



## Important Update: COBRA & Billing Platform Transition Effective October 1

Hello,

We're writing with an important update about the upcoming transition of your COBRA or Billing administration to our new platform.

**The effective date of the transition is moving to October 1, 2025. Please rest assured that your COBRA or Billing coverage is not changing as part of this transition.** This adjustment will provide extra time for you to register for a new online account, and log in to verify the payment information or make online payments and avoid any disruptions in payment.

**Account Access:** In mid-September we will mail you another letter with additional details, including instructions and **credentials for logging in to your new account**. We encourage you to log in and make sure all of your information is correct.

To help you prepare, we've updated the transition timeline and other key details below.

### Important Changes Effective with the October 1, 2025 Transition

- **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:** You will not have access to the current portal after **September 30, 2025**.

### Making Premium Payments: What You Need to Know

To ensure your payments go through smoothly during the transition, here is a quick guide:

**Payments for September 2025 and Earlier:** Please continue to make your premium payments following the same process you use today. The current online portal and mailing address will be active through September 30, 2025.

**Payments for October 2025 and After:** All premium payments for October 2025 and after should be submitted using the new online portal or mobile app, or by mailing a check to our new address.

### Payment Options

- **Recurring Payments:** Set up recurring ACH or debit/credit card payments through the online account or mobile app.
  - **Note:** If you are currently making recurring payments via ACH, your premiums should automatically be withdrawn. We recommend logging into your new online account once it is

available to confirm the recurring payment information was properly transferred to the new account.

- **Changes made to recurring payment information in your current account after September 5, 2025 will not transfer to your new account.**
  - **Your preferred payment date will not transfer.** For October 2025 and after, your recurring payment will be made as described below.
    - **COBRA participants:** Recurring payments will be initiated on **September 30** and **withdrawn** from your account on **October 1**.
    - **Billing participants:** Payments will be initiated on **October 3** and withdrawn on **October 6**.
    - For future months, your recurring payment will be withdrawn from your account near the beginning of the month **unless you log into your new WEX account and select a different date**.
  - **To change this date:** Log in to your new WEX portal before September 30 and choose your preferred withdrawal date (you'll receive account registration information via mail in mid-September). If you do not make any changes in the WEX portal, recurring payments will be withdrawn according to the timing described above.
  - **For your September payment:** Your recurring payments will continue to be withdrawn by the UnifyHR system on your preferred payment date through the end of September 2025.
  - A surcharge for payments made by credit card may apply.
  - **One-Time Payments:** Any one-time payments scheduled in your current account for October 1, 2025 or later **will not occur**. You must make one-time payments through the new WEX portal. A \$20 processing fee will apply to all one-time payments.
  - **Payment by Check:**
    - You will receive a coupon book in September for future payments. If you choose to mail a payment, it must be postmarked by the last day of the payment grace period. Please make checks payable to **WEX Health, Inc.** and send them to the new address. Include a payment coupon or write your Member ID on the memo line of your payment.
- WEX Health, Inc.  
PO Box 2079  
Omaha, NE 68103-2079
- **Using your bank's bill pay feature:**
    - If you use your bank's bill pay feature to make payments, be sure to update your settings with the new details.

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

**Prior to September 30, 2025**, send your completed election form and payment using the information included in your election form. **After September 30, 2025**, elect in your new online account or send your election form and payment to:

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

Checks should be made payable to WEX Health, Inc.

## **Questions?**

If you have any questions regarding these upcoming changes, please don't hesitate to contact us at [healthbenefitsupport@wexinc.com](mailto: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 COBRA and Billing administration services.