

LONDON HEALTH'S CLOUD COBRA & DIRECT BILLING EMPLOYER PORTAL QUICKSTART GUIDE



LONDON HEALTH ADMINISTRATORS

Email: COBRA@LondonHealthUSA.com

Phone: 401-435-4700, Option #5

Mail: 40 Commercial Way, East Providence, RI 02914

Employer Portal: cobra.londonhealthusa.com

Welcome to London Health's Cloud COBRA & Direct Billing Employer Portal. This one-stop portal gives you the tools you need to better support your members in the management of their COBRA benefit plans.

The COBRA & Direct Billing Employer Portal is convenient and easy to use. Any-time access to the portal allows you to:

- Add members and member events
- View real-time individual participant account summary, plans, and payments
- View current and prior year plan information
- Retrieve reports generated by the employer
- Load data files
- Access communication history

For additional guidance on how to use London Health's employer portal, please click the link below view a video demo of our employer portal:

[Click Here To View Video of
Employer Portal Demo](#)

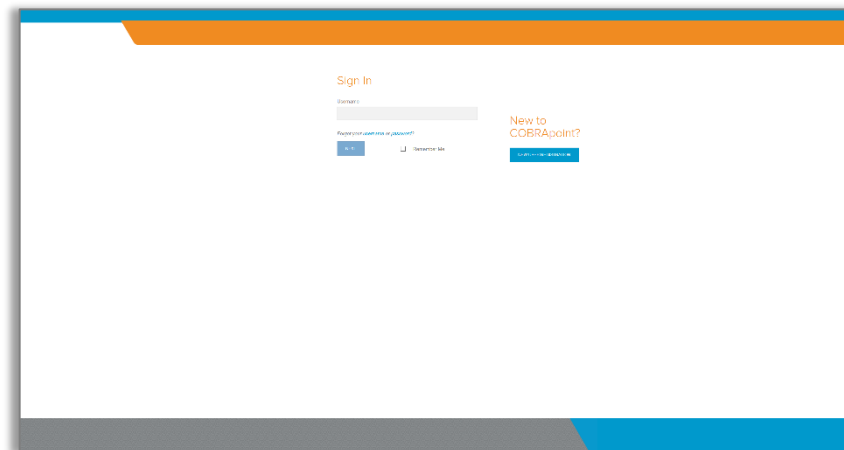
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HOW DO I GET ACCESS TO THIS PORTAL?

1. Navigate to Cobra.LondonHealthUSA.com and select New User Registration.
2. When going through New User Registration, please enter your user specific registration code:

(Your REGISTRATION CODE is stated in the email sent by our COBRA TEAM)

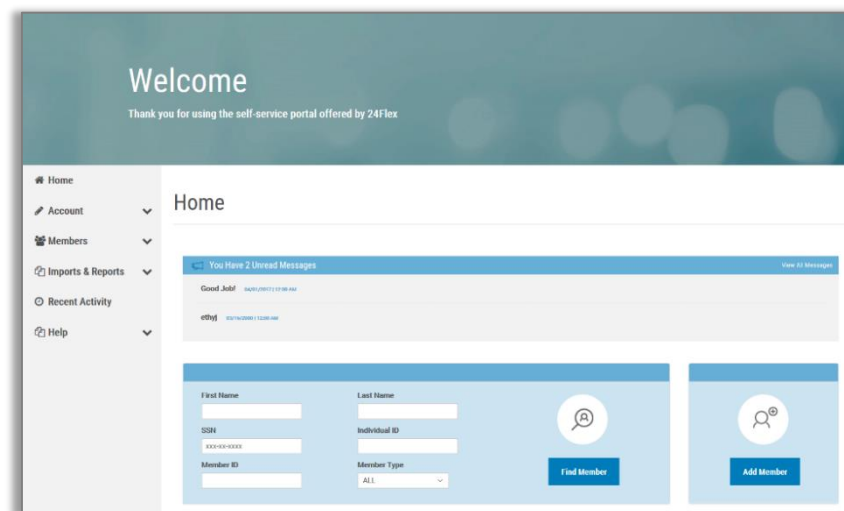
3. You will also be asked to enter your company EIN and then set up a password. Please note after entering your company EIN your username will be auto generated and appear at the top of the page.
4. Once a password is created and confirmed, you will be automatically directed to your Home page.
5. For any subsequent logins, you will enter your username on the main login page and then enter your password on a secondary login page.



The **Home** page is easy to navigate:

Once you're logged in, everything you need to efficiently and effectively manage your COBRA accounts is found on the Home page. From the Home page, you can:

- Add a new member
- View member-level data
- Check the status of file imports
- View plan information
- Import files
- View communications



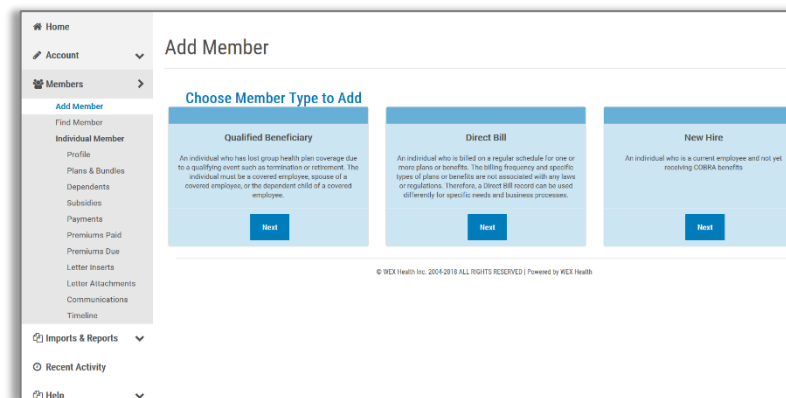
The options within the left navigation Main Menu will direct you to any action you need to take.

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HOW DO I ADD NEW MEMBERS?

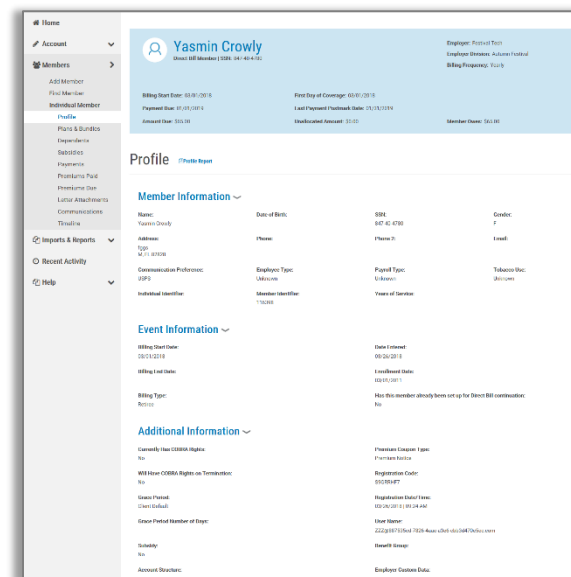
1. You can add a new member using the **Add Member** option available on the Home page or from the **Members** menu option.
2. Select the member type you'd like to add: Qualified Beneficiary, Direct Bill, or New Hire.
3. Click the **Next** button for the member type to begin the process of adding the new member.
4. Complete the required fields, marked with a red asterisk, and click **Next**.
5. Click **Save and Continue** to add new member information until you have completed all required steps.

The appropriate notification letter will be generated by the system and will automatically be sent to your administrator for printing and mailing.



WHAT KIND OF MEMBER-LEVEL DATA CAN I ACCESS?

1. You can locate a member's record using the **Find Member** option available on the Home page or from the **Members** menu option.
2. You can search for members using first name, last name, SSN, Individual ID, Member ID, as well as Member Type.
3. Once in the member view, you can access the following information:
 - Demographics
 - Event Information
 - Payments
 - Plan Enrollments
 - Communications
 - Letter Attachments



HOW DO I VIEW AND REQUEST REPORTS?

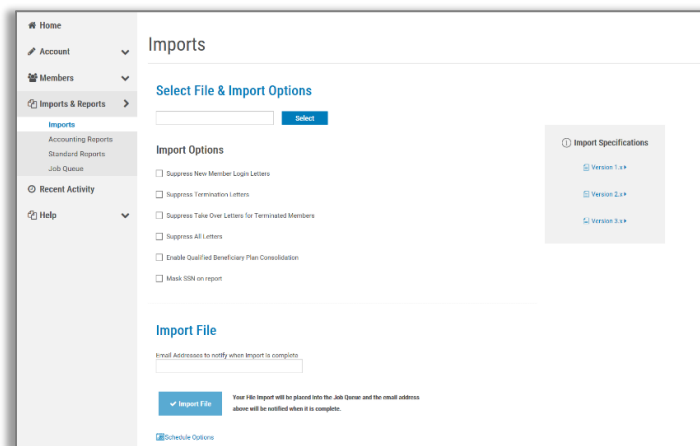
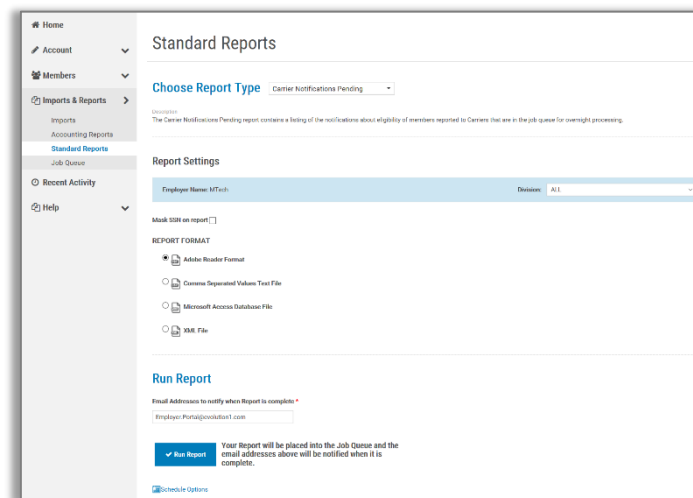
1. Select the **Imports & Reports** option to expand it and show the **Accounting Reports** and **Standard Reports** options.

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2. After selecting either report option, you will be provided with a drop-down menu to choose which report you would like to generate.
3. Complete the required fields, marked with a red asterisk, and click the **Run Report** button.
4. The report will generate and be available in the **Job Queue**.
5. At the bottom of the page for the chosen report, you are also able to schedule a report for a given date and time, as well as allow the report to generate continuously on a schedule.

ONE OF THE FEATURES OF THE PORTAL IS THE ABILITY TO IMPORT DATA. HOW DOES THAT WORK?

1. Select the **Imports & Reports** option to expand it and show the **Imports** option.
2. After selecting the **Imports** option, you can import demographic, dependent, event, and plan information into the portal using standard CSV formatted import files.
3. **Import Specifications**, used in the creation of your import file, are available on the page.
4. Results will be available in the **Job Queue**.



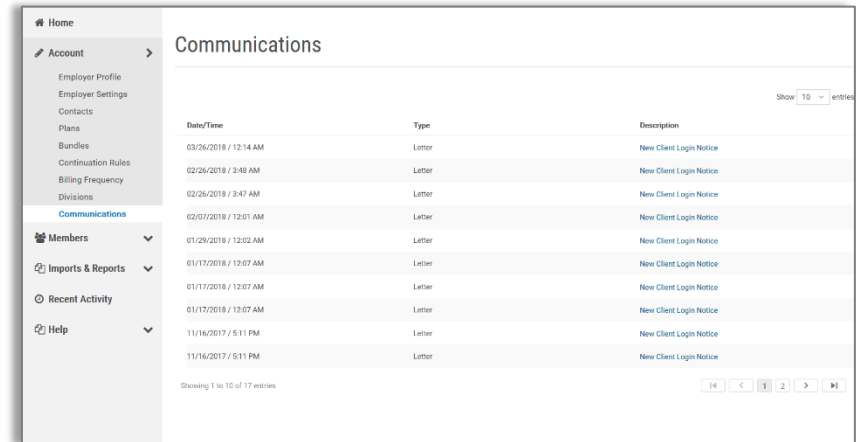
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HOW DO I VIEW COMMUNICATIONS AND MESSAGES?

1. Select the **Account** option to expand it and show the **Communications** option.

From the Communications page you can view the communications provided specifically for you. In addition, selecting the **Communications** option once you've located a member and are in the member view, allows you to view the communications provided for the member



WILL I BE ABLE TO ACCESS ANY OF MY PLAN INFORMATION?

1. Select the **Account** option to expand it and show the **Plans** and **Bundles** options.
2. Selecting either option will display the plans or bundles for Qualified Beneficiary and Direct Bill members.
3. Information available includes:
 - Carrier Information
 - Rates
 - Plan Settings

