

HealthHub.com COBRA Quick Reference Guide



Logging into HealthHub

- At HealthHub.com, select **Employee Account Login**.
- Enter your username & password and click **Login**.
- If you are a new participant, click on **Register** and enter your member ID (which could be your Social Security Number or Employer assigned number). Make sure to enter your number without dashes or spaces. Then enter your 5-digit zip code and click **Register**.
- Select a security question and answer.
- Then create your own username and password and click **Confirm**.

Sign up for electronic account updates

- At HealthHub.com, select **Employee Account Login**.
- Enter your username and password and click **Login**.
- Select **My Settings** at the top of the page.
- Select **Manage Notifications**.
- Enter your email address and then re-enter to confirm.
- Then select the notifications you wish to receive either via email or web alert on HealthHub.com.
 - **Documents Available** – a message notifying you when documents such as letters, statements and coupons are available for you to download online.
 - **Payment Received** – a message notifying you when your payment has been received and posted to your account online.
 - **Payment Reminder** – a message notifying you that you have a payment due in 7 days.
- After selecting your notifications, click **Submit**. If you wish to discontinue receiving notifications via email or web alert, you may change your preferences at any time.

To avoid PayFlex emails from going into your junk mail, please add eNotify@payflex.com to your address book.

Note: PayFlex will only send documents via email or web alert that do not require a proof of mail. If you wish to discontinue receiving notifications via email or web alert, you may change your preferences at any time.

Enroll in COBRA online

- After receiving your Qualifying Event notice via first class mail, you may enroll in COBRA online.
- At HealthHub.com, select **Employee Account Login**.
- Enter your username and password and click **Login**.
- On **My Dashboard**, select **Enroll Online Now** under *Benefits at a Glance*.
- Select the coverage level and applicable dependents that you wish to enroll. If you would like to decline the coverage altogether, check the box next to **Decline this coverage**.
- Click **Submit** to complete the enrollment process.

Note: Your status will still reflect “Pending Enrollment” state until the first payment is received. The first payment should cover the cost from the time your coverage was terminated up to the time of first payment. You can make a payment online or mail a check to PayFlex.

Important Reminder: You will not be able to enroll online if you have been offered coverage for yourself and your dependent AND you are declining coverage for yourself but are electing the coverage for your dependent only. Please send your election form included in your packet back to PayFlex with your election options indicated.

View your next payment amount and due date

- At HealthHub.com, select **Employee Account Login**.
- Enter your username and password and click **Login**.
- On **My Dashboard**, you can view the amount of your next payment and payment due date under *Benefits at a Glance*.
- For more detailed account information, click on **View My Account**.

Make a payment

- If the online payment feature is offered by your employer, you may make a payment at HealthHub.com. To get started, select **Employee Account Login**.
- Enter your username and password and click **Login**.
- Select the **Benefits Center** on the top navigation bar and click on **Make a Payment** on the left hand navigation bar.
- The payment options that may be available to you include scheduling a **One-Time Payment** or a **Recurring Payment**. Otherwise, a payment can also be made via check or money order and mailed to:

PayFlex Systems USA, Inc.
P.O. Box 2239
Omaha, NE 68103-2239

Note: By enrolling in the recurring payment option, you will no longer receive monthly communications from PayFlex via regular mail. If you enroll in eNotify, you can receive communications via email or web alert on HealthHub.com.

HealthHub.com

COBRA Quick Reference Guide

View your detailed account information

- At HealthHub.com, select **Employee Account Login**.
- Enter your username and password and click **Login**.
- Select the **Benefits Center** on the top navigation bar.
- On the left hand navigation bar, click on the following links to view your detailed account information.
 - **Account Overview** - view your enrollment status, start and end dates for coverage and payment information.
 - **Account Activity** - view a summary of your most recent account activity and premiums due in the upcoming months.
 - **Coverage History** - a list of all coverage's you have enrolled in.

Access important notices and letters

- At HealthHub.com, select **Employee Account Login**.
- Enter your username and password and click **Login**.
- On **My Dashboard**, select **My Documents** on the left hand navigation bar.
- To download and/or print the following documents, click on the **Document Title**.
 - Qualifying Event Letters
 - Enrollment Confirmation Letters
 - Participant Coupons
 - Rate Change Notices
- To narrow your search, you can filter by document type. Simply click on the drop down arrow at the top of the page and select the type of document you wish to view.

View your dependent coverage information

- At HealthHub.com, select **Employee Account Login**.
- Enter your username and password and click **Login**.
- Select the **Benefits Center** on the top navigation bar, then click on **My Dependents** on the left hand navigation bar.
- To view dependent coverage information, click on the dependent you wish to view.



Update your address

- If the address update feature is offered by your employer, you may make changes to your mailing address online at HealthHub.com. To get started, select **Employee Account Login**.
- Enter your username and password and click **Login**.
- Select the **Benefits Center** on the top navigation bar and click on **Update My Address** on the left hand navigation bar.
- To change your residential address, simply enter in your street address, City, State and 5-digit Zip code. If your mailing address is different than your residential address, uncheck the box next to **Same as Residential Address** and enter in your mailing address.
- After completing all required fields, click **Save**.

Questions?

You can view a listing of FAQs at HealthHub.com under **Quick Links** or contact Customer Service at 800.284.4885, 8am - 7pm CT, Monday - Friday.

Additional details about your COBRA Qualifying Event, payment schedule and other rights to continue health care coverage under COBRA can be found within your PayFlex notifications in **My Documents**.