



Welcome to isolved Benefit Services!

Your account setup process for the COBRA Administration/Premium Collection service has been completed.

Your user ID and password for accessing the isolved Benefit Services COBRA Online Portal will be sent by our system in a separate email. The email will be from [support@isolvedhcm.com](mailto:support@isolvedhcm.com) (please do not reply to this email). ***If your account effective date is in the future, you will be unable to log in to your account online until your effective date.***

This portal gives you anytime access to view information, manage your profile, provide COBRA information and download reports. It enables you to:

- Enter a new enrollee
- Enter a qualifying event
- Review a Qualified Beneficiary's information including notices and payments received
- Download isolved Benefit Services reports
- Process reports
- Review/change profile information
- Review/update plans and rates

## To login to your home page, follow these steps:

1. Navigate to the [isolved Benefit Services login page](#).
2. Enter your Login/Email and Password. First time users will enter your assigned User ID (Login) and Password.

New users will be prompted to update security settings by entering email address, new password (must contain one letter, one digit, one special symbol and be at least 8 characters) and recovery information.

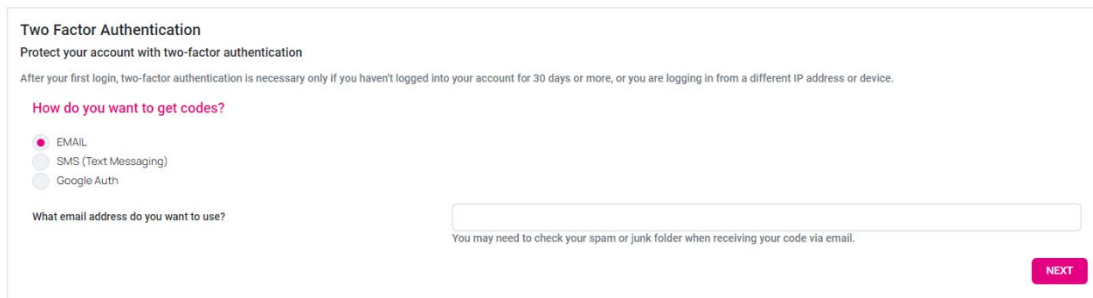
When setting your password you cannot reuse any of your last 10 passwords. If your password fails after five attempts, you will be locked out for 20 minutes before you can try to access your account again.

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**Note:** Unique user IDs and passwords should be generated for each COBRA online user. Our online system stamps all transactions with date, time and user information. Access to online features is also governed through role-based security features. Multiple users are supported. To add users, contact your Account Manager or Customer Service at 866-320-3040.

You will be asked to change your password every 90 days for security purposes.

## Personal Profile



The final step to accessing the COBRA Online Portal is setting up your Two-Factor Authentication code. Depending on the option you select, you will be sent a validation code in one of three ways:

- **Email:** You receive your verification code via email
- **SMS:** You receive our verification code via text message to the phone number you enter
- **Google Authenticator:** You receive your verification code via the Google Authenticator app. Scan or key in the code from the screen.

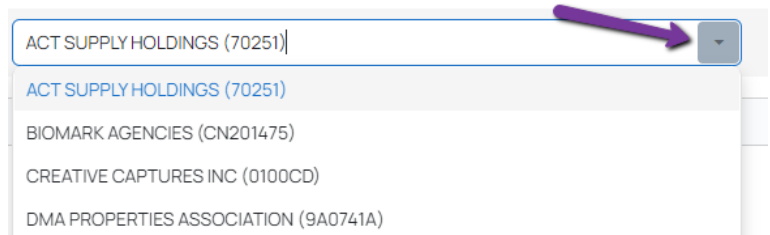
Two-factor authentication is an extra layer of security for your isolved Benefit Services COBRA Online Portal designed to ensure that you are the only person who can access your account, even if someone knows your password.

For help retrieving a lost or forgotten password click the **Forgot Your Password** link below the Login. For help retrieving a lost or forgotten UserID, contact Customer Service at 866-320-3040.

New users will receive a prompt once all their new security settings have been saved.

## COBRA Online Home Page

The online portal contains many features to assist you with reporting information to isolved Benefit Services along with reviewing data already submitted and checking on the status of a COBRA participant.



If you report for multiple accounts, you will select your account here.

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## Reports – Online Reports

Allows you to process a report on demand and review now or deliver to your Download Center.

Reports include notices mailed, Participant Status report, events and enrollments entered and plans/rates.



### Online Reports

Date Range Parameters:

Start Date:  End Date:

Events \ Enrollments Entered

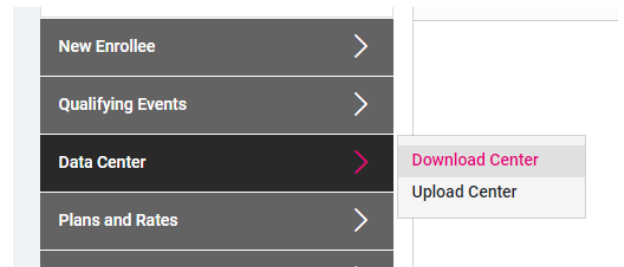
Report Name	Format	Generate Now	Download Center
Enrollments Entered	PDF	<input type="checkbox"/>	<input type="checkbox"/>
Events Entered	PDF	<input type="checkbox"/>	<input type="checkbox"/>

Other Reports

Report Name	Format	Generate Now	Download Center
Form 1095-C	XLSX	<input type="checkbox"/>	<input type="checkbox"/>
COBRA Participants Within Time Frame Report	PDF	<input type="checkbox"/>	<input type="checkbox"/>
Premium Received Report	PDF	<input type="checkbox"/>	<input type="checkbox"/>

## isolved Benefit Services Reports – Download Center:

For security purposes, your reports are available through our secure website or via fax. If receiving reports through our secure website, isolved Benefit Services will send you an email when there is a report available for download. The email will come from [reports@isolvedhcm.com](mailto:reports@isolvedhcm.com).



In the Download Center, you can search for reports three ways by clicking in the applicable circle:

- My Files: Reports addressed to you, including those you have already downloaded
- Account Files: All reports to all recipients
- My Files that have not been downloaded yet
- Copy of Carrier Reports

## Download Center

Employer will review any information and/or reports provided by isolved Benefit Services in accordance with this Agreement as soon as possible after Employer has received such information and Employer will notify isolved Benefit Services of any errors in such information and/or reports as soon as possible after its review but in any event within five (5) business days.

Search Criteria

Start Date:  5/19/2023 End Date:  6/2/2023

☐ My Files ☐ Account Files ☒ My Files that have not been downloaded yet

Generated	Account	Type	File Size	Downloaded	Description	
5/30/2023		CUSTOM	74350		Participant Plan Change Confirmation (5/30/2023)	<a href="#">Download</a>
5/26/2023	DMAX ALTERATIONS ASSOCIATES	CUSTOM	75006		Company "DMAX ALTERATIONS ASSOCIATES" changed plan perio...	<a href="#">Download</a>
5/26/2023	RADCLIFFE CUSTOM COMPANY	CUSTOM	75000		BACKUP contact with name DANIEL ROMOLOTTI was deleted.	<a href="#">Download</a>
5/23/2023	RADCLIFFE CUSTOM COMPANY	CUSTOM	74999		BACKUP contact with name DIANE RACHASHNA was deleted.	<a href="#">Download</a>

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Your search results will be returned here. Click **View** to open your report. Reports can be saved to your local computer or network in PDF or Microsoft Excel formats.

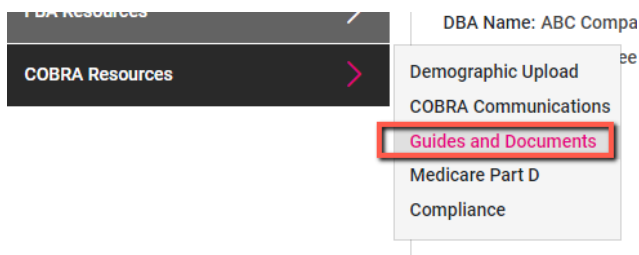
To locate files that have already been downloaded, select Account Files. This search provides you with an archive of your reports.

**Important:** Please be sure to audit all reports that isolved Benefit Services sends to you. This is will ensure that individuals have been reinstated/removed from the coverages in a timely manner. Please make sure to audit the Participant Status report that isolved Benefit Services generates on a monthly basis. Please audit this report against your carrier bill and if there are any discrepancies, contact isolved Benefit Services right away. Also, if you would like to receive the report twice a month to aid you in auditing your carrier billing, please contact the Customer Response Department and they will be happy to assist you with implementing the additional report.

## Guides and Documents

The following information is available under the *Resources-Guides and Documents* section of the online account.

- Report Guide – Contains a description of the reports you will receive from isolved Benefit Services if you have our Premium Collection Service and how to interpret them
- COBRA Online Guide – A Guide to using the online service
- Online Training – An audio and visual training for the online service



## Other Support and Resources

### Training Dates

isolved Benefit Services provides training on the Online Portal. View our training dates/times and available course on the Training Calendar.

### Customer Communications

isolved Benefit Services provides our customers with important information about compliance issues, legislative updates and enhancements to our services via email. These updates are also available for review from the COBRA Online Portal. You can view any communication by clicking on the link **COBRA Communications** on the left-hand side of any COBRA Online page, under Resources.

## Customer Service

isolved Benefit Services has COBRA experts on staff to help you understand our online system features. You can call 866-320-3040, Monday through Thursday 8 a.m.-8 p.m., ET and Friday 8 a.m.-6 p.m., ET or via email at [crmail@isolvedhcm.com](mailto:crmail@isolvedhcm.com).