



Processing of Terminations

- Processing of member and dependent terminations
- Coordination of notice of terminations with appropriate carriers - adjust group billing accordingly

Notifications

- Issue ineligible letter or qualifying event notice to terminated members and/or dependents within 14-days of receipt of termination notice from employer
- Provide copies of qualifying event or ineligible notices to employer group

Elections

- Respond to elections received without payment to allow 45-days for retroactive premium remittance
- Respond to elections received with partial payment to allow 45-days to pay current
- Acknowledge receipt of timely election with current premium

Extension Processing and Maintenance

- Coordinate reinstatement of extending members with carriers
- Issue timely billing to members for extended coverage
- Track allowed extension timeframes of extending members
- Issue notice of group's renewal and available options to members
- Provide 180-day and 30-day notices of extension expiration
- Address all customer service issues relating to extension eligibility, election processes and ongoing billing inquiries
- Address coverage problems, changes, and benefit issues where possible
- Process termination of extended coverage
- Maintain accurate records for all the above activities

Administrative Cost

- \$2.50 per enrolled employee per month
- The above services are applicable to any medical, dental, vision, or HRA administered by GBS
- Extension administration does not apply to health benefits that are not administered by GBS.

**FOR MORE INFORMATION,
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ON YOUR TEAM.