COBRA Online User Guide for Employers

Interactive Medical Systems (IMS) is pleased to offer online account services to assist you in management of your COBRA administration.   Please contact IMS at 800-426-8739 extension 5054 or eligdept@ims-tpa.com with any questions.

Log In

To log in for the first time, you need the Temporary Login ID and Employer Code provided by IMS.

- www.imscobra.com, choose **Login** which directs you to the account login page at myRSC.com.
- Under "First Time Logging In" choose **Registration**
- Choose **myRSC Temporary Login ID and Employer Code**
- Enter the Login ID provided by IMS
- Enter the Employer Code provided by IMS
- Follow the steps to finalize your log in.
- From the dropdown select **Human Resource Administrator** and check the box **Set as default logon.** Click **Select Role**

View Mailed Documents

- Click the **Benefits** tab at the top left of the page
- Choose **Fulfillment** on the menu to the left
- Choose **Proof Of Mailing Report**
- The Document Search Options screen will open. Be sure your pop-up blocker is disabled. Enter a Post Date range, the Recipient Name, Search.
- Click on the Document Type to view the document.

View Reports

- Click the **COBRA** Tab at the top of the page.
- Choose **Participants** to view the Participants Report listing current COBRA participants including start date, benefits, and paid through date.
- Choose **Qualified Beneficiaries** to review the Qualified Beneficiaries Report listing those in the 60-day COBRA election period including the event date and last day to elect coverage.
- Choose **Terminated** to view the Terminated Report listing those offered or accepted COBRA and terminated.

Add an Employee (Generate an Initial Notice)

- Click the **COBRA** Tab at the top of the page
- Click **Transactions**
- In transactions, **New Transaction**, select **Add Employee**. **Next**.
- Fill out the form. **Next**.
- Select a Status should be **Approved By Human Resources**.
- If IMS mails the Initial Notice on your behalf, checkmark the box next to **Send Initial Notice**. Then, **Save**. If not, just choose **Save**.
- Choose **Finished**
- To generate an Initial Notice for a newly covered spouse of an already covered employee
  Click the **COBRA** Tab, then **Transactions**
  In transactions, **New Transaction**, select **Add Dependent.**
  Select the employee from the list. **Next**.
  Fill out the form. **Next**.
  Select a Status should be **Approved By Human Resources**.
  If IMS mails the Initial Notice on your behalf, checkmark the box next to **Send Initial Notice**. Then, **Save**. If not, just choose **Save**. **Finished.**

Generate a COBRA Notice for a Qualified Event

- First follow the steps above to Add Employee. Leave the box next to the **Send Initial Notice** unchecked.
- Then, click the COBRA Tab at the top of the page
- Click **Transactions**
- In transactions, for **New Transaction**, select **Add Coverage. Next**.
- A list of benefits will be shown. Select a **Benefit** from the list. **Next**.
- Select the **Tier. Next**.
- Select the Employee and Enter the Effective Date (start of your plan year). **Next.**
- Leave the box next to the **Send Initial Notice** unchecked. **Save.**
- Continue to **Add Coverage** for each additional plan.
- Once plans are added, choose **Qualifying Event.**
- Use the dropdown to select the **Qualifying Event**. Enter the **Event Date** (i.e. last day worked). **Next.**
- Leave the box next to **Send Initial Notice** unchecked. **Save.**

View Transaction Status

- To check the status of transactions you submitted, click the COBRA Tab at the top of the page
- Click **Transactions** to see the list.
- Each transaction is color coded to indicate the status of the transaction.

Email Notifications

- If you received an email that you have a document available to view, click the Benefits Tab at the top of the page.
- On the right side of the screen, click View Your New Documents.
- Click on the **Document Type** to view the document for which you received notification. Be sure your pop-up blocker is disabled.