



Penn Benefits Solution Center
P.O. Box 977
Blue Bell, PA 19422

August 18, 2022

Dear Participant:

We have important updates regarding Penn's direct billing services provider. In July, the University of Pennsylvania announced that BRI COBRA LLC (BRI) will serve as the direct billing administrator effective October 1, 2022. This change will not affect your coverage eligibility or rates. You are receiving this letter because you are a retiree, long-term disability participant, or are currently paying for your benefits via direct bill to HealthEquity/WageWorks.

We are excited about the services you will receive from BRI starting in October and we want to keep you informed during the transition from HealthEquity/WageWorks to BRI.

To ensure that this administrative shift goes smoothly, please review the instructions below regarding premium payments, registration with BRI, and other actions you may need to take so that your payments are received without delay and you have full access to BRI services.

Your September Premium Payment

Your final premium payment to HealthEquity/WageWorks will be due in September. Your September payment should be remitted as usual.

Your Welcome Letter from BRI

In early October, please watch your mail for a personalized welcome letter from BRI. This letter will contain detailed registration instructions for setting up your new account in BRI's online Member Portal, as well as your new monthly payment schedule and a supply of premium payment coupons.

Your October and Future Premium Payments to BRI

Your first payment to BRI will be due in October. You'll receive payment instructions in your welcome letter from BRI, including the payment mailing address, payment coupons and the BRI Member Portal website address to set up automatic payments if you choose to use this method to remit your monthly payment.

If you have already submitted your October premium payment to HealthEquity/WageWorks, BRI will be notified, then they will account for those funds in their system and advance your due date forward. Once the date is adjusted, you will receive an updated coupon book for ongoing payments.

FOR PAYMENT BY CHECK

In your welcome letter, you will receive coupons for the remainder of the year (October - December). BRI will not mail monthly statements, but there will be payment reminders sent if payments are not received by the due date. In January, you will receive a new set of coupons for the 2023 plan year.

FOR AUTOMATED PAYMENTS SET UP THROUGH HEALTHEQUITY/WAGEWORKS

If you currently use the ACH electronic fund transfers option to pay your premiums, please be sure to register as an authorized user on BRI's Member Portal so you will be able to set up recurring payments online with BRI. If you have set up automatic payments directly through HealthEquity/WageWorks, your final deduction will occur in September. HealthEquity/WageWorks will automatically terminate your ACH payments in their member portal as of September 30, 2022. You do not need to do anything for this to occur.

Continued

If you wish to continue to pay your direct bill via automatic payments with BRI, you will need to follow the instructions on BRI Member Portal when you receive your welcome letter. Due to current banking rules, your banking information cannot be transferred from one billing service to another. Again, your personal portal registration information will be included in the forthcoming welcome letter from BRI.

FOR RECURRING PAYMENTS SET UP AT YOUR INDIVIDUAL BANK

If you use your bank or credit union automated recurring bill-pay service to pay premiums, you must change the payee to BRI COBRA, LLC in your checking or savings account records at your banking institution after you make your September premium payment. If you do not update the payee information, the bill-pay service will continue to send payments to HealthEquity/WageWorks. Please contact your bank or credit union for assistance. Penn and BRI are not authorized to make changes to your personal bill-pay service settings at your individual banking institution.

If you have questions about your coverage, please contact the Benefits Solution Center at 1-866-799-2329 or email us at HRbenefits@hr.upenn.edu.

Regards,

Division of Human Resources