



NueSynergy

CUSTOMER FOCUSED & TECHNOLOGY DRIVEN



GAIP Member and COBRA Participant Guide

Your guide to unlocking the unlimited potential of your COBRA account

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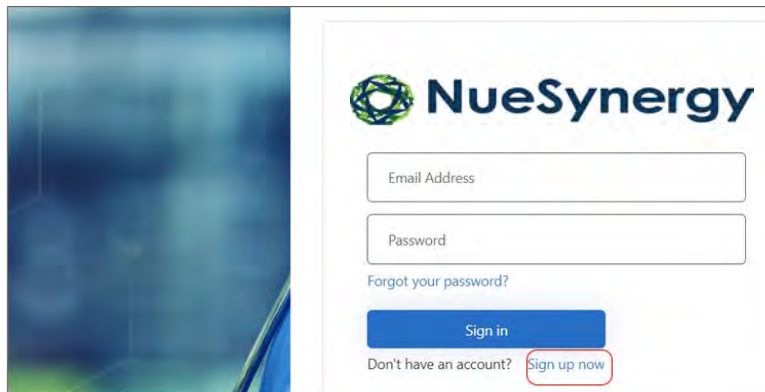
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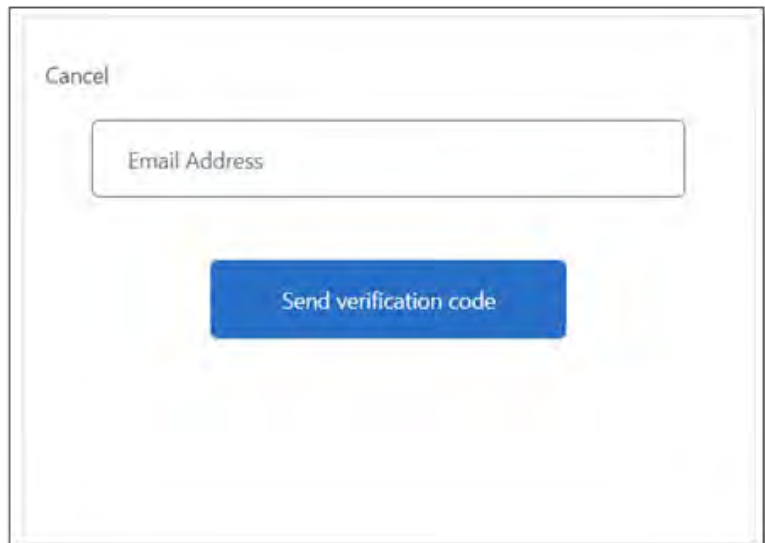
Logging into NueSynergy COBRA For the First Time

1. Access your Consumer Portal link. Click **Sign up now**.



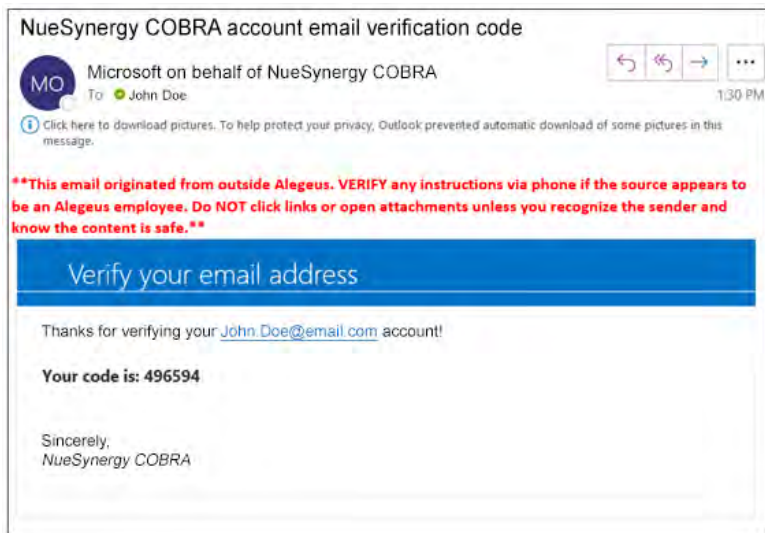
The image shows the NueSynergy login page. It features the NueSynergy logo at the top left. Below the logo are two input fields: "Email Address" and "Password". Below these fields is a link that says "Forgot your password?". There are two buttons: a blue "Sign in" button and a red "Sign up now" button. The "Sign up now" button is highlighted with a red box.

2. Enter a valid email address and click **Send Verification Code**.



The image shows a form titled "Cancel" at the top left. It has a single input field labeled "Email Address". Below the input field is a blue button labeled "Send verification code".

3. Check the email provided for an invitation email from Microsoft.



The image shows an email from Microsoft on behalf of NueSynergy COBRA. The subject is "NueSynergy COBRA account email verification code". The email is addressed to "John Doe". It contains a warning: "**This email originated from outside Alegeus. VERIFY any instructions via phone if the source appears to be an Alegeus employee. Do NOT click links or open attachments unless you recognize the sender and know the content is safe.**". Below the warning is a blue button labeled "Verify your email address". The email also says "Thanks for verifying your [John.Doe@email.com](#) account!" and "Your code is: 496594". It is signed "Sincerely, NueSynergy COBRA".



- Back in the Consumer Portal, enter the code and click Verify Code.

Verification code has been sent to your inbox. Please copy it to the input box below.

kayla.orr@alegeus.com

635084

Verify code Send new code

- Once the email is verified, create and confirm a password. A password must be between 8 and 64 characters and must have at least 3 of the following characteristics:

- A lower case letter
- An uppercase letter
- A digit

- A symbol

Click **Create** to be taken to your COBRA Account.

- Click **+ Connect to New Account**.

Accounts

You have not been connected to any accounts yet

+ Connect to New Account

- Enter the following information:

- Zip Code or Postal Code: If you have recently changed addresses, enter the zip code that your Employer would have had on record for your account.
- Date of Birth
- Social Security Number

Connect to your account

In order to connect to your account we need some information about the Primary Qualified Beneficiary of the account.

Zip Code or Postal Code

23789 5/20

Date of Birth

MM/DD/YYYY

9/13/1996

Social Security Number

111-11-1111 9/9

Close Submit



8. Click Submit. The system will match your information to your COBRA Qualifying Event record. Click View Account to be taken to your account.

Accounts

Connected to account
Click "View Account" below to manage your account.×

Employer	Qualifying Event Date	
COBRA Team	October 13, 2021	View Account

+ Connect to New Account



Electing Coverage

1. Sign into the Consumer Portal. You will see your last day to elect benefits. Click **Elect Plans**.



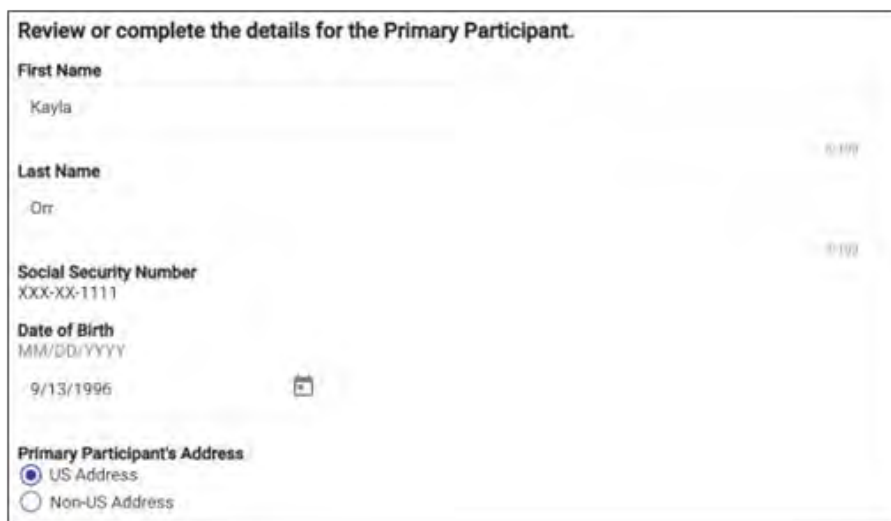
Benefits

Last Day to Elect: December 14, 2021

Benefit plans have not been elected yet. Click **Elect Plans** to get started.

Elect Plans

2. From the **Primary Participant** section, you will see your demographic information. If applicable, update any incorrect information and click Next.



Review or complete the details for the Primary Participant.

First Name
Kayla

Last Name
Orr

Social Security Number
XXX-XX-1111

Date of Birth
MM/DD/YYYY
9/13/1996

Primary Participant's Address
☒ US Address
☐ Non-US Address



Address
1111 Make It Up

+ Add Address Line

Postal Code **City** **State**
32789 WINTER PARK FL

Primary Phone Number (Optional)
1112223333

Secondary Phone Number (Optional)



- From the **Dependents** section, you will see your dependents or will be informed that were no dependents found for your account. If there is a missing dependent(s), you will see your benefit's Third Party Administrator's support number to contact. If applicable, update any incorrect information and click **Next**.

Review or complete the details for the Primary Participant's dependents.

There are no dependents. If this is incorrect, please contact support at 414-803-6713.

Back
Next

- If a subsidy was added for this record, you will see the **Subsidy** section. If a subsidy was not entered, this section will not display. If applicable, click **Next**.

Select who is covered under each benefit plan.

Medical Cigna CDHP \$102.00 ^

Covered People

Primary Participant ☒ Chelsea Wharin

Covered People	Cost ** (Monthly)
Primary Participant Only	\$102.00

** Costs may change annually.

Benefits Summary

Medical	\$102.00
Dental	\$51.00
Total (Monthly)	\$153.00

Dental Anthem Inc. CDHP \$51.00 ^

To continue your Medical at least one family member must be on Dental

Covered People

Primary Participant ☒ Chelsea Wharin

Covered People	Cost ** (Monthly)
Primary Participant Only	\$51.00

** Costs may change annually.

- From the **Benefits** section, you will see each benefit plan type you are eligible for (Ex: Medical, Dental, etc.) as well as the list of people who can be covered under each Plan (if you had dependents listed). If a Plan is bundled with another, you will see a '!' icon to indicate that you must be on the X Plan to be on the Y Plan. Once a Plan(s) is selected, the **Benefits Summary** section will display the premium due. The costs on this screen do not include subsidies. Once all desired Plans and people are selected, click **Next**.



6. From the **Review** section, you will see the plan(s), enrolled participant(s), and cost. Either click **Back** to make changes or click the **I agree to the Terms and Conditions** box and the click **Submit Election**.

☒ I agree to the [Terms and Conditions](#)

[Back](#) [Submit Election](#)

7. You will be taken to the **Benefits** screen. If desired, click **Edit Elections** to make any changes by the **Last Day to Edit Elections date**.

Elections Submitted
Your elections have been submitted successfully. ✕

Benefits

Last Day to Edit Elections: December 14, 2021 [Edit Elections](#)

This information is your benefits coverage as of the date below. Select a different date to view other coverage.

11/1/2021 



Paying Your Premium Online

Making a One-time Payment

1. Sign into the Consumer Portal. Click **View Account**. (Note: This step is only required for the first time you access your online Consumer Portal account).



Employer	Qualifying Event Date
COBRA Team	October 13, 2021

+ Connect to New Account

2. Click **Make a Payment** in the upper-right corner. (Note: If you elected coverage just prior to attempting to make a one-time payment, you will need to click the **Payments** tab first.)



Payments

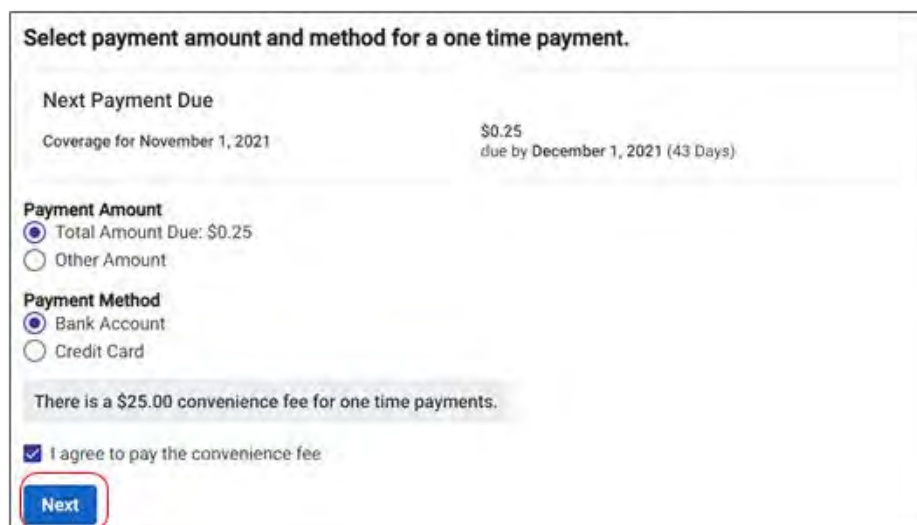
Next Payment Due

Coverage for November 1, 2021

\$0.25 due by December 1, 2021 (43 Days)

Make Payment

3. Select either **Total Amount Due** or **Other Amount**. If you select **Other Amount**, enter the amount you wish to pay toward your next premium.
4. Select your **Payment Method**, either 'Bank Account' or 'Credit Card'.
5. Check the 'I agree to pay the convenience fee' box. There is a \$25.00 convenience fee for all one-time payments. **Note:** When using a bank account as the payment method, the convenience fee may show as a separate transaction on your bank statement.



Select payment amount and method for a one time payment.

Next Payment Due

Coverage for November 1, 2021

\$0.25 due by December 1, 2021 (43 Days)

Payment Amount

☒ Total Amount Due: \$0.25

☐ Other Amount

Payment Method

☒ Bank Account

☐ Credit Card

There is a \$25.00 convenience fee for one time payments.

☒ I agree to pay the convenience fee

Next



6. Click Next.

7. Enter either your bank account or credit/debit card information (depending on which Payment Method was selected from above).

Bank Account:

Account Type

☒ Checking

☐ Savings

Account Holder's Name

Kayla Orr

9/100

Routing Number

124003116

9/9

Account Number

111111111111

12/17

Re-Enter Account Number

111111111111

12/17

☐ Save payment information for future use

Back

Make Payment

Credit Card:

Enter your payment details.

Card Holder Name

Kayla Orr

Card Number

1111 11111 111111

Expiration Month

April

Expiration Year

2025

Security Code

1111

Postal Code

32789

Clear

Pay \$25.25



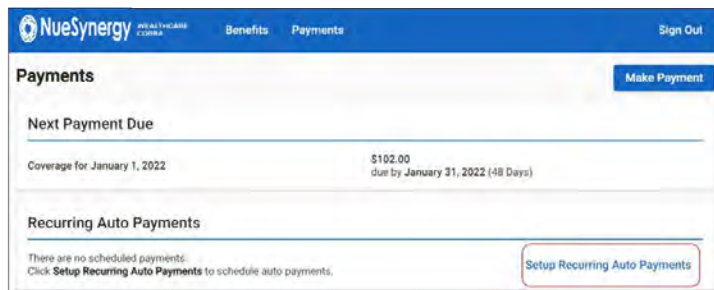
- Click **Make Payment** if you are making a Bank Account payment or click **Pay [XXX]** (replace [XXX] with your payment amount) if you were making a Credit Card payment.
- You will be taken to the **Payment Confirmation** screen. If desired, click **Go to Payments Summary** to go back to the **Payments** tab.

Setting Up Recurring Payments

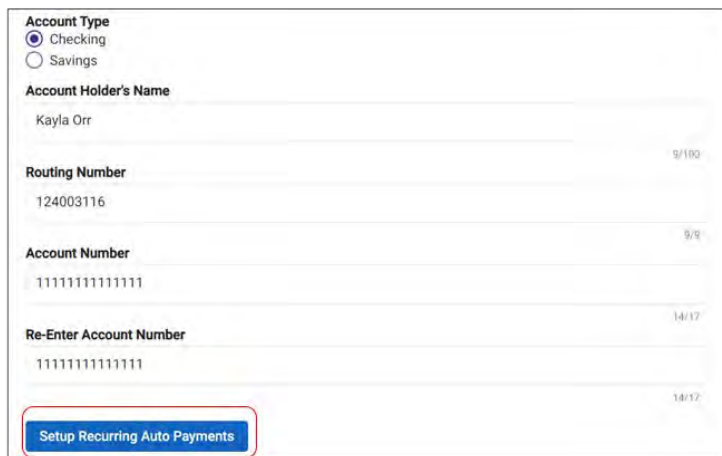
- Sign into the Consumer Portal. Click **View Account**. *(This step is only required for the first time you access your online Consumer Portal account).*



- You will be taken to the **Payments** screen. (Note: If you elected coverage just prior to attempting to make a one-time payment, you will need to click the **Payments** tab first.) Click **Setup Recurring Auto Payments**.



- On the setup screen enter your bank account information and then click **Setup Recurring Auto Payments**. Note that your account must be paid to full in order to set up recurring payments. If you have an outstanding balance from a previous billing period, you will be prompted to make a one-time payment to get your account current and then you can proceed to set up recurring payments.





- Read the authorization message and then click Setup Recurring Auto Payments.

Recurring Auto Payment Authorization

I authorize **MSI Integration TPA - KEEP** to electronically debit my account (and, if necessary, electronically credit my account to correct erroneous debits) for the total monthly premium amount from institution routing number **1240031116** and account **11111111111111** on the **8th day of each month**. I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify **MSI Integration TPA - KEEP** of any changes in my account information or termination of this authorization. I acknowledge that any changes made online by me or on my behalf will be considered written notice of change and will constitute authorization of change.

I agree that ACH transactions I authorize comply with all applicable law.

It is recommended that you print a copy of this authorization and maintain it for your records.

By clicking "Setup Recurring Auto Payments", you are agreeing to the above authorization.

Close [Setup Recurring Auto Payments](#)

- Review the confirmation screen and click [Go to Payments Summary](#).

Setup Recurring Auto Payments

1 Setup Recurring Auto Payments 2 Recurring Auto Payment Confirmation

Recurring Auto Payments has been setup successfully.

Recurring Payment Date Payment will be made on the **8th** of the coverage month.

Payment Method Checking ****1111

Payment Amount Amount due for coverage.

Your enrollment with the insurance carrier may take up to 7-10 business days. For help, please call our support at 4243-243-422-4224.

[Go to Payments Summary](#)

- From the Payments screen, you can see that recurring payments have been set up. Click Cancel if you want to cancel recurring auto payments. Recurring payments can be canceled at any time.

Payments

[Make Payment](#)

Next Payment Due

Coverage for January 1, 2022	\$102.00 due by January 31, 2022 (48 Days)	Recurring Payment Scheduled
------------------------------	---	---

Recurring Auto Payments

Checking ****1111

[Payment will be made on the 8th of the coverage month.](#) [Cancel](#)



Viewing Your Bill

1. Sign into the Consumer Portal.
Click **View Account**.

Accounts

Employer	Qualifying Event Date	
COBRA Team	October 13, 2021	View Account
+ Connect to New Account		

2. From the home screen, you will see the Billing tab after the Next Payment Due section.

Payments

[Billing](#)
[Payment History](#)

Due Date ↑	Last Day to Pay	Amount Due
▼ November 1, 2021	December 1, 2021	\$0.25

[Make Payment](#)

3. Click down the arrow next to a billing period to view the following information:

- **Due Date:** The date that the next premium is due.
- **Last Day to Pay:** The last day the participant has to pay their premium for that billing period. If a full payment is not received by that date (excluding Insignificant Payments), the participant will have a 'Pending Termination' status.
- **Amount Due:** The total amount due for that billing period (including subsidies) and administration fees.
- **Plan:** The benefit type and plan name.
- **Plan:** The amount due for that plan, including administration fees, and not including subsidies.
- **Total Amount:** The amount due for that plan, including administration fees, and not including subsidies.
- **Subsidy:** The subsidy amount for that plan.
- **Amount Due:** The total amount due for that billing period (including subsidies) and administration fees for that plan.
- **Total:** The total amounts for all plans.

Billing		Payment History	
Due Date ↑		Last Day to Pay	
^ November 1, 2021		December 1, 2021	
Plan	Total Amount	Subsidy	Amount Due
Medical Cigna Plan	\$0.25	\$0.00	\$0.25
Total	\$0.25	\$0.00	\$0.25



Viewing Your Letters

1. Sign into the Consumer Portal.
Click View Account.

Accounts

Employer	Qualifying Event Date	
COBRA Team	October 13, 2021	View Account
+ Connect to New Account		

2. From the home screen, click on the **Communications** tab at the top.

WEALTHCARE COBRA

[Benefits](#)
[Payments](#)
[Communications](#)

Benefits

Last Day to Edit Elections: May 30, 2022

This information is your benefits coverage as of the date below. Select a different date to view other c

4/1/2022

3. You will see all of the letters that have been sent to you with the most recent at the top. Click Download Letter. If a letter was sent to more than one address, you will be prompted to select which recipient address you want to download.

Communications		
Letter Type	Mailed Date	
Enrollment Confirmation	February 1, 2021	Download Letter
Election Confirmation	January 28, 2021	Download Letter
Qualifying Event	January 1, 2021	Download Letter
Items per page: 10 3 of 3		