



## Helpful Notes on the HealthEquity/WageWorks COBRA Employer Portal

### Home tab

- Employer Setup
  - **Contacts** – Use this link to update the key contacts associated with your COBRA account. Please verify the contacts listed are correct. If the contact is incorrect, your organization will not receive important COBRA-related information from HealthEquity/WageWorks. You can also add your broker as a contact in this section.

HomeEmployer SetupHealth PlansReportsParticipantsCOBRADirect BillHelp

GeneralServicesContactsDivisionsClassesSecuritySummary

### Employer Setup

Welcome to our Plan Sponsor configuration page. In this section, you can view and configure settings for your account.

**General:** Provides plan sponsor information which in addition to Name, Tax I.D.Number, and Address, also includes eligible employee count, number of continuants, and historical turnover rate. This section allows you to update your profile.

**Services:** Provides a summary list of services being provided by WageWorks. If this list does not match your understanding of which services WageWorks should be providing, please notify us immediately.

**Contacts:** WageWorks maintains a contact list for all key contacts associated with the relationship, including Executive, Administrative, Billing, and Carrier contacts. Please update this list as needed so that we can stay in touch with you.

**Divisions:** A list of plan sponsor selected divisions used for grouping of employees and continuants. This section will be completed automatically if you are interfacing with WageWorks using our file transfer interface.

**Classes:** View your existing employee classes currently existing in the WageWorks system.

**Security:** A list of users with access to your records. Administrative users can view and update this list. Administrators should visit this screen periodically to verify that only authorized users have access to your records.

**Summary:** A configuration summary allows a one-page view of all plan sponsor settings for employer and health plan information. We encourage you to print and save a copy of this page for your records after your settings have changed.

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## Health Plans tab


- This is where you will update your open enrollment plan design and rate information for the 2023 open enrollment.
- While there are numerous places to make updates within the portal, HealthEquity strongly recommends that clients make all updates within the “Online Plan and Rate Renewal Tool.” This tool will be visible within your employer portal approximately 90-days prior to the plan renewal date.
- To begin the Open Enrollment update process, simply click on the “Online Plan and Rate Renewal Tool.” This can be accessed from your home page and is pictured below.

### Client Access Home

#### Plan and rate renewal due!

PLEASE NOTE: You have until 3/1/2023 to provide your plan renewal changes for the upcoming plan year. To avoid disruption to your Members, please provide any applicable plan changes or rate increases by 3/1/2023.

[Go To Online Plan and Rate Renewal](#)



**ATTENTION:** Please note that the Workbook Wizard may not function properly when using Internet Explorer or Microsoft Edge. Please access this tool using Chrome or Firefox.

**Good news!** You can now access pre-recorded website tutorials below to help you better utilize all features of the COBRA website. Get quick help/guidance with the features you need most, whenever you need it.

**!** [COBRA client website: Overview](#)  
[COBRA client website: Managing participants](#)  
[COBRA client website: Qualifying events](#)  
[COBRA client website: Running reports](#)  
[COBRA client website: Open Enrollment Workbook Wizard](#)  
[COBRA client website: Direct billing](#)

- If your group is required to offer COBRA, and your dental and vision coverages are not through Arkansas Blue Cross, you have the option to extend COBRA offers on your dental and vision products through HealthEquity/WageWorks even though the dental and/or vision coverage is not through Arkansas Blue Cross. You'll pay an additional fee directly to HealthEquity.



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## Help tab

- The help section provides contact information, FAQs and resources to help you administer COBRA services.

The screenshot shows the top navigation bar of the Arkansas BlueCross BlueShield website. The 'Help' tab is highlighted with a green circle. Below the navigation bar, the 'Help' section is displayed. It includes a welcome message, contact information, and links to 'Contact Us', 'FAQs', and 'Resources'.

**Home**   **Employer Setup**   **Health Plans**   **Reports**   **Participants**   **COBRA**   **Direct Bill**   **Help**

Contact Us   FAQs   Resources

### Help

Welcome to our help section. If you are unable to find what you are looking for, please call us at 877-452-6272 for additional assistance.

**Contact Us:** This section contains our current address, contact numbers, and links to various email addresses as well as a link to an online request form.

**Frequently Asked Questions:** This section lists many of questions that we are frequently asked. If we do not answer your question, please feel free to contact us by phone at 877-452-6272 or click [here](#) to contact your Relationship Management team.

**Resources:** A comprehensive resources section covering many aspects of HIPAA and COBRA administration.

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- FAQs subsection of Help tab: if you select the FAQs subsection, you will find links that will assist you with common questions and tasks.

The screenshot shows the top navigation bar of the Arkansas BlueCross BlueShield website. The 'FAQs' subsection is highlighted with a green circle. Below the navigation bar, the 'FAQs' section is displayed. It includes a list of frequently asked questions and a contact information link.

**Home**   **Employer Setup**   **Health Plans**   **Reports**   **Participants**   **COBRA**   **Direct Bill**   **Help**

Contact Us   **FAQs**   Resources

### FAQs

- Q:** [Are COBRA expiration notices provided, and if so, when?](#)
- Q:** [How will I be notified when an employee elects COBRA and sends in payments?](#)
- Q:** [If a newly hired employee terminates before satisfying his/her benefit-waiting period, does this former employee have any HIPAA credible coverage or HIPAA rights?](#)
- Q:** [If audited for COBRA and/or HIPAA compliance, what items should an employer be expected to produce and how quickly should this be produced?](#)
- Q:** [How quickly must a COBRA Qualified Beneficiary notify the employer or plan sponsor of a divorce in order to eligible to exercise their continuation rights?](#)

If you need further information, please feel free to contact us at 877-452-6272 or click [here](#) to contact your Relationship Management team.

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- Resources subsection of Help tab: The Resources subsection has helpful links, including the WageWorks COBRA Administration Guide.

[Home](#) [Employer Setup](#) [Health Plans](#) [Reports](#) [Participants](#) [COBRA](#) [Direct Bill](#) [Help](#)

[Contact Us](#) [FAQs](#) [Resources](#)

## Resources

[WageWorks COBRA Administration Guide](#)

[WageWorks Privacy Policy](#)

[WageWorks CA Privacy Rights](#)

[WageWorks Terms of Use](#)

[International Foundation of Employee Benefit Plans website](#)

[1999 Final IRS COBRA Regulations](#)

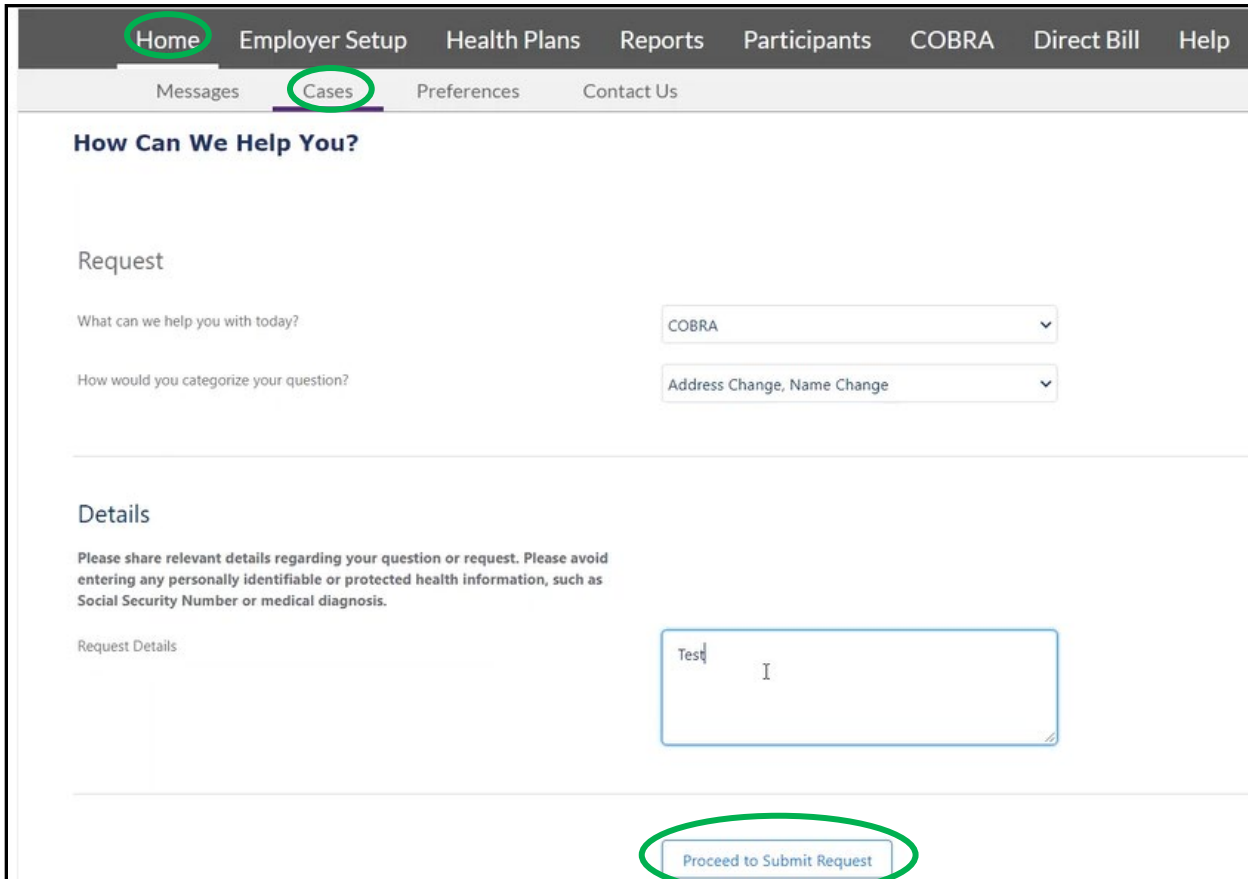
[2001 Final IRS COBRA Regulations](#)

[Adobe Acrobat Reader](#) - Some reports viewable on this website require the presence of Adobe Acrobat Reader on your computer. If you do not have this free program, click [here](#) to download it.

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## Home tab

- To request assistance
  - o Create new case – if you are encountering a COBRA renewal issue, from the Cases subsection under the Home tab select COBRA on the request dropdown. Then select the most relevant item in the next dropdown. Use the details section to provide information on your request and click Proceed to Submit Request at the bottom of the page.



**Home** Employer Setup Health Plans Reports Participants COBRA Direct Bill Help

Messages **Cases** Preferences Contact Us

### How Can We Help You?

**Request**

What can we help you with today? COBRA

How would you categorize your question? Address Change, Name Change

**Details**

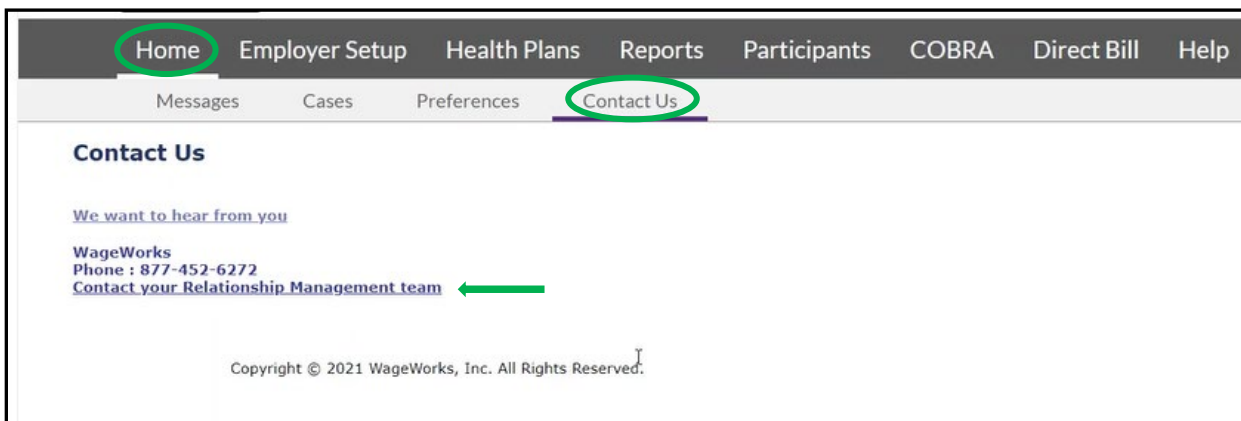
Please share relevant details regarding your question or request. Please avoid entering any personally identifiable or protected health information, such as Social Security Number or medical diagnosis.

Request Details

Test

Proceed to Submit Request

- Contact Us
  - o Under this subsection you will find the toll-free phone number and a link to contact your Relationship Management team via email.



**Home** Employer Setup Health Plans Reports Participants COBRA Direct Bill Help

Messages Cases Preferences **Contact Us**

### Contact Us

[We want to hear from you](#)

WageWorks  
Phone : 877-452-6272  
[Contact your Relationship Management team](#)

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We encourage you to watch the [portal overview video](#).

- Note: This video contains information regarding the “Open Enrollment Wizard” that is no longer used in the preferred renewal. Although HealthEquity/WageWorks has not released an updated version of this video, there is helpful content in the video.

For instructions on how to access the HealthEquity (WageWorks) COBRA portal, request training on the employer portal, or for advice on your COBRA plan please contact:

- Email: [csenhancedservices@healthequity.com](mailto:csenhancedservices@healthequity.com)
- Phone: 888-678-4872
- Reminder: Employers with renewals on April 1, 2023 and beyond will need to use the HealthEquity employer portal to update their plan renewal information. This includes (but is not limited to): plan design, plan summaries and rate information.

Health Equity/Wage Works is an independent company providing COBRA services on behalf of Arkansas Blue Cross and Blue Shield, Health Advantage and BlueAdvantage Administrators of Arkansas, independent licensees of the Blue Cross Blue Shield Association. This compilation of notes is not intended to be used as COBRA Administration or legal advice.