May 23, 2019

Address Line 1
Address Line 2
Address Line 3 (If necessary)
Address Line 4 (If necessary)

Dear First Name/Last Name,

Thank you for choosing Medical Mutual as your health insurance carrier. I am writing to inform you of a change in the vendor that administers your group’s COBRA benefits. Effective July 1, 2019, your COBRA benefits will be administered by a new platform called COBRA Options – Brought to you by Medical Mutual.

This change will allow us to offer your group an enhanced platform for benefits administration services. COBRA Options will be able to:

- Process election data
- Send out and track appropriate notices
- Create and send invoices
- Collect and disburse premiums
- Terminate benefits based on COBRA expiration or due to member non-payment

Qualified beneficiaries will also be able to access and pay invoices using a mobile app.

**What do you need to do to get started?**

To help ensure a smooth transition, please complete the enclosed automated clearinghouse (ACH) form and COBRA verification form. You can fax both forms to 1-216-687-6352 or scan and email them to COBRAChange@MedMutual.com.

Please complete this step promptly to expedite your group’s setup. If you have any questions about this transition, please contact your Medical Mutual representative.

Sincerely,

Sue Miller
Director, Membership Services