

# BRMS COBRA Services

BRMS is focused exclusively on providing easy-to-use, fully compliant services to employers of all sizes.

## Online COBRA & HIPAA Administration

BRMS specializes in COBRA administration and can manage your entire COBRA program for you. From initial notice to termination, we ensure the entire process and all information is traceable utilizing our online web COBRA software. We have a formal process in place to ensure timely mailings, maintain copies of notices mailed, maintain evidence of mailing, and provide proof and testimony that the procedures were followed.

- Full-featured COBRA program includes all required notices and processes
- 24/7 access to real-time information for employers and participants
- Powerful Web-based system manages complex severance and subsidy rules, as well as divisional requirements and other special needs
- Online case management system allows employers to monitor our customer service delivery
- Extensive open enrollment support services are available as an optional service

## COBRA Support Call Center

Our COBRA Support Call Center is available via a toll-free number, Monday Thru Friday (7:00 am – 6:00 pm PST) to help service your COBRA members.

Fully integrated within the corporate office, BRMS is able to maintain complete control over the level of service provided. Our comprehensive Training Program provides ongoing training on product knowledge and plan changes, each representative is fully informed on each client's particular plan.

## Peace of Mind

BRMS provides a seamless program, which helps qualified beneficiaries understand their COBRA rights and alternatives to COBRA coverage, requiring no administrative support from your staff.

