

# Employee Role

Below you will find a step-by-step guide to aid you in the new on-line COBRA. We have developed this new feature to make things a little easier on you by offering paperless COBRA Administration! This feature will provide the following:

## EMPLOYEE ROLE:

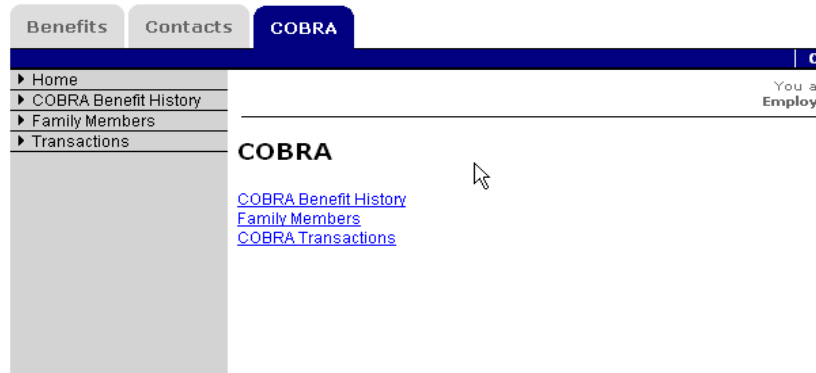
- Edit Employee – Name and Address
- Add Dependent – Name and Address
- Edit Dependent – Name and Address

## Log On To the System

1.Log on to MyRSC.com.

The screenshot shows the MyRSC.com COBRA web interface. At the top, there are three tabs: 'benefits' (selected), 'Contacts', and 'COBRA'. Below the tabs is a navigation menu with the following items: Home, Account History, Life Events, Forms, About Cafeteria Plans, Documents, Enrollment, COBRA Benefit History, and Benefit Plans. The main content area displays a welcome message: 'Hello Glenn' and 'Welcome to your private website, YOUR Online Resource Service Center!'. Below this, there is a section titled 'Here you can ...' with a bulleted list of actions: 'Learn how your Benefit Plans work!', 'See your Account History and Current Balances.', 'Download any forms you need.', 'Find out when you can change your elections in mid-year.', and 'And much more as you experience your site.'. There is also a section titled 'Navigate your site by clicking the Tabs at the top of each page or by clicking the Links on the left side of each page.' and another section titled 'To find out: Who to contact for your benefit plans? Click on the Contacts Tab above. Here you can find out ...' with a bulleted list of contact information: 'Name', 'Address', 'Phone Number', 'Fax Number', and 'E-mail Address'. At the bottom of the page, there are links for 'Privacy Statement' and 'Terms of Service'.

2.Select the COBRA Tab.



The Employee COBRA tab provides the following:

- COBRA Benefit History** – View current COBRA Status
- Family Members** – Ability to Search for Employee and Dependent information
- Transactions** – Ability to Search for Employee and Dependant Transaction Status

## Emails

The TPA, Employer and Employee will receive an email once per day to alert them of unprocessed transactions (anything not processing... or processed). The employee will receive an email if the email address has been added to the employee screen.

This is the email matrix outlining who will receive an email for each type of transaction status:

**Table 1:**

Status	Notify TPA	Notify ER	Notify EE
Created by Employee	Yes/No	Yes	No
Created by Human Resources	Yes/No	Yes	No
Created by Third Party Administrator	Yes	No	No

**Table 1:**

Status	Notify TPA	Notify ER	Notify EE
Denied by Human Resources	No	No	Yes
Denied by Third Party Administrator	No	Yes	No
Approved by Human Resources	Yes	No	No
Approved by Third Party Administrator	No	No	No
Sent Back to Employee	Yes/No	No	Yes
Sent Back to Human Resources	No	Yes	No
Resubmitted by Employee	Yes/No	Yes	No
Resubmitted by Human Resources	Yes	No	No
Processing...	No	No	No
Processed	No	No	No

## **Sample Email:**

This notification was sent to inform you that you have Online COBRA Transaction(s) that have not been fully processed:

1 transaction(s) is/are Denied By Human Resources

2 transaction(s) is/are Sent Back To Employee

Please visit <http://www.myrsc.com> to review this/these Online COBRA transaction(s).

## **Sample Emails with Archived Transactions Settings:**

RSCSQL-TEST – Test Employee ,

This notification was sent to inform you that you have Online COBRA Transaction(s) that have not been fully processed:

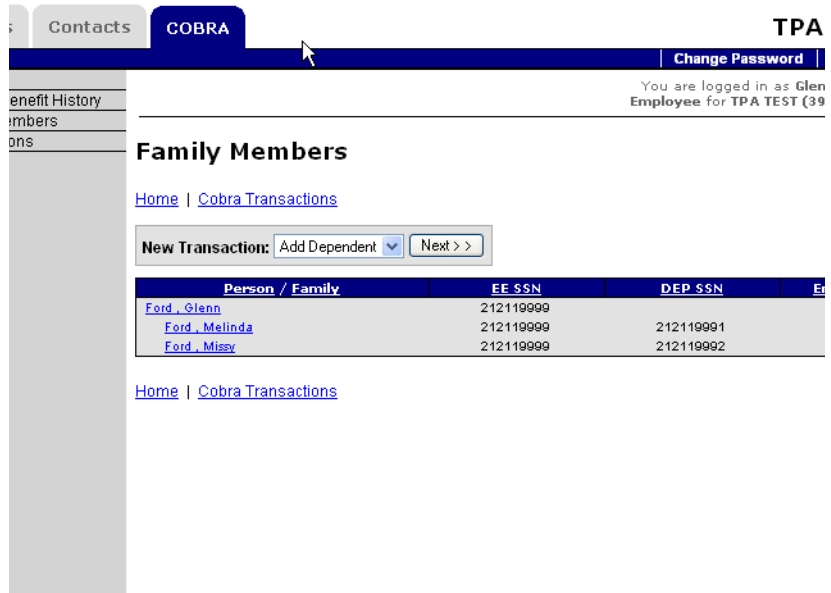
1 transaction(s) is/are Denied By Human Resources

You may review and resubmit the transaction(s) for re-evaluation by your Human Resource(HR) Department. This/These transaction(s) will be considered resolved if not resubmitted back to your HR Department within 7 days. After 7 days, this/these transaction(s) will be archived and new transactions will need to be created.

Please visit <http://www.myrsc.com> to review this/these Online COBRA transaction(s).

# Search Employee and Dependent Information

1. Click on the COBRA tab.
2. Click on Family Members.



3. Select Family Member.

## Add Dependent

1. From the New Transactions field, select Add Dependent
2. Select Add Dependent.

Contacts **COBRA** TPA

[Change Password](#)

You are logged in as **Glenn Ford** Employee for TPA TEST (3)

Benefit History  
Family Members  
Transactions

### Family Members

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

New Transaction: Add Dependent

	EE SSN	DEP SSN
<a href="#">Ford, Glenn</a> (Pending)	212119999	
<a href="#">Ford, Melinda</a>	212119999	212119991
<a href="#">Ford, Missy</a>	212119999	212119992

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

3. Click Next.

4. The fields with an asterisk are required. Fill out the form below and click Next.

Contacts **COBRA** TPA

[Change Password](#)

You are logged in as **Glenn Ford** Employee for TPA TEST (3)

Benefit History  
Family Members  
Transactions

### 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

[<< COBRA Transactions](#)

Privacy Statement | Terms of Service

(NOTE: The date fields must be **mm/dd/yyyy**. If this format is not used, this information will appear at the top of the screen.)

The screenshot shows the 'Add Dependent Wizard' form. The top navigation bar includes 'Contacts' and 'COBRA'. The user is logged in as 'Employee for TPA TEST (3)'. The form fields are as follows:

SSN	233112222	Relationship	Child
First Name	Jonas	MI	
Last Name	Ford		
Address Line 1	1012 Cantrill Road		
Address Line 2			
City	Little Rock	State	Arkansas
Zip Code	72227		
Date Of Birth	11/13/2005	Gender	M
Home Phone		Fax	
Email			

Buttons: Cancel

Footer: << COBRA Transactions | Privacy Statement | Terms of Service

5. The Select a Status field will default to Created by Employee. Click Next.

The screenshot shows the 'Add Dependent Wizard' form at a later stage. The 'Select a Status' dropdown is set to 'Created By Employee'. A 'Send Initial Notice' button is present. The 'Comments' and 'History' sections are empty. Buttons: Cancel, << Back

Footer: << COBRA Transactions | Privacy Statement | Terms of Service

6. Click Finish to complete the action.

ts Contacts **COBRA** TPA  
Change Password  
You are logged in as Glenn Ford Employee for TPA TEST (3)  
Transaction: Add Dependent Status: Recent  
Employee: Glenn Ford Dependent: Jonas Ford  
**Add Dependent Wizard**  
Would you like to do any of the following?  
[\[Edit Employee\]](#)  
[\[Add Dependent\]](#)  
[\[Edit Dependent\]](#)  
Cancel Delete  
<< COBRA Transactions  
Privacy Statement | Terms of Service

## Edit Employee

1. From the New Transaction Field, select Edit Employee. Click Next.

ts Contacts **COBRA** TPA  
Change Password  
You are logged in as Glenn Ford Employee for TPA TEST (3)  
**Family Members**  
[Home](#) | [Cobra Transactions](#)  
New Transaction: Edit Employee Add Dependent Edit Employee Edit Dependent Next >>  

	EE SSN	DEP SSN
<a href="#">Ford, Glenn (Pending)</a>	212119999	
<a href="#">Ford, Melinda</a>	212119999	212119991
<a href="#">Ford, Missy</a>	212119999	212119992

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

2.Change or add information and click Next.

Contacts **COBRA** TPA [Change Password](#)

You are logged in as Glenn Employee for TPA TEST (3)

### Edit Employee Wizard

SSN \* [212119999]

First Name \* MI Last Name \*  
Glenn Ford

Address Line 1 \* [1012 Cantrill Road]  
Address Line 2

City \* State \* Zip Code \*  
Little Rock Arkansas 72227

Date Of Birth [2/10/1968] Date Of Hire Gender \*  
Home Phone Work Phone Email

[Cancel](#)

[<< COBRA Transactions](#)

[Privacy Statement](#) | [Terms of Service](#)

Contacts **COBRA** TPA [Change Password](#)

You are logged in as Glenn Employee for TPA TEST (3)

### Edit Employee Wizard

SSN \* [212119999]

First Name \* MI Last Name \*  
Glenn Ford

Address Line 1 \* [1012 Cantrill Road]  
Address Line 2

City \* State \* Zip Code \*  
Little Rock Arkansas 72227

Date Of Birth [2/10/1968] Date Of Hire [01/01/2005] Gender \*  
Home Phone Work Phone Email

[Cancel](#)

[<< COBRA Transactions](#)

[Privacy Statement](#) | [Terms of Service](#)

3. The Select a Status field will default to Created by Employee.

The screenshot shows the 'Add Dependent Wizard' interface. At the top, there are tabs for 'Contacts' and 'COBRA'. The user is logged in as 'Glenn Ford' for 'TPA TEST (3)'. The 'Select a Status' dropdown menu is currently set to 'Created By Employee'. To the right of this dropdown is a 'Send Initial Notice' button. Below the status selection is a large text area for 'Comments' and another for 'History'. At the bottom of the wizard, there are buttons for 'Cancel' and '<< Back'. A navigation link '<< COBRA Transactions' is located at the bottom left of the wizard area. The footer contains links for 'Privacy Statement' and 'Terms of Service'.

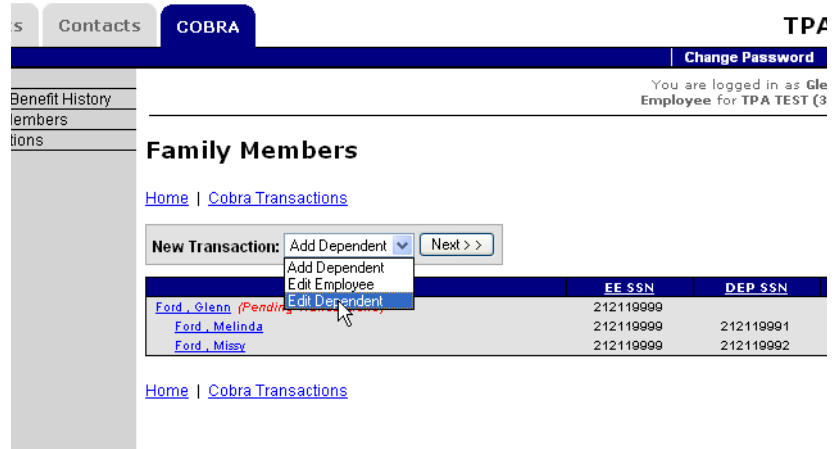
4. Click Next.

5. Click Finish to complete the action.

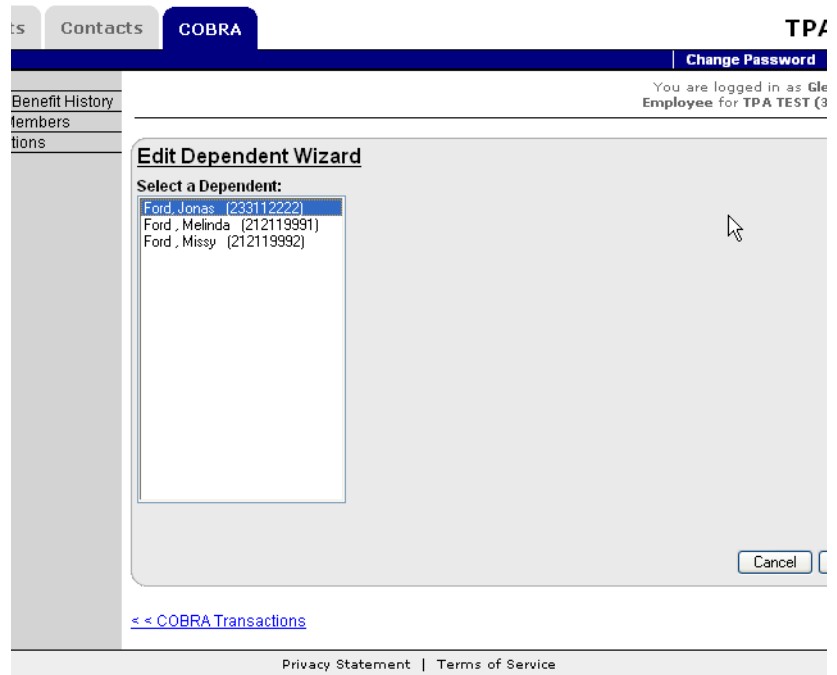
This screenshot shows the 'Add Dependent Wizard' after the dependent has been added. The transaction is labeled 'Transaction: Add Dependent' with a status of 'Recent'. The employee is identified as 'Employee: Glenn Ford' and the dependent as 'Dependent: Jonas Ford'. The wizard now asks, 'Would you like to do any of the following?' and provides three links: '[Edit Employee]', '[Add Dependent]', and '[Edit Dependent]'. At the bottom of the wizard, there are buttons for 'Cancel' and 'Delete'. The navigation link '<< COBRA Transactions' remains at the bottom left. The footer still contains 'Privacy Statement' and 'Terms of Service' links.

# Edit Dependent

1. From the New Transaction Field, select Edit Dependent and click Next.



2. Select a Dependent and click Next.



3. Change or add information and click Next.

Transaction: Add Dependent      Status: **Created By Employee**      Recent  
Employee: Glenn Ford      Dependent: Jonas Ford

### Add Dependent Wizard

SSN: 233112222      Relationship: Child  
First Name: Jonas      MI:      Last Name: Ford  
Address Line 1: 1012 Cantrell Road  
Address Line 2:      City: Little Rock      State: Arkansas      Zip Code: 72227  
Date Of Birth: 11/13/2005      Gender: M  
Home Phone:      Fax:      Email:     

Buttons: Cancel    Delete    << Back

[<< COBRA Transactions](#)

4. The Select a Status field will default to Resubmitted by Employee.

Transaction: Add Dependent      Status: **Created By Employee**      Recent  
Employee: Glenn Ford      Dependent: Jonas Ford

### Add Dependent Wizard

Select a Status: Resubmitted By Employee      Send Initial Notice:     

Comments:     

History: Created By Employee (Glenn Ford) on 12/14/2005 8:15:14 AM

Buttons: Cancel    Delete    << Back

[<< COBRA Transactions](#)

Privacy Statement | Terms of Service

5. Click Finish when the action is complete.

ts   **Contacts**   **COBRA**   TPA

Change Password

You are logged in as Glenn Ford Employee for TPA TEST (3)

Transaction: Add Dependent   Status: **Created By Employee**   Recent

Employee: Glenn Ford   Dependent: Jonas Ford

### Add Dependent Wizard

Would you like to do any of the following?

[\[Edit Employee\]](#)  
[\[Add Dependent\]](#)  
[\[Edit Dependent\]](#)

Cancel   Delete

[<< COBRA Transactions](#)

## Transactions

1. From the Home (Main) Screen on the COBRA tab, click on Transactions.

s   **Contacts**   **COBRA**   TPA

Change Password

You are logged in as Glenn Ford Employee for TPA TEST (3)

### COBRA Transactions

[Home](#) | [Family Members](#)

New Transaction: Add Dependent   Next >>

View Recent Transactions    View Archived Transactions

Status: [Dropdown]

Date Range: [ ] - [ ]   Reset   Search

Approve	Transaction	Person	EE SSN	DEP SSN	Current Status	Date Created
<span style="background-color: yellow;"> </span>	<a href="#">Edit Employee</a>	Glenn Ford	212119999		Created By Employee	12/14/2005
	[ <a href="#">Edit Employee</a> <a href="#">Add Dependent</a> <a href="#">Edit Dependent</a> ]					
<span style="background-color: yellow;"> </span>	<a href="#">Add Dependent</a>	Jonas Ford	212119999	233112222	Resubmitted By Employee	12/14/2005
	[ <a href="#">Edit Employee</a> <a href="#">Add Dependent</a> <a href="#">Edit Dependent</a> ]					

  Needs Attention  
  Needs Immediate Attention  
  Approved Processing  
  Processed

[Home](#) | [Family Members](#)

(NOTE: The Color will provide you with the status of the transaction.)

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

[Home](#) | [Family Members](#)

After these transactions have been reviewed by Human Resources, the current status will need to be Approved by Human Resources.

**COBRA Transactions**

[Home](#) | [Family Members](#)

New Transaction: Add Dependent [v] Next >>

View Recent Transactions  View Archived Transactions

Status: [v]

Date Range: [ ] - [ ]

[ Reset ] [ Search ]

Approve	Transaction	Person	EE SSN	DEP SSN	Current Status	Date Created
<span style="background-color: yellow; border: 1px solid black; width: 15px; height: 15px; display: inline-block;"></span>	<a href="#">Edit Employee</a>	Glenn Ford	212119999		Approved By Human Resources	12/14/2005
	[ <a href="#">Edit Employee</a> <a href="#">Add Dependent</a> <a href="#">Edit Dependent</a> ]					
<span style="background-color: yellow; border: 1px solid black; width: 15px; height: 15px; display: inline-block;"></span>	<a href="#">Add Dependent</a>	Jonas Ford	212119999	233112222	Approved By Human Resources	12/14/2005
	[ <a href="#">Edit Employee</a> <a href="#">Add Dependent</a> <a href="#">Edit Dependent</a> ]					

**Legend:**

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

[Home](#) | [Family Members](#)

**There are two settings on the Transactions screen:**

View Recent Transactions (This is the default)

View Archived Transactions

To view Recent Transactions, click on View Recent Transactions.

To view archived Transactions, click on View Archived Transactions

When either setting has been selected, you can use the search fields to narrow your results.

- Search by Status
- Search by a Date Range

Once you have entered your search criteria, click on search to get the results.

## COBRA Benefit History Screen

If you are a COBRA participant, you will be able to view when COBRA payments were received, as well as payment due dates/ amounts and the status of COBRA coverages from this screen.

5 Contacts **COBRA** TPA

[Change Password](#)

You are logged in as Glenn Ford Employee for TPA TEST (35)

**COBRA Benefit History for Glenn Ford**

[View Payments](#)

**Total Due**

Due Amount	\$0.00
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**Dental Plan**

Coverage Tier	Employee + Family
Covered Members	Glenn , Melinda , Missy
Current Due Date	12/01/2005
Current Amount Due	\$0.00
Next Due Date	N/A
Next Amount Due	N/A
Paid Through Date	01/01/1900
COBRA Dates	<a href="#">Detail</a>

**HMO Medical Plan**

Coverage Tier	Employee + Family
Covered Members	Glenn , Melinda , Missy
Current Due Date	12/01/2005
Current Amount Due	\$0.00
Next Due Date	N/A
Next Amount Due	N/A
Paid Through Date	01/01/1900
COBRA Dates	<a href="#">Detail</a>