



IMPORTANT INFORMATION REGARDING CHANGES TO YOUR COBRA ADMINISTRATION SERVICES

Dear COBRA Participant:

We are pleased to announce that effective **June 1, 2009**, Blue Cross Blue Shield of Georgia COBRA (formerly known as COBRA Solutions) will implement several enhancements to our COBRA administration services. These enhancements will offer many service benefits such as monthly billing invoices and online payment options. The purpose of this letter is to provide you with your first new monthly COBRA invoice for your July, 2009 coverage, and to advise you of changes to your COBRA administration services.

You will now receive a monthly COBRA premium invoice from BCBSGA. This invoice will replace your existing payment coupons. Your first monthly statement for the 7/1/09 – 7/31/09 coverage period is included with this information sheet. Please note:

- If you have already mailed your July premium to the remittance address on your coupons, your payment will be processed. You will not need to remit a second payment for the July premium to the new address below.
- We've made every effort to ensure that your invoice reflects a billing amount based on the latest paid through information on file, please call BCBSGA if you feel the data is incorrect. Please note that this invoice may include any past due premium not paid as of the mailing of this invoice. **For Questions about your account status or COBRA coverage, please contact the new customer service number at 1-866-800-2272.**
- Future invoices for your due premium will be mailed by BCBSGA on or around the 15th of the month prior to the effective coverage period. For example, you will receive your next invoice on or around July 15th for your 8/1 to 8/31 coverage; then subsequent bills on or around the 15th of each month through your maximum period of coverage.
- The payment remittance address has changed. Beginning with this payment, you must remit your payment to a new address. **Please make all checks payable to "BCBSGA COBRA" and mail it to:**
BCBSGA COBRA
P.O. Box 14258
Orange, CA 92863-1258
- If you are currently enrolled in the Direct-Debit program, you do not need to do anything. Your payments will continue to be withdrawn from the account we have on file and according to the existing withdraw terms, conditions and payment schedule.
- **New Payment Option! As of June 1, 2009, you will be able to make online payments:** To make a payment online, log into www.benefitadminsolutions.com/BCBSGA and access the "Pay Online" link. (You will use your Social Security Number or Account Number as reflected on your invoice and date of birth to log in as a "First Time User".) You can pay by online check or by credit card. Please note that additional surcharges will apply to online credit card payments.

We are eager to provide these enhanced COBRA administration services to our customers. If you have any questions, please contact us at **1-866-800-2272**. Again, please be sure to note that this is a new toll-free customer service number that will be effective 6/1/09.

Sincerely,

BCBSGA
COBRA & Billing Administration Department