

Important Information Paying your Retiree Premium

Your employer provides you access to retiree benefits only if you pay your share on time. There are four options for payment.

1. Automatic bank draft (best way)
2. Pay by check
3. One-time payment directly from your checking or savings account, credit card (MasterCard, VISA, Discover, American Express) or debit card (Note: Credit or Debit Card payments cannot be taken over the phone)
4. **Retired public safety officers only: deduct from monthly TCDRS benefit (HELPS program).** This program is not available to anyone who was not a public safety officer at the time of retirement and who is not enrolled in HELPS. For more information about enrolling in the HELPS program, visit www.pebcinfo.com or contact your HR Department.

This information is specific only to those retirees who pay by automatic bank draft or pay by check. UnitedHealthcare Benefit Services is the retiree billing administrator.

When is your premium due?

Your monthly premium is due on the first day of each month and the grace period expires 30 days later. For example, if your payment is due on January 1, the grace period expires on January 31. If your payment is due on April 1, the grace period expires on May 1. If you are enrolled in the automatic bank draft program, your total premium amount will be deducted before the grace period expires each month.

When will funds be deducted from your bank account?

The January 2021 deduction will occur on January 1, 2021. Please make sure funds are available in your account no later than January 1, 2021. Beginning February 2021 and each month thereafter, monthly premium deductions will occur on the 1st of each month.

Returned Payments

A payment that is not honored for any reason, including insufficient funds, does not constitute payment. Unless full payment is received by the end of the grace period, coverage is cancelled effective the last date for which premium was paid. If you are enrolled in a Medicare Group Plan (UnitedHealthcare Group Medicare Advantage PPO or UnitedHealthcare Group Medicare Advantage HMO), the coverage termination date is subject to the underlying rules of the plan.

Changing Banks or Bank Accounts

If you are enrolled in automatic bank draft and you change banks or bank accounts, remember to notify UnitedHealthcare Benefit Services immediately. Otherwise, the wrong account will be drafted. This can result in additional bank fees to you and your premium could be late resulting in termination.

Late Notices / Termination

As a courtesy, if UnitedHealthcare Billing Services has not received your payment by approximately the 15th of the month, they will mail you a late notice to remind you your payment is due. Please do not ignore the late payment letter and contact us if you believe you received it in error. If you do not make your payment on time, your coverage will be cancelled – even if you did not receive a late notice. If your payment is not made on or before the expiration of the grace period, you will receive a notice of termination after your coverage is cancelled. UnitedHealthcare Benefit Services cannot extend your coverage or reinstate your coverage if your payment is late.

UnitedHealthcare Benefit Services Mailing Address

To mail a premium payment to UnitedHealthcare Benefit Services, please send it to the mailing address listed below. Your payment must be accompanied by an invoice. If you do not have an invoice, a copy is available for you to print at <https://uhcservices.com>.

UnitedHealthcare Benefit Services
PO BOX 713082
CINCINNATI, OH 45271-3082

All Other Correspondence

The mailing address for all correspondence, **other than premium payments**, is listed below.

UnitedHealthcare
Attn: Benefit Services
PO Box 740221
Atlanta GA 30374-0221

Address Changes

For your security and protection, the only way to change your address is to notify your employer's Human Resources Department. They will make sure your new address is provided to us, as well as other applicable benefit plans. UnitedHealthcare Benefit Services cannot process your address change if you call to request a change. If you move, notify your employer immediately.

Questions - If you have any questions, contact UnitedHealthcare Benefit Services at 1-877-237-8576.

Additional UnitedHealthcare Benefit Services Contact Information

Web Site Address - <https://uhcservices.com>

Eligibility, payment status and account information 24 hours a day. **You will be required to register as a new user on the site.**

Email Address - Directbill_KYOperations@uhc.com

Fax Number - (866) 525-1740