Guide to the COBRA Employer Online Account

Welcome to the COBRA employer online account. It is a powerful, yet easy-to-use self-service solution that gives you the tools to understand and manage the activity on your account. Please take some time to review this guide so you understand how to enter and access important information for your company.

Logging In

Mercer Marketplace offers the ability for clients to manage their COBRA account(s) online. Log in to LEAP and enter your login credentials. Once you have logged in, go to the left-side navigation bar and select COBRA Administration, which will bring you to your COBRA employer online account.

Navigating the Employer Online Account

Once you have successfully logged in, you will be taken to the homepage, where you will see a summary of your group's demographic information. Utilizing the left-side navigation bar, you can perform a variety of tasks, including:

- Enter new qualified beneficiary (QB) accounts
- View QB accounts
- Enter newly covered employee accounts
- View newly covered employee accounts
- View Direct Bill accounts
- Import QB or newly covered employee files
- Produce standard or accounting reports
- Set favorites
- Access user manual

You will also be able to click on the following sections under Account on the left-side navigation bar, which contain your company's specific account information (not all sections will have information, as some may not be applicable to your account):

- **Employer Profile:** Provides the client account information, including the company address and phone number.
- **Contacts:** Allows you to view HIPAA contacts who have access to your COBRA online account.
- **Plans:** Displays the COBRA-eligible and Direct Bill sections with corresponding plan information for your company. Click into any of the plans to view detailed plan information, including rates. **Note:** Direct Bill plans will only be displayed if Mercer Marketplace administers custom billing services for your company (e.g. retiree billing, LOA billing, etc.).
- **Bundles:** Displays Qualified Beneficiary and Direct Bill Bundle sections, which is only applicable if your plans are bundled (e.g. a participant cannot elect one plan without the other).
- **Divisions:** Provides a listing of divisions within your company and any applicable division-only contacts.

Guide to the COBRA Employer Online Account, continued

Viewing QB, newly covered employee and Direct Bill accounts

Search for the QB, newly covered employee and Direct Bill records by selecting "Find Member." Enter the individual's last name and/or social security number and click "Find Member."

While viewing a QB account, you will have access to the following information within the left-side navigation bar:

- **Profile section:** Summary of demographic information, pertinent COBRA dates, qualifying event information, plans and last payments made.
    - **Member information:** Specific demographic information for the QB.
    - **Event section:** Specific event information.
- **Plans & Bundles section:** QB plan and bundle information.
- **Dependents section:** Dependent information and corresponding plans.
- **Subsidies section:** Subsidy information, including employer subsidies.
- **Payments section:** Payment history.
- **Premiums Paid section:** Breakdown of monthly payment allocation for the QB.
- **Premiums due section:** Future payments due through the end of COBRA.
- **Letter Inserts section:** Letter insert sent with the COBRA Specific Rights Notice, if applicable.
- **Letter Attachments section:** Letter attachments, if applicable.
- **Communications section:** Copies of the actual letters sent to the participant. You can also download, save and/or print copies of this communication if desired.

While viewing a newly covered employee account, you will have access to the following information:

- **Profile section:** Demographic information for the newly covered employee.
- **Communications section:** The COBRA General Rights Notice (i.e. Initial Notice) that was sent to the newly covered employee. You can print or save the General Rights Notice from this section.
- **Actions section:** Actions you can take, such as changing employer division, clone new hire to qualified beneficiary, and queue the General Rights Notice.

While viewing Direct Bill accounts, you will have access to the following information:

- **Profile section:** Summary of demographic information, Direct Bill billing start date, qualifying event information, plans and last payments made.
- **Plans & Bundles section:** Bill plan and bundle information.
- **Dependents section:** Dependent information and corresponding plans.
- **Subsidies section:** Subsidy information, including employer subsidies.
- **Payments section:** Payment history.
- **Premiums Due section:** Breakdown of monthly payment allocation.
- **Premiums due section:** Future payments due through the last day of billing.
- **Communications section:** Copies of the actual letters sent to the Direct Bill member. You can also download, save and/or print copies of this communication if desired.

Questions? Contact us.

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