



MYRSC PREMIUM BILLING- HR PERSPECTIVE

Online Guide

BENEFITS TAB

Features Located Under the Benefits Tab

Manage Subscriptions- Updating Contact Information

Human Resource Administrators have the ability to update email addresses for notification, and can govern what is to be available for view online.

[Change Role](#) | [Change Password](#) | [Logout](#)



Benefits | **Contacts** | Premium Billing

You are logged in as HR Role
Human Resource Administrator of 1 SampleDemo (33716782)

Employers

[Back to TPA site](#)

Manage Subscriptions

This page allows you to Manage your Subscriptions and to access your Notifications.

- [Home](#)
- [Documents](#)
- [Fulfillment](#)
- [Forms](#)
- [Life Events](#)
- [Personal Information](#)
- [Changes](#)
- [Manage Subscriptions](#)

PRIMARY EMAIL:

WORK EMAIL:

Send all Emails to this ALTERNATE EMAIL:

Save Subscriptions			
Event	Send Email	Send Email To	View Online
Report/Letter For myRSC Display ?	<input checked="" type="checkbox"/>	USE ALTERNATE EMAIL >>> ▼	<input checked="" type="checkbox"/>
Report/Letter For Mail ?	<input checked="" type="checkbox"/>	USE ALTERNATE EMAIL >>> ▼	<input checked="" type="checkbox"/>

HR Document Search Options

A link to documents is located on the home page.

The screenshot shows the Medcom Benefits Solutions home page. At the top right, there are links for [Change Role](#), [Change Password](#), and [Logout](#). The navigation bar includes **Benefits**, **Contacts**, and **Premium Billing**. The main content area is titled "Employers" and displays the user's role: "You are logged in as HR Role Human Resource Administrator of 1 Sample Employer (72791933)". A "Back to TPA site" button is present. A welcome message reads: "Thank you for your business and the opportunity to serve you! We are committed to providing you with excellent customer service, building a long lasting business partnership and meeting all of your COBRA/Retiree administration needs." Below this, contact information is listed: "Email - COBRA@medcom.net", "Email - retireeservices@medcom.net", and "Phone - (800) 523-7542, option 3". A note indicates the service is available "Monday through Friday 8:30am to 5:00pm Eastern Time". On the left, a vertical menu lists: [Home](#), [Documents](#), [Fulfillment](#), [Forms](#), [Life Events](#), [Personal Information Changes](#), and [Manage Subscriptions](#). On the right, a "Benefit Services" box features a folder icon labeled "Documents" and a link to [View Your New Documents](#).

Select Documents | Review Reports and Letters

This screenshot shows the same Medcom Benefits Solutions home page, but with the "My Documents" and "Reports and Letters" sections expanded. The user's role is now "Human Resource Administrator of 1 SampleDemo (33716782)". The "My Documents" section contains a table with two rows: "Documents for Benefit Plans" and "Documents for COBRA (COBRA)". The "Reports and Letters" section contains a table with three rows: "Review Reports and Letters", "Review Premium Billing Documents for Participants", and "Reports and Letters Display Setting". At the bottom of the page, there are links for [Privacy Statement](#) and [Terms of Service](#).

HR Document Search Options

Documents are available for view.

Documents can be filtered by Line of Service, Recipient, Social Security Number, and Document Type.

Documents Manager

Reports and Letters

Document Search Options

Document Search Options

Line of Service:

Recipient:

SSN:

Document Type:

Document View Default (90 Days) All

of documents to display on page:

	Date Uploaded	File Type	Document Type	Employer	Recipient	LOS
1.	1/4/2019 6:09:52 AM		Qualified Beneficiaries Report	1 Sample Employer	1 Sample Employer	COBRA
2.	11/30/2018 12:36:32 PM		Qualified Beneficiaries Report	1 Sample Employer	1 Sample Employer	COBRA
3.	10/31/2018 10:43:44 AM		Qualified Beneficiaries Report	1 Sample Employer	1 Sample Employer	COBRA

[Privacy Statement](#)

[Terms of Service](#)

Employee Document Search Options

Select Fulfillment | **Premium Billing Reports for Participants** to view documents that have been mailed to individuals via DataPath Fulfillment.

[Change Role](#) | [Change Password](#) | [Logout](#)



Benefits	Contacts	Premium Billing
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Employers

You are logged in as HR Role
Human Resource Administrator of 1 Sample Employer (72791933)

[Back to TPA site](#)

Fulfillment Manager

Options
File Manager
Premium Billing Reports for Participants
Proof Of Mailing Report
Batch Display Setting

- >Home
- >Documents
- >Fulfillment
- >Forms
- >Life Events
- >Personal Information
- Changes
- >Manage Subscriptions

Employee Document Search Options

Documents that have been mailed to individuals via DataPath Fulfillment will be available for view.

Documents can be filtered by: Uploaded Date, Document Type, and Social Security Number

Fulfillment Manager

Premium Billing Reports for Participants

Document Search Options

Document Search Options

Uploaded Date: 01/01/2016 - 1/17/2019

Document Type: All Types

SSN:

Recipient:

	Document Type	Recipient	Uploaded Date	Processing Code(s)	Status	Status Date
1.	Send COBRA Termination Notice	Jessica Bulls, and Other Insured Dependents, if any 1061 Riverside Avenue Jacksonville, FL 32204	12/10/2018 11:18:34 PM	11.14 , 12.2 , 14.5 , 14.7 , 15.1 , A1	Processed	12/12/2018
2.	Full Letter Document	Jessica Bulls, Shawn Bulls, and Other Insured Dependents, if any 1061 Riverside Ave Jacksonville, FL 32204	11/29/2018 8:18:09 PM	12.2 , 14.5 , 14.7 , 15.1 , A1	Processed	11/30/2018

PREMIUM BILLING TAB

Features Located Under the Premium Billing Tab

Employee Status Filters

Employees can be filtered by status including:

- COBRA Participants
- Qualified Beneficiaries
- Terminated

The screenshot shows the Medcom Benefits Solutions web application interface. At the top right, there are links for [Change Role](#), [Change Password](#), and [Logout](#). The main navigation bar includes **Benefits**, **Contacts**, and **Premium Billing**. The left sidebar is labeled **Employers**. The main content area displays the user's role: "You are logged in as HR Role Human Resource Administrator of 1 Sample Employer (72791933)". Below this is a "Back to TPA site" button. The **Premium Billing** section contains a list of links: [Employee / Dependent Search](#), [Transactions](#), [Participants](#), [Qualified Beneficiaries](#), and [Terminated](#). At the bottom, there are additional links: [Home](#), [Search](#), [Transactions](#), [Participants](#), [Qualified Beneficiaries](#), [Terminated](#), [Privacy Statement](#), and [Terms of Service](#).

Employee Status Filters:

COBRA Participants

The COBRA Participant tab will show the current list of COBRA participants

Information includes: Status, Benefit(s), Tier(s), Division, Covered Member(s), Qualifying Event, QE Date, Accepted Date, COBRA Start / Expire / Paid Through Dates

Participants

Premium Billing Type:

Page Size:

Eric Adams											
Coverage Status	Benefit	Coverage Tier	Division	Covered Members	Qualifying Event	Event Date	Accepted	Starts	Expires	Paid Through	Dates
COBRA Participant	HMO Medical Plan	EE Only		Eric	Involuntary Termination	09/01/2018	09/20/2018	10/01/2018	03/31/2020	11/30/2018	<input type="button" value="Dates"/>
COBRA Participant	Employee Assistance Plan	Flat Rate		Eric	Involuntary Termination	09/01/2018	09/20/2018	10/01/2018	03/31/2020	11/30/2018	<input type="button" value="Dates"/>

Employee Status Filters: Qualified Beneficiaries

The Qualified Beneficiaries tab will show the current list of all those pending COBRA election

Information includes: Status, Benefit(s), Tier(s), Division, Covered Member(s), Qualifying Event, QE Date, Last Date of Plan Coverage, Election Notice Mailed On / Last Date to Accept Dates

Qualified Beneficiaries

Premium Billing Type: COBRA ▾
Page Size: 250 ▾

Heather Bulls									
Coverage Status	Benefit	Coverage Tier	Division	Qualifying Event	Event Date	Last Day of Plan Coverage	Election Notice Mailed On	Last Day to Accept	Dates
COBRA Qualified Beneficiary	POS Medical Plan			Termination of Employment	07/18/2018	07/18/2018	--	--	<input type="button" value="Dates"/>
COBRA Qualified Beneficiary	Vision Plan			Termination of Employment	07/18/2018	07/31/2018	--	--	<input type="button" value="Dates"/>

Employee Status Filters:

Terminated

The Terminated tab will show a comprehensive list of all terminated employees

Information includes: Benefit(s), Tier(s), Division, Covered Member(s), COBRA Start / Terminated Dates, Reason for Termination

Terminated

Page Size: 250 ▾
Search

Printable page Export page

Jeremy Bulls							
Benefit	Coverage Tier	Division	Covered Members	Starts	Terminated	Reason	Dates
Vision Plan	Employee + 1		Jeremy	08/01/2018	08/01/2018	Terminate for Failure to Make Timely Payment	Dates

Jeremy Bulls

Employee Status Filters:

Dates Link

The Dates box provides a chronological history of events related to an individual.

This will open in a pop-up window. Please have pop-up enabled for this site

Dates for HMO Medical Plan - Eric Adams	
Event Description	Date
Involuntary Termination	09/01/2018
COBRA accepted	09/20/2018
Last Day of Plan Coverage (Due to COBRA)	09/30/2018
Start Billing Date	10/01/2018
COBRA started	10/01/2018
Notified of Qualifying Event	10/17/2018
COBRA Expires	03/31/2020

[Close Window](#)

Employee / Dependent Search Options

Employee and Dependents can be searched for by:

- First | Last Name
- Social Security Number
- Coverage Status



[Change Role](#) | [Change Password](#) | [Logout](#)

Benefits | Contacts | Premium Billing

Employers

You are logged in as HR Role
Human Resource Administrator of 1 Sample Employer (72791933)

[Back to TPA site](#)

Employee / Dependent Search

[Home](#) | [Transactions](#)

New Transaction: Add Employee ▾ Next >>

First / Last Name: Susan Smith

SSN: 000238002

Coverage Status: ▾

[Reset](#) [Search](#)

1 2 3 4 5 6 7 8 9 Next Page > Page 9

Employee / Dependent Search Options

The Employee / Dependent Search option also allows HRs to Add New Employees and process COBRA Qualifying Events

The screenshot shows the Medcom web application interface. At the top right, there are links for [Change Role](#), [Change Password](#), and [Logout](#). The main navigation bar includes [Benefits](#), [Contacts](#), and [Premium Billing](#). A sidebar on the left is titled **Employers** and contains a list of links: [Home](#), [Search](#), [Transactions](#), [Participants](#), [Qualified Beneficiaries](#), and [Terminated](#). The main content area displays the user's role: "You are logged in as HR Role Human Resource Administrator of 1 Sample Employer (72791933)". Below this is a "Back to TPA site" button. The primary section is titled "Employee / Dependent Search" and includes links for [Home](#) and [Transactions](#). A "New Transaction:" section features a dropdown menu set to "Add Employee" and a "Next >>" button. The search form contains fields for "First / Last Name" (Susan Smith), "SSN" (000238002), and "Coverage Status" (a dropdown menu). "Reset" and "Search" buttons are located at the bottom of the form. At the bottom of the page, there is a pagination control showing "1 2 3 4 5 6 7 8 9 Next Page > Page 9".

Adding Employees

HRs have the ability to add employees on myRSC. The Fields marked with an asterisk * are required. The others are optional. Click **Next** once completed.

Transactions

[Home](#) | [Employee / Dependent Search](#)

New Transaction:

Add Employee Wizard

SSN *

First Name * MI Last Name *

Address Line 1 *

Address Line 2

City * State * Zip Code *

Date Of Birth Date Of Hire Gender

Home Phone Work Phone Email

Division:

Sending Initial Notices

Initial Notices can be requested at this time as well. Once completed, click **Save**.

No other information needs to be included at this time, the process can be completed by clicking **Finished**.

Add Employee Wizard

Select a Status
Approved By Human Resources ▾

Send Initial Notice:

The Initial Notice is for newly covered Active employees, and does not refer to the COBRA Election Notice that will automatically be sent to Terminated employees.

Comments
Initial Notices can be requested by HRs and automatically sent to your Things to Do List when you import from myRSC.

Cancel << Back Save

Transaction: Add Employee Status: Recent

Employee: Stephen Webber

Add Employee Wizard

Would you like to do any of the following?

[\[Edit Employee\]](#)
[\[Add Dependent\]](#)
[\[Edit Dependent\]](#)
[\[Add Coverage\]](#)
[\[Qualifying Event\]](#)
[\[Add Subsidy\]](#)
[\[Retiree Billing Election\]](#)
[\[Direct Billing Election\]](#)

Finished >>

1. Processing a Qualifying Event: Employee Record

To begin processing a Qualifying Event, you must first locate the employee record in the **Employee/ Dependent Search** option. Select the employee from the list. A pop-up window will appear. Select **Edit** under Employee

If the Employee is not listed you must begin with **Add Employee**.



Benefits | **Contacts** | Premium Billing

You are logged in as HR Role
Human Resource Administrator of 1 Sample Employer (72791933)

[Back to TPA site](#)

Employers

Employee / Dependent Search

[Home](#) | [Transactions](#)

New Transaction: Add Employee ▾ Next >>

First / Last Name: Susan Smith
SSN: 000238002
Coverage Status: ▾

[Reset](#) [Search](#)

- >Home
- >Search
- >Transactions
- >Participants
- >Qualified Beneficiaries
- >Terminated

Summary for John Smith

[Print](#) [Close](#)

Expand All

Employee
Smith, John [Edit] [Qualifying Event] 1061 Riverside Ave Jacksonville, FL 32204
Dependents [Add]
Coverages [Add Coverage]
Transactions (Not Processed)
Participants
Qualified Beneficiaries
Terminated
Benefit History
Payments

2. Processing a Qualifying Event: Adding Dependents

If dependents need to be added at this time: **Select Add Dependent.**
Note that most of the information is populated from the Employee.

Please note all dependents covered on at least one plan must be added

Transaction: Add Employee Status: **Recent**
Employee: Stephen Webber

Add Employee Wizard

Would you like to do any of the following?

[\[Edit Employee\]](#)
[\[Add Dependent\]](#)
[\[Edit Dependent\]](#)
[\[Add Coverage\]](#)
[\[Qualifying Event\]](#)
[\[Add Subsidy\]](#)
[\[Retiree Billing Election\]](#)
[\[Direct Billing Election\]](#)

Finished >>

Add Dependent Wizard

SSN: Relationship *:

First Name *: MI: Last Name *:

Address Line 1 *:

Address Line 2:

City *: State *: Zip Code *:

Date Of Birth: Gender:

Home Phone: Fax: Email:

Cancel Next >>

3. Processing a Qualifying Event: Adding Coverage

Once the employee information and any required dependent information is in the system, coverage is to be added: Select **Add Coverage**. Select the Coverage desired. Select **Next**.

Transaction: Add Dependent Status: Recent
Employee: Stephen Webber Dependent: Paige Webber

Add Dependent Wizard

Would you like to do any of the following?

- [\[Edit Employee\]](#)
- [\[Add Dependent\]](#)
- [\[Edit Dependent\]](#)
- [\[Add Coverage\]](#)
- [\[Qualifying Event\]](#)
- [\[Add Subsidy\]](#)
- [\[Retiree Billing Election\]](#)
- [\[Direct Billing Election\]](#)

Finished >>

Add Coverage Wizard

Hide Terminated Benefits and Coverages

Select a Benefit	Your Coverages
<ul style="list-style-type: none">All Medical PlanDivision Two Medical Plan<li style="background-color: #e0e0e0;">Divison One Medical Plan	No Coverages were found.

Cancel Next >>

3. Processing a Qualifying Event: Adding Coverage

Select the Tier Level and click **Next**. Select those all covered member, and the effective date of coverage. Click **Next**.

The Effective Date should be the day the member enrolled in the plan, or the date of the group's last Open Enrollment.

Add Coverage Wizard
Benefit: **Divison One Medical Plan**
Select the Elected Tier(s)

	Tier Name	Gender	Age	Amount
<input checked="" type="radio"/>	Employee + Family			\$20.00
<input type="radio"/>	Employee Only			\$10.00

The rates listed above reflect the most current plan year's premiums. Any event with a date that corresponds to a previous plan year will be assigned the appropriate premium at the time of processing.

Cancel << Back Next >>

Add Coverage Wizard
Benefit: **Divison One Medical Plan**
Tier(s): **Employee + Family**
Select ALL Family Members covered under this election.

Member	Relation	Effective Date [mm/dd/yyyy]
<input checked="" type="checkbox"/> Webber, Stephen (000448447)	Self	<input type="text" value="03/19/2013"/>
<input checked="" type="checkbox"/> Webber, Paige	Dependent	<input type="text" value="03/19/2013"/>

Cancel << Back Next >>

4. Processing a Qualifying Event: Qualifying Events

To have a COBRA Election Notice mailed to your participant, a Qualifying Event must be processed at this time!
Select **Qualifying Event**. Select a QE from the dropdown menu, and enter the QE date. Click **Next**

Transaction: Add Coverage Status: Approved By Third Party Administrator Recent
Employee: Stephen Webber

Add Coverage Wizard

Would you like to do any of the following?

- [\[Edit Employee\]](#)
- [\[Add Dependent\]](#)
- [\[Edit Dependent\]](#)
- [\[Add Coverage\]](#)
- [\[Qualifying Event\]](#)
- [\[Add Subsidy\]](#)
- [\[Retiree Billing Election\]](#)
- [\[Direct Billing Election\]](#)

Finished >>

Qualifying Event Wizard

Qualifying Event <input type="text" value="Involuntary Termination"/>	Event Date <input type="text" value="03/19/2013"/> [mm/dd/yyyy] (This is the date of the actual event (death, divorce, termination, etc.). The system will calculate the actual loss of coverage date based on the employer settings.)
---	--

Cancel Next >>

5. Processing a Qualifying Event: Completing Transactions

At this point the transactions can be completed by selecting “Finished”.

Transaction: Qualifying Event Status: **Recent**
Employee: Stephen Webber

Qualifying Event Wizard

Would you like to do any of the following?

- [\[Edit Employee\]](#)
- [\[Add Dependent\]](#)
- [\[Edit Dependent\]](#)
- [\[Add Coverage\]](#)
- [\[Qualifying Event\]](#)
- [\[Add Subsidy\]](#)
- [\[Retiree Billing Election\]](#)
- [\[Direct Billing Election\]](#)

Finished >>

Managing Transactions

Both Recent and Archived Transactions can be viewed / managed.
 The Color Code at the bottom denotes the status of each Transactions.

Transactions

[Home](#) | [Employee / Dependent Search](#)

New Transaction:

View Recent Transactions View Archived Transactions

First / Last Name:

SSN:

Date Range: -

Coverage:

Qualifying Event:

Status:

- Needs Attention
- Needs Immediate Attention
- Approved/Processing
- Processed

[Home](#) | [Employee / Dependent Search](#)

 [Printer Friendly Version](#)

Approve	Transaction	Person	EE SSN	Current Status	Date Created	Created By	Comments
	COBRA Billing Election - Division One Medical Plan	Guy One	000187221	Processing...	3/6/2013	Guy One	✓
	[Edit Employee Add Dependent Edit Dependent Add Coverage Qualifying Event Add Subsidy]						
	Add Subsidy	Guy One	000187221	Processing...	3/5/2013	HR Role	✓
	[Edit Employee Add Dependent Edit Dependent Add Coverage Qualifying Event Add Subsidy]						
	Qualifying Event - Involuntary Termination	Guy One	000187221	Processed	3/5/2013	HR Role	✓
	[Edit Employee Add Dependent Edit Dependent Add Coverage Qualifying Event Add Subsidy]						
	Add Subsidy	Guy One	000187221	Processed	3/5/2013	HR Role	✓
	[Edit Employee Add Dependent Edit Dependent Add Coverage Qualifying Event Add Subsidy]						
	Qualifying Event - Involuntary Termination	Guy One	000187221	Processed	3/5/2013	HR Role	✓
	[Edit Employee Add Dependent Edit Dependent Add Coverage Qualifying Event Add Subsidy]						