

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

Dear Customer and Partners,

Last spring with the passage of the CARES Act, the Department of Labor and IRS issued a joint notice requiring the suspension of deadlines to elect COBRA, pay COBRA premiums, elect HIPAA special enrollment, and file benefit claims, appeals, and external reviews. This ruling suspended timeframes from March 1, 2020 until 60 days following the end of the COVID-19 National Emergency. While the National Emergency has not ended, there is a statutory duration limit of one year meaning the deadlines during the Outbreak Period are set to expire on February 28, 2021.

Absent any further guidance, the deadline calculator for timeframes will begin again on March 1, 2021. Currently there have not been any extensions or guidance on how to handle the end of the relief, such as whether or not the suspended periods will restart for affected individuals on March 1, 2021, if there should be a 60-day wind down period following February 28, 2021 (as anticipated in the original guidance), or if the one-year suspension window will apply and be calculated on a participant-by-participant basis.

isolved Benefit Services is hopeful there will be more guidance in the coming days and will continue to monitor this topic and will be providing additional updates as more information becomes available.