

Printing a System-Generated COBRA Notification Letter

Automating print requests for COBRA notification letters was a new feature. I documented this feature using the traditional numbered lists, supporting screen shots, and references to related sections. These pages are from the Billing Procedures manual from Pacific Heritage Assurance, a health care insurance provider.

You can print a standard or a customized system-generated COBRA notification letter. If you need to print a COBRA notification letter manually, refer to the instructions beginning on page 9.15.

The procedure to print a standard or a customized system-generated COBRA notification letter is the same. When you submit a print request, the system checks to see whether a customized letter is specified for the group. If a customized letter is specified, then the system uses the appropriate letter for all covered persons in that group. If no customized letter is specified, or if the customized letter is specified incorrectly, then the system uses the standard letter.

You must use a customized letter if the rates for the group include the administration fee. If the administration fee is listed separately or if the group is billed for the employee's COBRA premium, then you may be able to use a system-generated letter. Instructions for specifying a customized letter are presented later on page 9.14.

The content of the system-generated letter, such as specifying medicare eligibility, the premiums, and group- or individually-billed, are all determined by the system. Although using a system-generated letter eliminates the need to key in all this data manually, you should still inspect and verify each letter you print.

To print a system-generated COBRA notification letter, follow the steps below:

1. Display the GroupFacts Member Termination (MT) screen or Member Dependent (MD) screen. *Note: Although you can use other GroupFacts screens to request these letters, these two screens are the most logical screens to use.*
2. Enter **uc** in the WINDOW field and press [PF10]. The system shows a screen similar to the screen shown below. Notice that the employee's data has already been filled in and that the default for the COBRA letter is set to YES.

CI: BR	TRANS: UC	COBRA LETTER REQUEST			PAGE 1 OF 1
Functions: A	Group ID:	GR HMO	DIVISION ID: 0001	MEMBER ID: 518886868	
NAME: ARD,		STEVEN C.	COBRA Y OR N: Y		
SHORT NAME:		RELATION:			
WINDOW ID:		WINDOW:			

COBRA Letter Request for an Employee Screen

To have the letter addressed to the employee only, or addressed to the employee and spouse, skip to Step 4. To have the letter addressed to the dependent only, go to Step 3.

3. To have the letter addressed to the dependent only, enter the short name of the dependent and the relationship. If the dependent is over 18 years of age, this form of address is appropriate. If the dependent is under 18 years of age, refer to instructions shown in "COBRA Letters to Minors" on page 9.13.

If the family has multiple dependents, enter the short name and relationship of the oldest dependent. After entering this data, your screen should look similar to the screen shown below.

CI: BR	TRANS: UC	COBRA LETTER REQUEST			PAGE 1 OF 1		
Functions:	A	Group ID:	GR HMO	DIVISION ID:	0001	MEMBER ID:	518886868
NAME: ARD,			STEVEN C.			COBRA Y OR N:	Y
SHORT NAME:	CHRIS		RELATION:	S			
WINDOW ID:			WINDOW:				

COBRA Letter Request for a Dependent Screen

To submit the print request, skip to Step 5.

4. To have the letter addressed to the employee only, or addressed to the employee and spouse, no more input is needed. The system addresses the letter as follows:

- If the spouse's last name matches the employee's last name, then the system address the letter using one line.

For example:

Steve and Karen Ard

- If the spouse's last name is different from the employee's last name, then the system addresses the covered persons on two lines. For example:

John Doe
Susie Smith

5. To request a letter, press [PF1]. The system shows a confirmation message.

6. Press [PF10] to return to the screen you displayed before requesting the letter. The system processes your print request overnight. One original letter and one copy is delivered to you the next day. The first page of the original letter is printed on color letterhead paper. The second page is printed on blank paper. The first page of the copy is printed on black and white letterhead paper and is marked as a copy. Another copy of the letter is stored online. Further information about using this stored copy is presented in “Reprinting a COBRA Notification Letter” beginning on page 9.11.

In addition to the letters, you will receive the List of Letters Printed report (CFCO003P). The report lists the group number, member ID, and employee or dependent name for the COBRA letters that you requested. Use this report to match up the employees you terminate to the employees you sent letters to. Keep this report in your files for documentation purposes.

If a letter is incorrect, if the report lists errors, or if you did not receive a letter you requested, refer to “Troubleshooting a System-Generated COBRA Notification Letter” on page 9.17.

Once you send the COBRA notification letter, be sure to add a note to a Notes screen (for example, Patient Billing Notes or Family Maintenance Notes screens) indicating the date you sent the letter.