

Business Processing Event Time Line

Event Title	Duration	Responsibility
1. Submit application with fees.	Varies*	Provider
2. Receive and preview application.	1 day (if clean)	TASC
3. Enter the new business into MyTASC.	1+ days	TASC
4. E-mail plan set-up material to the Client. Materials include: Client Administrative Portfolio, Services and Responsibilities, Client Qualifying Event Notification Form, Premium Collection Plan Information Form, Take-Over Qualified Beneficiary Information Form, and COBRAToday Compliance Manual.	3 days	TASC
5. Execute the Out Bound E-mail to the Client requesting a conference call appointment.	1 day	TASC
6. Execute the Out Bound Call to the Client.	Varies dependent on Client schedule	TASC
7. Enter Client information to establish the Client account.	TBD	TASC
8. Receive completed Premium Collection Plan Information Form and Take-Over Qualified Beneficiary Information Form.	Varies	Client
9. Process the TQB Information Form and send to TQB's notification of change in COBRA administration to COBRAToday along with premiums coupons.	7 - 14+ days	TASC

* Varies = TASC is unable to determine the number of days in the cycle this event will require as the responsibility for this event is beyond TASC's control.