



## **Freedom from COBRA Compliance and Administration**



**BPAS**

# Why BPAS

In COBRA administration, there are countless regulatory details that put companies at risk for large fines. It's not uncommon for a lawsuit to cost a company millions of dollars missing one deadline or detail. At BPAS, we'll make sure that doesn't happen.

When you choose BPAS, we'll put you ahead of the game and make certain you are always in full compliance with the ever-changing federal COBRA regulations. Our team of experts handle administration for all eligible benefits **giving you one source for processing, questions, advice, and regulatory compliance.**

**What truly makes BPAS unique is that we believe relationships matter.** Every BPAS client works with a dedicated Plan Consultant who serves as the single point of contact on a day-to-day basis. BPAS consultants are distinguished by their quality, depth of experience, and dedication to excellence. You'll always be able to reach someone who knows you, knows your plan, and knows all of the nuances of COBRA administration. We're here to make your life easier.



**In a crowded marketplace,  
service, flexibility and expertise set BPAS apart.**

## Who We Are

BPAS is a national provider of retirement plans, benefit plans, fund administration, and collective investment trusts. We support 3,800 retirement plans, \$100 billion in trust assets, \$1.3 trillion in fund administration, and more than 450,000 participants. With our breadth of services, depth of creative talent, and financial resources, we are well positioned to help our clients solve their benefit plan challenges without the need to engage multiple providers. **One company. One call.**

### BPAS Family of Services

Plan Administration & Recordkeeping | Actuarial & Pension | Collective Investment Trusts | Fund Administration | Fiduciary | Healthcare Consulting | Institutional Trust | IRA | VEBA HRA | Health & Welfare Plans

### BPAS Subsidiaries

BPAS Trust Company of Puerto Rico | Global Trust Company | Hand Benefits & Trust | NRS Trust Product Administration

BPAS is a subsidiary of Community Bank System, Inc. (CBSI, NYSE: CBU).

**As a solutions-oriented national practice, we are committed to  
"Solving Tomorrow's Benefit Challenges Today."**

# What is COBRA?

## The Consolidated Omnibus Budget Reconciliation Act of 1985 (COBRA)

Federal law requires employers to offer continuing healthcare benefits to qualified beneficiaries (QB)—at their own expense—who would otherwise lose benefits.	Qualifying events (QE) include employment termination, reduction in hours, or certain other events.	Applies to employers with 20 or more employees.	Depending on the event, coverage could continue for 18 or 36 months after the initial date of the event	Employers must communicate to employees the right for continued benefits when there is a QE.
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At BPAS, we stay at the forefront of technology, compliance, and regulatory changes and assume a higher level of responsibility for our clients. As our partner, we'll put you ahead of the game and make certain you are never out of compliance.

We'll handle COBRA administration for all eligible benefits giving you one source for processing, questions, advice, and regulatory compliance. You get experienced professionals who simplify the process, take ownership over administrative matters, automate routine tasks, and make your life easier.

With BPAS, employers can be assured of:

- Reduced overhead costs
- Reduced redundancies
- Reduced administrative, manual work
- Reduced time managing vendors
- A better member/participant experience
- Centralized, streamlined administration and compliance
- Reduced liability and risk exposure
- Proof of compliance, if challenged
- Less oversight/management needed by employers
- A one-stop online portal with all the tools you need to easily manage COBRA plans
- Secure, online self-service functionality for clients and participants when it's convenient for them

## BPAS COBRA Services at a Glance

✓ Online activation requests for Qualifying Event	✓ Online forms and resources
✓ Online account access and reports	✓ Premium change notices
✓ Premium collection and late payment notices	✓ HIPAA/HITECH Security
✓ Easy payment options (online, ACH, credit card)	✓ Dedicated Plan Consultant
✓ Continuation notices	✓ Online enrollment
✓ Conversion notices	✓ Free mobile app
✓ Age monitoring for ineligibility	✓ Online benefits elections
✓ Assured compliance amid changing regulations	✓ Protection from fines or litigation
✓ Proof of compliance, if challenged	✓ Secure easy upload exchange of data files
✓ Carrier notification of COBRA reinstatement & terminations	✓ Peace of mind

*Insurance carriers are typically responsible for providing state continuation notices so BPAS COBRA administration doesn't include state notices.*



# From implementation to reporting, we've got your COBRA needs covered

From eligibility tracking to monitoring timelines to managing the extensive list of notices that must be distributed, COBRA administration can tax your already stretched HR team. And, let's face it. It can be awkward to communicate with former employees. **Count on the BPAS team of experts to ensure communication, billing, and collection processes are done right so you can focus on your active employees.**



## Implementation

Plan and Takeover Processing  
Gather required information to set up plan(s) and identify members that need to transition.



## Compliance

Manage COBRA timelines and ensure all regulatory language is included in required communications.



## Communications

Timely communication including COBRA required notices, payment coupons, monthly statements, open enrollment notices, and more.



## Fulfillment

Send communications within COBRA regulations, bar coded, and mailed letters date/time stamped using the industry's only "postmark date aware" lock box.



## Premium Collection & Remittance

Collect premium due and provide accurate administration including remittance and accounting reports. Electronic and paper check payments allowed.



## Termination/End of COBRA

Automatically track when a COBRA member should be terminated and issue the required notices.



## Plan Renewals

Modify plan setup including support for complex plan and rate structures and issue rate change notifications.



## Reporting

Full transparency into enrollments/payments in a variety of formats. Reports are available On Demand or scheduled via the Employer Portal.

## COBRA Notices are a Breeze

We'll take care of all federally-required notices, including:

- Election Notice/Enrollment Applications
- Mailing/Billing Statement
- Premium Collection
- Notice of Termination
- Mailing of Rate Change Letters and Annual Open-Enrollment Election Notices
- Termination of Continuation Coverage Letters
- Conversion Notices (if applicable)
- COBRA Eligibility Lists to Insurance Vendors (COBRA Reinstatement & Terminations)

We mail notices using first-class mail. We can also send Eligibility and Open Enrollment packets with proof of mail through the U.S. Postal Service. Clients are able to view all notices online using our secure portal. **It's so freeing!**

# Key Technology Features

We've invested in the best technology to ensure your experience is simple, smooth, and secure, including:

- Mobile App
- Multiple Payment Options
- Automated & Custom Communications
- Employee Management
- Security
- Flexible Reporting

## Platform Overview

- Full N+1(2) Redundancy with Real-time Failover
- Industry Leading Business Continuity Practice
- 24X7 Operational Availability and Response Time Monitoring, Reporting and Service Level Agreements
- Annually Delivered Role Based Security Training
- SSAE Certified - WEX Health, Equinix & TDS
- PCI Certified - Compliant service provider since 2006
- HIPAA Compliance and Data Privacy
- HITRUST - Health Information Trust Alliance

## Security

We are dedicated to safeguarding data and have strict protocols on privacy, security, and transaction standards. These standards address who is authorized to access and control information, as well as protect information from accidental or intentional disclosure to unauthorized persons. We are fully HIPAA compliant. All data transactions including file transfers, administrative tasks, and web portal access are encrypted using industry standard encryption policies.



### BPAS COBRA System

Our fully scalable state-of-the art system delivers:

- Full COBRA life-cycle administration
- HIPAA compliance administration
- Custodial cash management
- USERRA compliance administration
- Insurance carrier management
- Eligibility management and reporting
- Full import and export functionality
- 24/7 account management through our secure website and mobile app



### Client Portal

Any-time access to the secure portal allows clients to:

- Add members and member events
- View real-time individual participant account summary, plans, and payments
- View current and prior year plan information
- Retrieve reports generated by the employer
- View plan information
- View communications
- Access communication history



### Reports

On-demand, real-time reports:

- Pending & Processed Carrier Notifications
- Generated Letters Detail & Summary
- Members by Postal Code
- Member Status
- New Plan Member (NPM)
- Paid Through
- Plan Renewal
- Proof of Mail
- Members without Plans
- QB Plan Members and QB Summary
- Special Plan Member (SPM) Summary
- Subsidy Schedule
- Refund
- Account Detail & Summary
- Aggregate User
- Enrollment
- Monthly Premium Remittance

## Mobile App

We understand that today's consumers are on-the-go and on their phones. With BPAS, participants are able to securely manage payments and view communications with a touch of a finger. The BPAS COBRA mobile app delivers:

- Easy, secure login process
- Seamless registration and email address validation
- Online benefit elections
- Convenient payment options
- Ability to view payment status, next payment due date, and amounts
- Expanded payment capabilities
- All communications

## Participant Portal

Participants also enjoy 24-hour online access to their personal account information in real time including:

- Online payment options
- Account details, communications, dates, payment history, and more
- Ability to view and update personal information
- Activation requests for qualifying events, forms and education tools and resources

Online and mobile platforms mean employees enroll, elect coverage, pay premiums, monitor payment history, and maintain coverage from anywhere.

**It's that easy.**

**"Our commitment to providing consistently great customer service is what makes working with BPAS different."**

## Participant Service

Our commitment to providing a consistent, high-level of participant service sets BPAS apart. We don't outsource any of our participant service functions.

We provide a toll-free service number where participants can speak with "live" BPAS associates who are available Monday through Friday from 8 am to 8 pm ET. We employ Spanish speaking representatives and offer translation services for more than 100 languages.

Our fully staffed, US-based call center is powered by state-of-the-art technology, including call recording, next available routing, real time queue reporting, multilingual capabilities, "request a callback" features, voice mail, secure email, and more.





# BPAS University

BPAS University (BPAS U) is a proprietary online library offering participants a diverse array of free planning tools, articles, calculators, videos, links, and more to guide them in their journey to a secure future.

The BPAS U mobile app puts account information into the palm of participants' hands allowing them to:

- Utilize a variety of free educational multimedia tools and resources
- Participate in **workshops and webcasts** to learn to apply critical financial concepts to their own lives
- Receive notification when new information is available to explore
- Access their secure online account along with forms, plan guides, regulatory updates, and more

Visit [u.bpas.com](http://u.bpas.com) to learn more.

## How BPAS Stacks Up

	BPAS	Competitors
Mobile App	<ul style="list-style-type: none"> <li>✓ Make payments and elect</li> <li>✓ View payment history&amp; communications</li> <li>✓ Ease to use</li> </ul>	<ul style="list-style-type: none"> <li>• Read only and non-transactional</li> <li>• Tends to crash</li> <li>• Difficult to use</li> </ul>
Real-time Election and Payments	<ul style="list-style-type: none"> <li>✓ Online elections for initial &amp; open enrollment</li> <li>✓ Multiple ways to make payments</li> <li>✓ Payments posted real-time</li> <li>✓ View payment &amp; communication history</li> </ul>	<ul style="list-style-type: none"> <li>• No open enrollment</li> <li>• Manually process elections</li> <li>• Payments take many days to post to account</li> </ul>
Automated Communication Generation	<ul style="list-style-type: none"> <li>✓ Communication preferences</li> <li>✓ Instant access to communication history</li> <li>✓ Accurate and timely billing</li> </ul>	<ul style="list-style-type: none"> <li>• Antiquated communications</li> <li>• Manual intervention required</li> <li>• No access to communication history</li> </ul>
Customization	<ul style="list-style-type: none"> <li>✓ Custom Letters</li> <li>✓ Branding – logos and colors</li> <li>✓ Custom URL</li> </ul>	<ul style="list-style-type: none"> <li>• Out of the box</li> <li>• No branding</li> <li>• No custom letters</li> </ul>

## Let's Get Started

It's fast and easy to get started with BPAS COBRA services. There are just a few quick steps to ensure a smooth and accurate plan installation:

- A signed Service Agreement detailing plan dates, needs, and contract information between BPAS and the client
- Carrier Rate Information listing each benefit, effective dates, rates, and vendor names. We'll require updated Carrier Rate Information annually
- Takeover Spreadsheet containing all active participants

Once we have the completed service agreement, carrier rate information, and take-over spreadsheet, we'll complete processing and setup of the plan in 3 to 4 weeks. You're just a few steps away from lifting the COBRA burden on your company resources. Let's do this.



**Let's Get Started.**

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Workplace Retirement Plans | Actuarial & Pension | Collective Investment Funds | Fund Administration | Institutional Trust  
Fiduciary | Healthcare Consulting | IRA | VEBA/115 Trust HRA | Health & Welfare Plans

BPAS Subsidiaries: Hand Benefits & Trust | BPAS Trust Company of Puerto Rico | NRS Trust Product Administration | Global Trust Company