



Important Changes and Enhancements Coming to Your COBRA or Billing Experience

We have exciting news to share with you! To provide you with some convenient new features, we're transitioning to a new COBRA and Billing platform, effective **September 1, 2025**.

You'll continue to have access to a great team for support and to help with any questions you may have. However, some important things will change. Please read the details below to learn more about these upcoming changes and exciting new features.

Your COBRA or Billing coverage is not changing as part of this transition.

Important Changes Effective September 1, 2025

- **New online portal** with new login information
- **New mobile app** for easy access to your account
- **New process for making premium payments**
- **New participant service contact and mailing information**

New Online Portal

Our new online portal lets you make payments, view and update your personal information, review your coverage, and view notices and forms sent to you. It also contains a link to our comprehensive Knowledgebase for your reference.

Please note: Your access to the current portal will expire on **August 31, 2025**.

Near the end of August, you will receive a letter containing detailed log in instructions for your new online account. We encourage you to log in and make sure all of your information is correct.

Making Premium Payments

Please continue to make your premium payments for months **before September 2025** following the same process you use today. If you've already submitted payments for September 2025 or after, your payments will be reflected in the new platform.

All premium payments in September 2025 or after should be submitted online using the new portal, mobile app, or mailed to the new address below.

- In August, we will send you a **coupon book** that you can use to send future payments.
- **Paying online is the quickest and most secure way to pay** for COBRA or Billing coverage. You can make one-time payments or set up recurring ACH payments using your checking or savings account.

- If you are currently set up with recurring ACH payments that cover your full monthly premium amount, we'll transfer your details to the new platform and continue automatically withdrawing your payment each month. **We recommend that you verify your information once your new account is active to ensure accuracy and avoid any disruptions in payment.**
 - **Important Note:** Recurring payments for September 2025 will be made on the default withdrawal date of **August 29 for COBRA participants** and **September 4 for Billing participants**. You can then adjust the recurring payment date for future months to your preferred schedule using the online portal or mobile app.
 - One-time payments scheduled in your current account for September 1 or later will **not transfer to the new platform**. Please set these up in the new WEX portal on or after September 1. A \$20 processing fee will apply to all one-time payments.
- If paying by check, please send **payments for September 2025 and the following months** to the updated address below:

WEX Health, Inc.
PO Box 2079
Omaha, NE 68103-2079

Checks should be made payable to WEX.

- If you're currently using your bank's bill pay feature to pay for your COBRA or Billing premiums, please be sure to update your settings to reflect these new payment details.

Making a New Election (for individuals in their Initial Election Period)

Prior to August 31, 2025, send your completed election form and payment using the information included in your election form. **After August 31, 2025**, send your election form and payment to:

WEX Health, Inc.
PO Box 2079
Omaha, NE 68103-2079

Checks should be made payable to WEX.

Additional Information

Near the end of August we will mail you another letter with additional details, including instructions and credentials for logging in to your new account. If you have any questions in the meantime, please don't hesitate to reach out to us at healthbenefitsupport@wexinc.com or 888-993-4646. Representatives are available Monday - Friday, 8 am - 8 pm ET, to assist you.

We look forward to continuing to provide you with outstanding service.