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Subject: ChamberCare Benefit Plan & Mewa.io: Frequently Asked Questions
Date: Tuesday, October 26, 2021 2:57:11 PM

From: mewa.io <info@mewa.io>
Sent: Monday, October 25, 2021 11:01 AM
To: Laura Hawkins <laura.hawkins@consoliplex.com>
Subject: ChamberCare Benefit Plan & Mewa.io: Frequently Asked Questions

Over the past two weeks, you should have received emails introducing mewa.io, a digital MEWA management system the ChamberAdvantage Benefit Plan will begin offering on February 1st.



Hi Laura,

Over the past two weeks, you should have received emails introducing mewa.io and myCobraPlan for continuation management. The ChamberCare Benefit Plan will begin offering continuation services through mewa.io and myCobraPlan for COBRA-eligible MEWA groups on January 1st. If you missed either of those emails, you may view copies of them using the following links:

- [Introducing mewa.io](#)
- [Walkthrough Video](#)

In this message, we'll address some frequently asked questions.

Are my Participating Employers eligible for COBRA?

COBRA services are provided for participating employers in the ChamberCare Benefit Plan with 20 or more full-time equivalent FTEs from the previous calendar year. Groups smaller than twenty are not required to provide COBRA services and will not be included.

What is the benefit of using [mewa.io](#)?

Mewa.io provides many benefits including:

- Ensuring plan members are offered the appropriate continuation of coverage options, as required by ERISA.

- Providing a single place to manage the above requests as well as any signed documents. This helps keep the plan compliant and ensures employers don't have to go searching for important documents.

For more detailed information, we recommend visiting mewa.io and watching the [introduction](#) and [walkthrough](#) videos.

Is there a cost to use mewa.io?

Mewa.io is provided at no cost by the ChamberCare Benefit Plan to plan members and brokers.

Is training required to use mewa.io?

As you've seen from the videos, mewa.io is incredibly simple to use for employers. Also, as the process is managed automatically, no action is required on your part. That means no logins or passwords to manage and no training required.

How do I know when my employers need to perform an action?

Mewa.io uses email to notify employers when they need to verify termination information. Every week, you'll receive a summary email indicating which of your employers are affected, if any.

How will brokers process terminations?

No additional action is required on your part to process terminations. You will continue to fill the Anthem termination form with the required termination information. If there is a case where the termination data needs to be verified, mewa.io will notify you and the affected employer.

What does myCobraPlan do?

myCobraPlan is the MEWA's COBRA Administrator. myCobraPlan will generate COBRA notices, process election forms and premium payments, and monitor participant timelines for COBRA coverage.

How soon does myCobraPlan send notices to eligible employees?

Please allow 2-3 weeks after a termination is entered in Anthem's system for the notifications to be sent.

How can I check on the COBRA status of my group members?

Employer and Broker online access is available at www.myCobraPlan.com. If you'd like to set up online access, please send an online access request on company letterhead stating you and your groups' contact information (name, company, phone, and email) and your insurance group number to

MEWAsupport@myCobraPlan.com. From here, you'll be able to see monthly reports and active participant status.

What if the group contact is not receiving the notices?

If notices are going to the wrong group contact or the group contact has changed, please send a letter on company letterhead to mewamembermaintenance@anthem.com to notify them of the change.

What happens if an employer does not respond to a notification?

Employer reminders are sent to employers at 3, 5, and 9 business days. Unanswered requests will automatically close at 10 business days. A non-response report is sent to Consoliplex for groups that don't submit a response and the termination code will default to loss of eligibility. A letter will be mailed to the group contact stating that no response has been submitted and asks them to respond if this is in error.

What if a group is already using a COBRA administrator?

Continuation services are embedded in the ChamberCare benefit plan for COBRA-eligible groups. Employers will automatically receive email verifications when a termination requires verification. If a group already has a vendor, they need to discontinue their services when COBRA services are implemented for the MEWA.

Will myCobraPlan take over COBRA administration for a current continuant that is being administered by another COBRA vendor?

Yes, MCP will take over COBRA administration from another COBRA vendor. Please see the qualified beneficiary takeover form in the [myCobraPlan welcome packet](#) for additional details. The form must be completed and returned to MCP to take over administration.

Are Anthem ancillary products included?

Yes, continuation services will extend to Anthem ancillary products offered with the MEWA medical plans, at no additional cost.

What if a group's eligibility status changes?

Contact service@consoliplex.com to update the number of members in a group.

Will myCobraPlan administer ancillary benefits from other carriers?

Yes, MCP will administer ancillary products from other carriers for an additional fee of \$40 per month or \$432 annually. Please review the ancillary acceptance notice in the myCobraPlan welcome kit for additional details.

How will this program be introduced to employers?

Employers will receive an introductory email explaining the program along with the first notification they receive from mewa.io. Included in that email will be the [Employer Walkthrough video](#) we previously shared. Each request from mewa.io will also contain any relevant information and instructions specific to that request.

Who do brokers/employers contact with questions regarding mewa.io?

If employers have further questions regarding mewa.io or myCobraPlan, please download and share the [Employer Toolkit](#) and [myCobraPlan welcome packet](#). Other questions regarding mewa.io or myCobraPlan should be sent to service@consoliplex.com.

Remember, this program will go live January 1st.

Thanks for being a part of the ChamberCare Benefit Plan!



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