

Working Healthy **New Premium Administrator and New Policies**

On July 1st, *Working Healthy* premium billing and collection moved to a new contractor, Electronic Data Systems (EDS) is now managing *Working Healthy*. EDS is also managing premium billing for two other KHPA programs, Health Wave and the State Employees Health Program. With the move to EDS, a number of changes have occurred.

Working Healthy premiums are now billed on the 1st and 15th days of the month. Premium payments are due by the last day of the month. EDS offers the following options for monthly premium payments:

- Mail a check or money order to a post office box
- Manage *Working Healthy* premium bills on the Internet
- Set-up recurring automatic payment
- Make immediate payments online or over the phone
- Pay using drafts from checking/savings accounts (payments will be deducted the 5th day of the month)

There are also *Working Healthy* premium policy changes that are particularly important for premium payers to know.

- Premium payments must be current at all times; premium re-payment agreements have been discontinued.
- *Working Healthy* coverage will stop if premium payments are late, and not begin again until all premiums are paid in full.
- Accounts that are sent to State Debt Set Off (SDSO) will be assessed a 17% collection fee.
- There will be an \$8.00 fee for checks with insufficient funds.

***Working Healthy* Premium Billing – Answers to Important Questions**

When will I get my premium bill each month?

You will receive your premium bill shortly after the first or fifteenth day of the month.

When will my premium be due?

Your premium payment is due by the last business day of the month.

Where do I send my premium payments?

EDS Kansas Premiums
P. O. Box 842195
Dallas, TX 75284-2195

Do I need to send anything with my payment?

Yes - tear off the payment slip at the bottom of your bill and send it with your payment in the return envelope. Please do not fold the payment slip or your payment. Be sure the "EDS Kansas Premiums" address can be seen in the address window.

What if my premium bill is wrong?

Call EDS and discuss your bill. If it is an accounting problem, they will take care of it. If your monthly premium amount is wrong, EDS will ask you to contact your SRS eligibility worker to have it changed. EDS will make the change once your eligibility worker contacts them.

How do I pay my premium?

You have several choices:

Mail: Send a check or money order to the payment address at the bottom of this letter.

Go Online:

- Enroll in electronic billing to set up automatic payments and see your statements online at <https://express.openbill.com/khpa/enroll.html>.
- EDS can take your payment taken directly from your checking or savings account if you give them your account information.

By Phone:

- IVR – You can make a payment using our automated service by calling 1-866-923-2724 Agent - To make a payment by speaking with an agent, please call 1-866-688-5009.

Who do I call to find out about my eligibility for *Working Healthy*?

If you have questions about your current coverage or need to request coverage changes, please contact your SRS eligibility worker.

What if I don't know my SRS eligibility workers name?

The EDS representative will give you a toll-free number for the SRS office in your area. You can call that number and ask them to help you get in touch with your worker.

Who do I contact for questions about my bill or to mail in payments?

For questions about your bill, please call EDS Member Services toll-free at 1-866-688-5009 Monday through Friday from 8:00 a.m. to 5:00 p.m. Central Time. If you have a hearing impairment, please call the Kansas Relay Service at 1-800-766-3777.

Payment Address:

EDS Kansas Premiums
P. O. Box 842195
Dallas, TX 75284-2195

Correspondence Address:

EDS Kansas Premiums
P.O. Box 1778
Topeka, KS 66601