designed around your needs and give up-to-date information on your COBRA participants and their processed premium payments. We keep you informed through every step of the COBRA Administration process while we take care of the COBRA administration responsibilities.

the Leavex advantage

- > Trained COBRA account manager
- > Customized online reports
- > Carrier reinstatements / terminations
- > Data feeds built around client system
- > Process ACH and check payments
- > Work with companies of all sizes
- > Data Security
- > Hold Harmless Guarantee

full-service COBRA administration made easy



ACCOUNT MANAGERS

Every client is provided with an account manager who is thoroughly trained in all aspects of COBRA to answer your questions quickly.

PROOF OF MAILING

Notices are sent "proof of mail" so we can prove when a notice was sent and to what address. This is valuable for both legal purposes as well as having an answer for "qualified beneficiaries" who call us wanting to elect coverage after their election period has ended.

ONLINE REPORTING

All clients will receive online real time access to their account, showing them who has elected COBRA and their coverage information as well as those in their election period and when the notice was sent. Premium payment reports are sorted by location, benefit, and vendor. Separate subsidy reports make reconciling your payments even easier. Reports can be customized to your company's requirements.

DAY-TO-DAY COBRA RESPONSIBILITIES

When a participant elects COBRA we reinstate them with carriers, track their COBRA period, answer all phone calls, collect premiums, enforce the grace period, send required letters, terminate their coverage with carriers along with providing exceptional customer service.

OPEN ENROLLMENT PROCESSING

Our Open Enrollment process is all-inclusive. The employer does nothing but provide the rates. We handle all mailings including any plan change information that may be needed. The information is returned to us and we communicate any changes to the carriers.



◆ why choose Leavex

EASY TRANSITION FROM OTHER COBRA PROVIDERS

We have extensive experience transitioning clients over from other COBRA providers. We'll handle all of the communications, data requests, and transition timelines. We can even accept COBRA data feeds that you currently have in production. No new programming is required on your part.

ACCOUNT MANAGERS TRAINED IN COBRA COMPLIANCE

Every Leavex COBRA client is provided with a knowledgeable and friendly account manager for all of their COBRA administration questions and requests. Each account manager has been trained in COBRA and understands the complexities, details, and responsibilities of administering COBRA correctly.

WE HAVE EXPERIENCE WORKING WITH CLIENTS OF ALL SIZES

Our flexible proprietary systems and processes combined with excellent account management make it easy to accommodate any sized company's COBRA requirements. Whether you have 30 employees or 300 locations, we are able to create a COBRA outsourcing solution that fulfills your needs.

◆ advanced data security

YOUR DATA IS SAFE WITH LEAVEX

Leavex prides itself on the level of security measures we have implemented to ensure that all data is protected during transmission and data storage. We accomplish this by using top of the line encryption software and safeguards through every step of the data transmission process. Our system is constantly being updated as new security technology is introduced to the marketplace. We take data security very seriously and understand its importance in delivering successful compliance management services.

- > SSL Encrypted forms and reports
- > Data feeds utilize PGP Encryption
- > Secured FTP file uploads
- > Internal role-based data access
- > Daily off-site system backup
- > 24/7 security for hardcopy data
- > Climate controlled storage center

◆ hold harmless guarantee

Our hold harmless guarantees that once we receive the COBRA event information, we assume all liability for documentation requests, carrier reinstatements and terminations, sending required employee communications, tracking and reporting information, and document storage. This is our guarantee that your compliance management will be done accurately, timely, and with impartial judgment.



**We are so confident
in our people,
processes and
systems that all
services are backed
by hold harmless and
service guarantees.**

◆ get started

It is very easy to begin outsourcing your COBRA administration with Leavex.

Step 1. Contact us or fill out the online *request a quote* form.

Step 2. An introduction meeting to discuss your company, internal processes, benefits, and reporting requirements.

Step 3. Leavex creates online reporting and forms that are specific to the needs of your company.

Step 4. Leavex communicates processes to your active participants.

Step 5. Leavex begins COBRA administration for your company.

Most setups are completed within three weeks of signing the agreement.