

ACTION REQUIRED

Identify Your Assistance Eligible Individuals

As you are probably aware by now, on March 11, 2021, the American Rescue Plan Act (ARPA) was signed into law, setting several COBRA relief provisions into motion.

Please review our updates [here](#).

Our records indicate the submission of COBRA qualifying event(s) from your company with an event date that occurred on or after October 1, 2019. For us to provide the required COBRA subsidy notifications to those eligible on behalf of our clients, under the ARPA, we are requesting you to log in to the COBRA Online Portal and identify those COBRA participants who will be eligible for the subsidy on April 1, 2021 (those who were involuntarily terminated from employment). **It is important to note that the determination of Assistance Eligible Individual (AEI) status is subject to progress with guidance from the Department of Labor for scenarios for which AEI status is not clear.*

Although Model Notices and formal guidance have not been issued at this time, we expect those items by mid-April. In preparation for those required notices, we have created a page within our secure COBRA portal at www.isolvedbenefitservices.com/login so that you may identify your Assistance Eligible Individuals. **Please review these instructions carefully:**

1. Please log in to the COBRA portal at isolvedbenefitservices.com/login.
2. You will be automatically directed to the Assistance Eligible Individuals page.
3. You will find there a list of Qualified Beneficiaries whom we believe to be possible Assistance Eligible Individuals (AEIs), based on the information available at this time.
4. Isolved Benefit Services has preliminarily marked certain Qualifying Events as "AEI-YES" based on the Qualifying Event code in the record. However, you may find it necessary to change the AEI designation for any event.
5. You may save your progress and leave the page at any time and return later to complete your verifications.
6. At this time, we are allowing you to save your selections but not submitted while we await further guidance on the AEI definition.

The logo for isolved Benefit Services features the word "isolved" in white lowercase letters with a pink dot on the "i", followed by "Benefit Services" in pink uppercase letters. The background is black with a pattern of light gray circles.

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7. Once we have more guidance, we will provide information on the ability to preview your results and submit.
8. You will receive a confirmation report on the following business day.
9. If your COBRA activity is submitted by isolved People Cloud integration, weekly file feed or through Employee Navigator, you will receive periodic reminders to visit this page to designate AEI status on new Qualifying Events.
10. If you submit COBRA activity using our online portal, you will find a new AEI status field. Please designate your AEIs at the time of submission.

An AEI is defined as a qualified beneficiary who experienced an involuntary termination of employment or an involuntary reduction of hours, and whose maximum COBRA coverage period is not expired as of April 1, 2021. (You should select AEI-NO for anyone who voluntarily termination or reduced their hours.)

These AEI designations will be saved in our system and they will be used to generate notices required by ARPA, including the Special Election Notice, and they will be used to apply subsidies.

For questions, please reach out to the Customer Support Team at 866-320-3040 or via email at crmail@isolvedhcm.com.

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