

Dear Valued Client,

We received notification from Blue Cross Blue Shield of Arkansas that they will no longer be directly involved in the administration of your COBRA effective [INSERT Phase out date]. If you are interested in having WageWorks, Inc., a HealthEquity Company, continue to administer your COBRA services; please let us know and we can start the direct relationship process. If you already have another vendor providing these services for the group; then no action is needed.

Please review the COBRA Administration Process Changes document that ABCBS provided you for pricing based on your total benefit eligible employee count.

If you would like for us to continue to administer COBRA services, please reply within 5 business days of the date this email was sent to avoid service interruption, and provide the following:

- Recipient name of who should receive the DocuSign Order Form agreeing to the new terms and pricing with WageWorks, Inc., a HealthEquity Company
- Recipient name of who should receive COBRA invoices
- Advise if you will be paying by check or ACH withdrawal
- Updated benefit eligible employee count

If there is no response within 5 days this email was sent, we will proceed with the termination of services effective [INSERT Phase Out Date].

Please see the below termination process and what to expect:

- **Member Reports:** If you decide to terminate services, we will send you your first active Employee, COBRA member, Election Pending and/or Direct Bill member report. Please ensure they are notified of the change in administration as WageWorks will not send any communications, including a termination letter, to your members once your account has been terminated. The day after the termination date you will receive a final report automatically exported from the system. If additional reports are required, please work with your Client Services Team. If no report is attached, you do not have any members at this time.
- **Member Payments and Correspondence:** Any premiums collected prior to the termination date will be forwarded during the normal month end process for remittance. Any payments or correspondence received after the end of the month following the termination date will be returned to the member. Payments or correspondence must be received 3 days prior to the termination date to allow time for processing. Any items received after the termination date will not be processed and will be returned to the member.
- **Member Termination Dates:** The member records in our system will be cancelled after the termination date. Active COBRA/Direct Bill members will be cancelled as of their last fully paid month. Those in their election period will be cancelled as of their Last Covered on active coverage date and any active Employee records will be cancelled as of the termination date.
- **Inbound QE File Feed:** Connection will be terminated effective the termination date along with mailing out any notices. Please do not send files 3 days prior to the termination date.
- **Outbound Eligibility Feed:** Connection will be terminated effective the contract termination date.
- **Client website Access:** You will have access to the COBRA website for 30 days from the date of termination.
- **Please note:** Any special reporting needs requiring programming would be billed at an additional rate.

We have appreciated your partnership and business.

If you need further assistance or have additional questions, please contact the CS Enhanced Team at [CSEnhancedServices@healthequity.com](mailto:CSEnhancedServices@healthequity.com) or call 888-678-4872. They are available M-F 7am-7pm (CST).

Thank you.

Client Termination Operations

[CarrierClientTerm@wageworks.com](mailto:CarrierClientTerm@wageworks.com)