

Employer Bulletin



September 15, 2011



New Online System and Rebranding for Manley Services COBRA Business

We're pleased to announce that effective October 1, 2011, we are upgrading to a COBRA system that will provide web-based services for COBRA clients. Concurrent to the system upgrade, Manley's COBRA services will be rebranded under the PacificSource Administrators name. This is a first step in the long-term strategy to rebrand all Manley services as PacificSource Administrators in 2012.

The new web-based system, COBRApoinT, will provide secure portals for employers and members. In addition to real-time reporting, the site will allow you to easily upload qualifying events and newly covered employee information and view all letters sent to qualified beneficiaries. Your COBRA qualified beneficiaries will have access to view letters online as well as make payments via ACH debits.

What current COBRA clients can expect

- **More information.** During the last week of September, you and qualified beneficiaries will receive more details by mail, including the site URL and login information.
- **Technical support.** While the new COBRA site's user interface is very intuitive, you'll also have access to an online system user guide as a reference, and if you ever need assistance we are happy to help.
- **A new name and logo.** After October 1, all COBRA letters, reports, and invoices will all be branded as PacificSource Administrators. (See logo below.)
- **Service.** You'll receive the same great customer service you've come to expect from Manley Services. The new system will provide us with time-saving efficiencies, allowing us to focus on taking care of our customers.



Administering COBRA On Your Own?

Our thorough understanding of COBRA law offers invaluable protection to your organization. We literally take over all necessary paperwork, notifications, billing, and personal contact required to transition into COBRA compliance. For more information, please contact Operations Manager Lou Allocco at (541) 225-2766 or lallocco@pacificsource.com.

New Location

In case you missed it... We recently moved our offices from Coburg to Springfield. Our Customer Services Representatives are available to assist walk-in clients in the **PacificSource** headquarters building at 110 International Way in Springfield. Phone numbers, fax numbers, and PO Box addresses have not changed.

Visit Us Online

At ManleyPlan.com you'll find:

- Access to MyFlex for Employers, a secure site for managing your FSA or HRA account
- Forms and other materials
- Contact information
- Examples of eligible expenses
- FAQs

Social Security Numbers Needed



The new COBRA system requires us to securely record Social Security numbers of all enrolled COBRA beneficiaries. We ask that you fax this information to us at (541) 225-3684 no later than September 23, 2011. This is a confidential fax, and the information will be handled according to HIPAA privacy standards.

Questions?

If you have any questions or concerns about this transition, please feel free to contact us by phone toll-free at (877) 355-2760 or by email at cobra@pacificsource.com.

- And more!

Please do not click "Reply." This e-mail was sent from an automated system, and replies will not be read. To contact us, please use the contact information above instead. Thank you!

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