

**BENEFIT CONTINUATION SERVICES  
PARTICIPANT REFERENCE GUIDE**

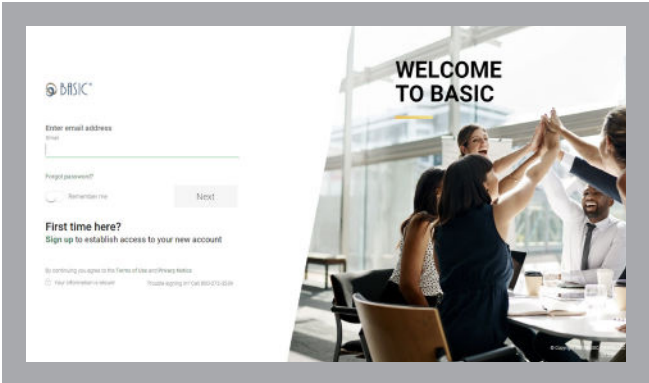


# ONLINE ACCOUNT GUIDE

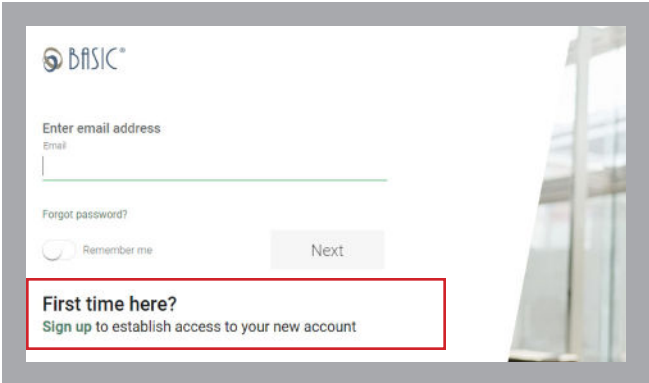
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## Sign Up / Sign In

Go to to [cda.basiconline.com](http://cda.basiconline.com) to access your account online. Please note, Google Chrome is the preferred web browser for account access.



The first time you visit the site, you will need to complete the Sign Up process. This is true whether you are a new or returning participant. On the Sign In page, below First time here? click Sign Up to establish access to your new account.



There are two ways to sign up:

## 1) Sign Up with Your Email Address

If you already have an email address on file with us, complete the Sign Up process using that email.

- On the Sign Up page, enter your email address (the one we already have on file) and create a new password.
- A 6-digit verification code will be sent to your email address. Check your email, then enter that code.
- Enable Two-Factor Authentication to add an extra layer of account security. When you are using our website or mobile app and you successfully authenticate with your email address and password, we will send a code to your mobile phone for you to enter to complete the sign-in process.
- Read through and agree to the Terms of Use.

Once you have completed these steps, you will be able to sign into your account.

## 2) Sign Up with a Passcode

If you did not previously have an email address on file with us, you will need to sign up with your Individual ID and Passcode.

- On the Sign Up page, click the Sign up with a passcode link in the first paragraph of text.
- Refer to the letter you received from us containing your Individual ID and Passcode.
- Enter your Individual ID and Passcode from the letter, then the email address you wish to use. (Your unique identifiers from the letter are used to associate the email you provide with your account.)
- A verification code will be sent to your email address. Check your email, then enter that code.

Once your email address has been verified, you can complete the rest of the Sign Up process as described above (using the email address you just verified) and sign into your account.

**SIGN UP**

To sign up, enter the email address matching the one provided to us by your employer or plan sponsor when you were added, then create a password. Alternatively, **sign up with a passcode** if you were provided one.

**1** Email

Create Password Show

**SIGN UP**

To sign up, enter the email address matching the one provided to us by your employer or plan sponsor when you were added, then create a password. Alternatively, **sign up with a passcode** if you were provided one.

**1** Email

To sign up, enter the email address matching the one provided to us by your employer or plan sponsor when you were added, then create a password. Alternatively, **sign up with a passcode** if you were provided one.

Individual Id  
**5800-4265-5470**

Passcode  
**cwyy-299b-143f**

Email  
**John.Copland@yopmail.com**

## BASIC Benefits App

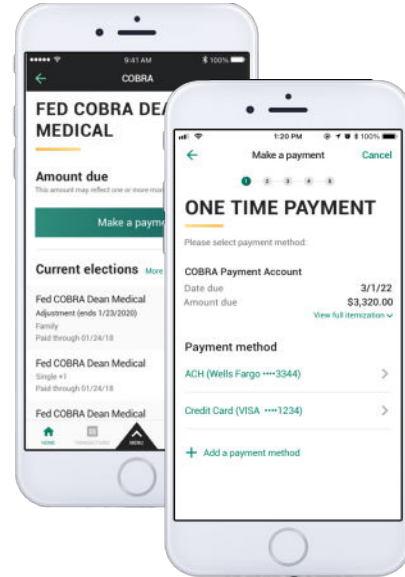
After you have established access to your account, you can download the BASIC Benefits App for convenient, anytime account management!

[App Store](#) (iOS)

[Google Play](#) (Android)

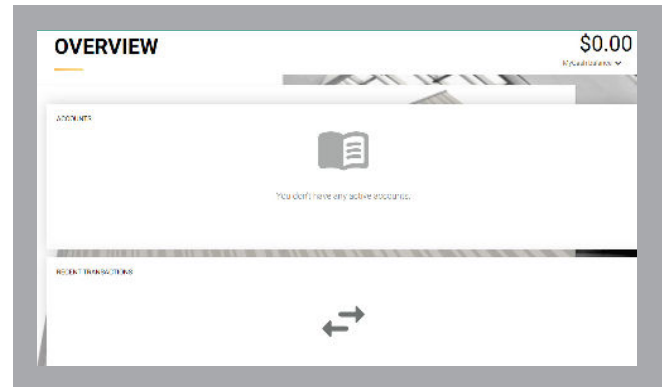


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## Overview

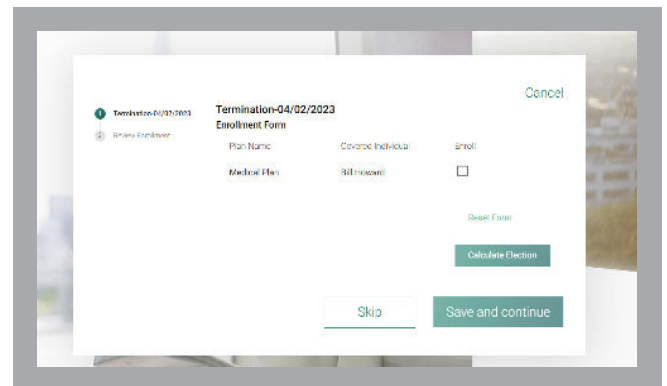
When you sign in online or open the app, you will see your Overview screen. This page contains all the tools you need to manage your Continuation Services account.



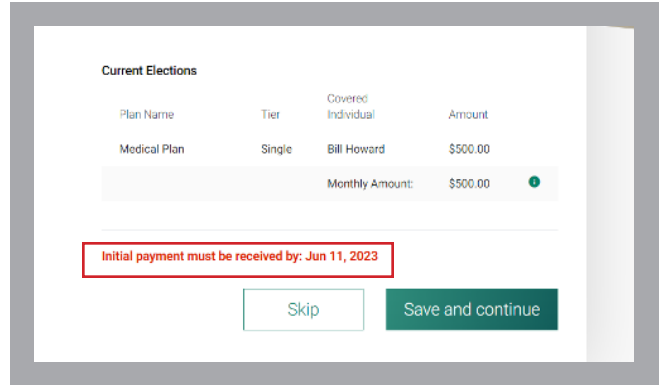
## Activate Your Account & Enroll

Click Accounts and then select Enroll from the dropdown list. You will be able to view the Eligibility Event that was offered to you.

You will be given the choice to enroll in each plan for each qualified beneficiary. Each time you click to enroll in a plan, you can click Calculate Election to see the payment that would be due for that option.

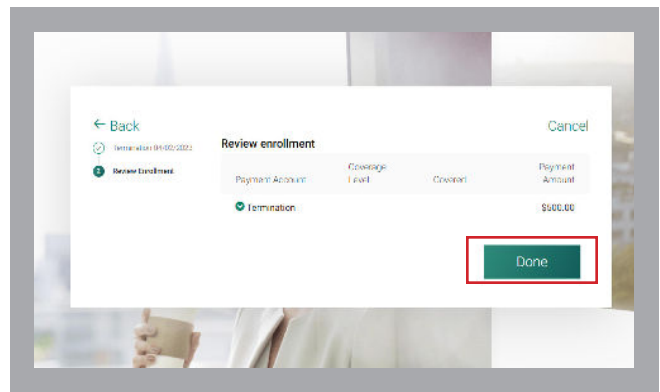


Your first payment deadline will be calculated according to the provisions of your account. If the information is acceptable, click Save and continue. If you want to revise your election, follow the guidance on the screen to change your options.

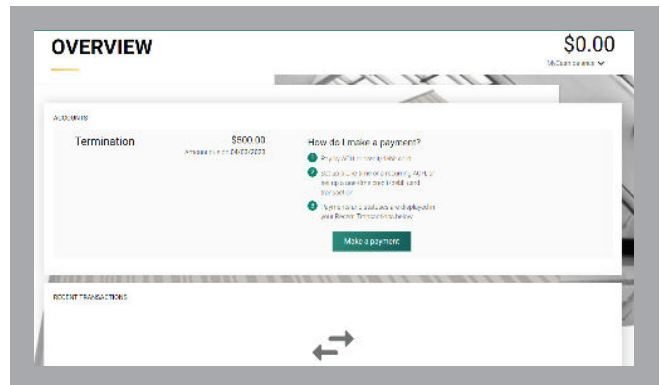


## Review Your Enrollment

You will see a screen similar to this to review your enrollment. If it is acceptable, click Done.



Your Overview screen will now look something like this, with the Accounts tile reflecting your new enrollment.

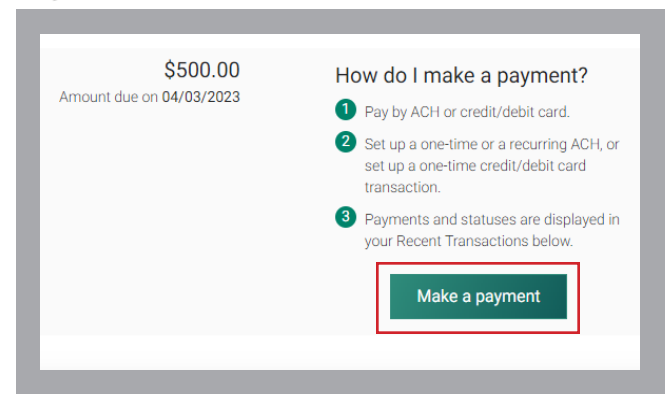
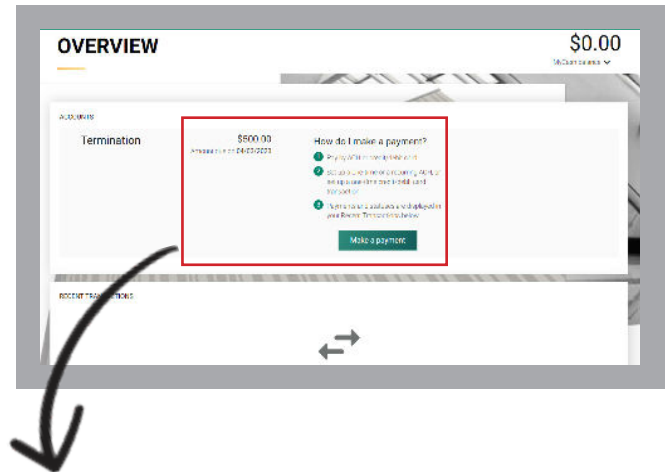


## Making a Payment

You may set up a one-time or recurring electronic payment from your bank or provide information to pay by credit card (convenience fee will apply).

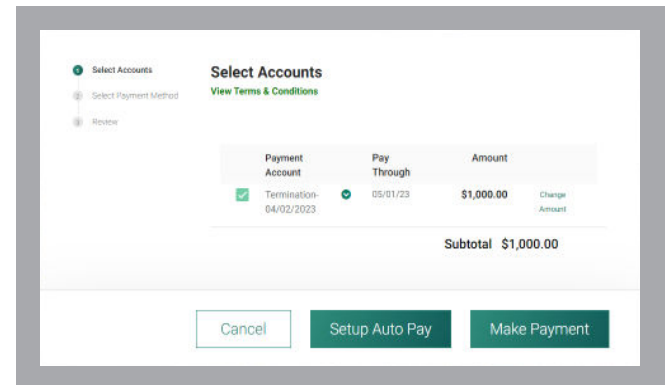
If you do not wish to use electronic payment options, you may instead choose to generate payment coupons, which will be mailed to you and which you can return with your check or money order. However, the fastest reinstatement of your previous coverage will occur with electronic payment.

To make a payment, click the Make a payment button.

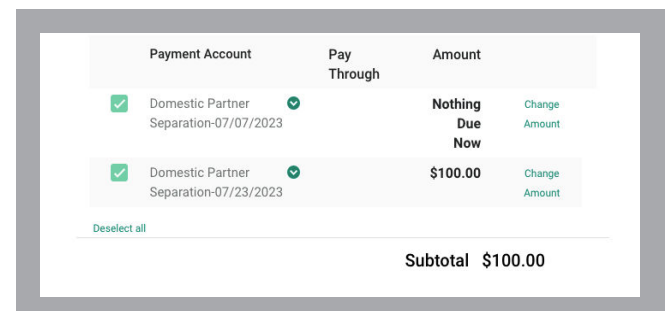


You will see this screen to select among your accounts. Make sure to review the Terms & Conditions before making a payment.

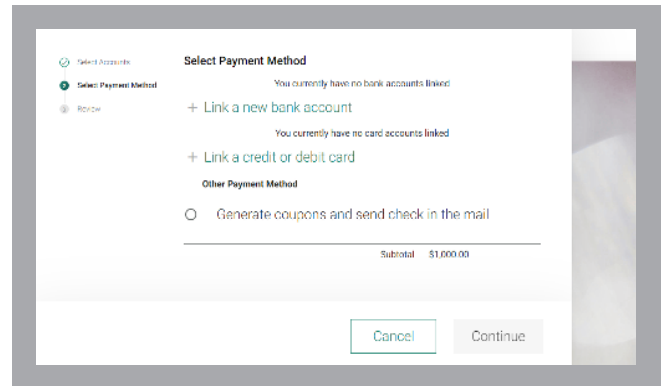
Click Setup Auto Pay to set up recurring payments, or Make Payment to initiate a one-time payment.



If you have more than one option shown, you must select the account or accounts that show a payment due by selecting or deselecting from the list. Failure to select correct accounts with payments due could result in cancellation of your coverage for nonpayment.



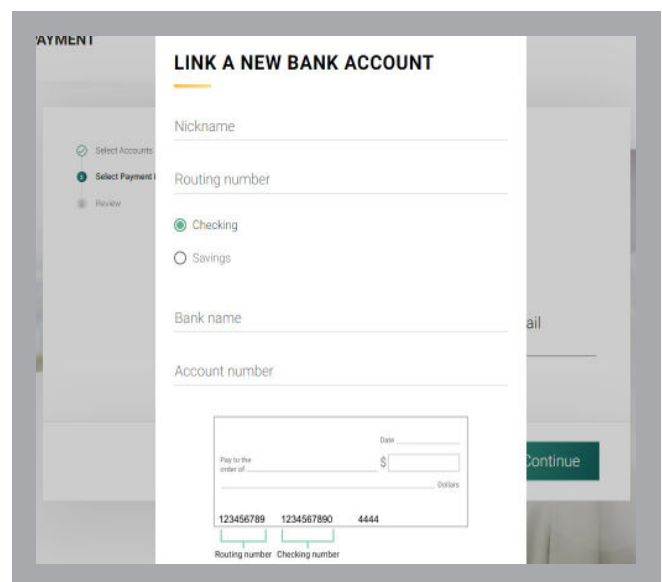
Next, select your desired payment method:



## 1) ACH via Checking or Savings Account

Choose Link a new bank account to set up one-time or recurring ACH payments.

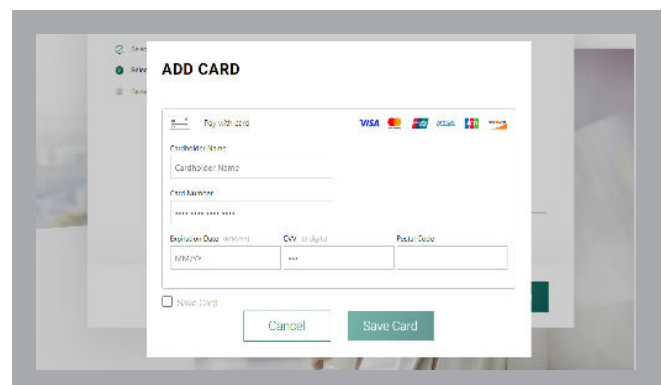
Enter your checking or savings account information in this step.



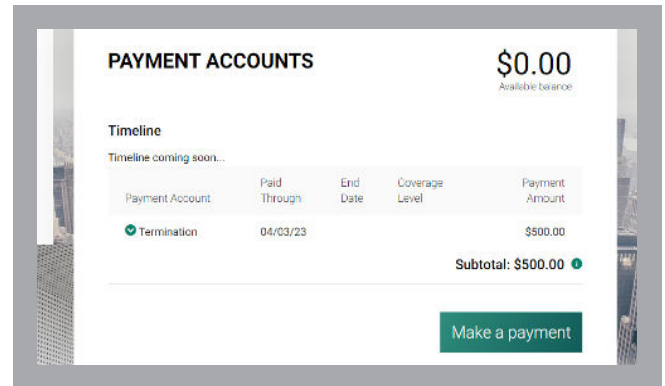
## 2) Credit or Debit Card

Choose Link a credit or debit card to make a payment with your credit or debit card.

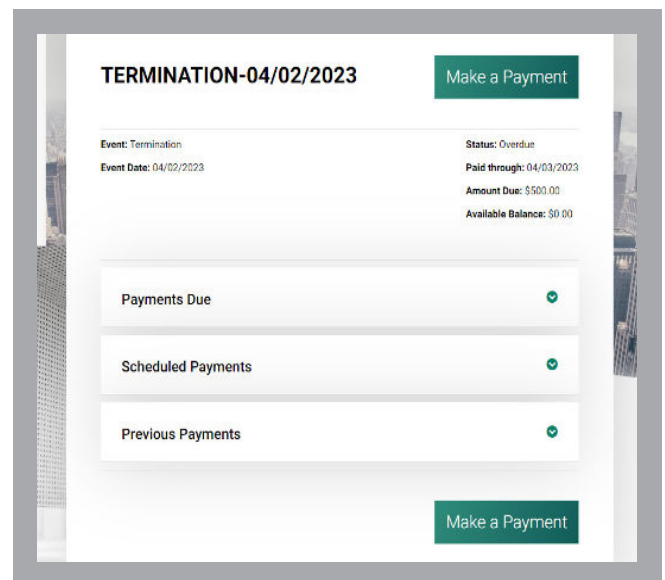
For credit/debit card payments, follow the instructions on the screen. A convenience fee will be charged.



For a summary of your payment accounts, return to the Overview page and select Accounts, then Summary from the drop-down menu.



You can also review your payment setup by selecting your Eligibility Event from the Accounts menu.

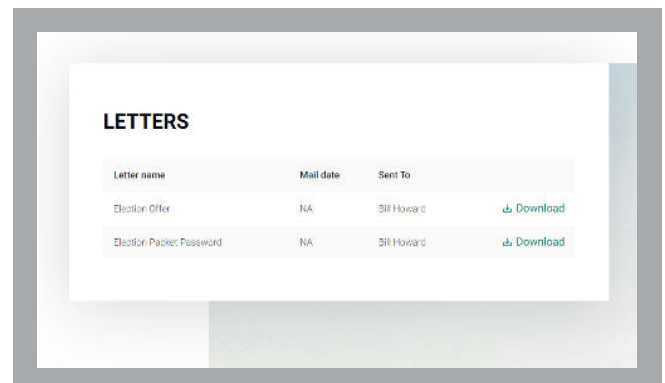


## View a Copy of a Letter

You have the ability to view copies of letters that have been sent. From your Overview page, click Support and then select Letters from the drop-down menu.

Clicking the Download link to view the letter as it was originally sent.

NOTE: These copies are for informational purposes only.





## Profile Settings

All participants are required to maintain up-to-date contact information. This includes email and mailing addresses and phone numbers. We periodically send important plan notifications regarding balances, deadlines and/or plan changes. We are not responsible for any consequences resulting from communications not received due to inaccurate contact information.

Go to Settings and select your Profile to review your contact information and make changes if necessary.

## Support

To contact us, click Support at the top of the Overview page. Follow the prompts to create a support request.

First, select the offering type. Next, choose from a list of common support topics from the drop-down menu.

Based on your topic selection, you will be presented with a focused set of related sub-topics. Choose the one that fits best.

Describe your support request in the box provided, upload a file for reference (optional) and click Submit.

Plan Name	Tier	Covered Individual	Amount
Medical Plan	Single	Bill Howard	\$500.00
Monthly Amount:			\$500.00

Initial payment must be received by: Jun 11, 2023

[Skip](#) [Save and continue](#)

All support requests

### New support request

A member of our support staff will respond within 1-2 business days.  
What specific information do I need to provide here?

Select offering type: Continuation Services | Which topic can we help with?: Correspondence | Tell us more...: Request payment coupons

Email address: deb1234@yopmail.com | Cc (optional):

You or a dependent?: Myself | Regarding a benefit account?:  Yes  No

Description:

