

COBRA Administration

Insurance continuation



INNOVA BENEFIT Services, LLC

Personalized Services from Professionals Who Care

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The IRS estimates that 90% of all employers that are subject to COBRA are not in compliance. Also, COBRA policies and procedures are a standard component of any IRS corporate audit.

If you are asking...

- Are we legally required to offer COBRA to our employees?
- What are the penalties if we don't offer COBRA?
- When do we have to provide an Initial Notice of COBRA rights? How? To Whom?
- How long do we have to get out an Election Notice?
- What kind of proof do we need that our Election Notices have been provided?
- What do we need to do for COBRA participants during open enrollment?
- Are we in compliance with the ARRA subsidy requirements?

We have the answers!

Avoiding the risks involved in keeping compliant with one of the federal government's most complex laws is a big responsibility. Outsourcing administration relieves employers of the burdensome notification, collection and tracking processes required for COBRA administration. At INNOVA, we understand every single detail must be handled correctly the first time, every time. Our precise recordkeeping ensures prompt mailing of COBRA election notices and other required notifications. INNOVA monitors regulatory changes and court cases to ensure that all of your notices and administrative procedures are legally compliant. We also provide a buffer between the employer and former employees regarding COBRA matters.

INNOVA can eliminate these time-consuming administrative tasks from your duties and give you more time to focus on your overall corporate needs. Our professional staff is dedicated and devoted to making sure that everything is completed in a timely and accurate manner. Don't increase your payroll budget; we already have the staff.

INNOVA handles your benefit plan administration by providing the following notifications and services:

- Initial notification by First Class Mail with proof of mailing certification by U.S. Postal Service
- Qualifying event notification by First Class Mail with proof of mailing certification
- Online qualifying event notification and history detail
- Preparing and mailing COBRA election forms within specified timeframes
- Tracking election deadlines
- Preparing election confirmation letters, payment instructions and remittance coupons

- Premium collection and reconciliation
- Partial payment administration
- Notifying the Employer or Carrier of elections and enrollment changes
- Handling all COBRA participant and provider questions
- Remitting monthly premiums to the Employer or Carrier
- Providing monthly management reports
- Providing COBRA support to human resources and benefit personnel
- Preparing conversion notifications
- Preparing COBRA termination letters at end of maximum period
- Preparing the notice of unavailability of COBRA
- Notifying the Employer or Carrier of a COBRA termination
- Electronic document archiving
- Monitoring regulatory changes regarding COBRA
- Full ARRA Compliance

In addition, INNOVA will:

- Maintain computer and/or physical records of all notices.
- Maintain a database of qualifying beneficiaries to whom any notifications have been sent. Data will include all pertinent information reported by the employer.
- Provide employers with confirmation reports of all activities.
- Notify employer of any discrepancies or conditions it discovers during the course of its operations that may require action by the employer.
- Notify employer of known changes or updates relating to compliance with the Act.

The COBRA concept is simple. - Meeting COBRA requirements is not.



About INNOVA BENEFIT Services, LLC

INNOVA believes that the key to finding the best benefit plan provider is identifying one that offers a broad array of service customized to your needs. No matter how extensive a provider's product selection is, it is only good if it has the services that you require. INNOVAs' focus on personalized service means that we listen to your needs and provide you with the right combination of services and the right technology resources.

INNOVA is an experienced Employee Benefit Plan Service Provider that is committed to and solely focused on providing the customized service that other large companies cannot typically offer. We know that long-term satisfaction results from paying attention to the details.

INNOVA was founded by seven shareholders who are also key professionals operating the business and servicing clients. As owner employees, we are focused in providing service satisfaction to our sponsors and participants.

INNOVA provides a breadth of flexible administrative services to clients from offices in Pennsylvania and California, with clients located throughout the US. Our staff consists of many individuals with 20 to 30 years of experience in the Health and Welfare benefits industry. All of our staff are Certified Cafeteria Plan Administrators; additionally some are also Certified COBRA Administrators.

INNOVA is set apart from other plan service providers in our desire to offer the clients the flexibility to select from a variety of enrollment methods that best suit their needs; select from a variety of reimbursement methods and give their employees the freedom to choose how they use their benefit plans. In order for a benefit plan to be successful, the Plan must be effectively communicated to the employees. To assist the participants in using their benefits, our firm provides detailed materials, offers consulting services and encourages enrollment campaigns to help your employees fully comprehend how their benefit can be used to increase their spendable income.

INNOVA is committed to servicing clients, many of whom we have worked with for years, with excellence and personalized attention. We assign our clients a dedicated account manager. We don't like to change these relationships and many relationships have existed for years. We also coordinate with clients' brokers and consultants for seamless service and communications. Too many employers and some service-providers believe these services are a commodity and that attention to compliance is not significantly important. Our firm believes that employers cannot risk non-compliance when it comes to benefits mandated by the IRS. As your service provider, we follow the rules and stay abreast of the ever-changing laws.

INNOVA BENEFIT Services offers its clients a unique combination of personalized service and state-of-the-art technology. Our clients enjoy the confidence and peace of mind that their benefit programs are being administered in a reliable and compliant manner so that they can concentrate on their core business functions.



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