

# Continuing Coverage

## Important Reminders

- Once notified of your qualifying event, Aptia will mail you a Direct Bill (SPM) Welcome Notice, which includes payment coupons for 12 months and login information to your online account.

### There are three ways to make a payment:

- *Set up recurring monthly ACH withdrawals from your checking or savings account. There is no fee for this option.*
- *Pay online via debit or credit card. Please note: There's a \$20 processing fee associated with any payments made online.*
- *Mail in a check with a payment coupon that Aptia provides you with.*
- Premiums are due on an ongoing basis on the first of the month. A standard 60-day grace period may apply, but any grace period and its length varies by account. Refer to your Welcome Notice to find out if you have a grace period. If you don't postmark your payment within the grace period, your coverage will be terminated.
- Please note that your Direct Bill account uses the same system as COBRA, so you may see references to COBRA when calling or signing into the system.

## Questions? Contact Us.



### Direct Bill Account Specialists

**Phone:** 877-248-0510

**Fax:** 855-858-9477

**Contact Us Form:**

<https://wexhealthinc.my.site.com/aptia/s/Aptia>

### Payment & Election Mailing Address

Aptia  
PO Box 2280  
Omaha, NE 68103-2079

### Hours of Operation

7 a.m. to 10 p.m. ET (M-F)