

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



Questions? *EDS Member Services will Open on July 1, 2009. You will be able to call us at 1-866-688-5009.*

New *Working Healthy* Premium Billing

Working Healthy premium billing will change from KATCO to Electronic Data Systems (EDS) July 1st. You will now have more options to pay your monthly premiums. You will be able to:

- 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

Important facts:

- **First Premium Bill from EDS:** You will receive your first premium bill from EDS July 1st.
- **Premium Schedule:** Your *Working Healthy* premium is added on the first day of the month. Your premium bill will arrive shortly after that. Your premium payment is due by the last day of the month. Your premium payment is late if it does not arrive by the last day of the month.
- **Premium Amounts:** Your premium amount and medical coverage will not change.

SRS Eligibility Worker: If your premium amount is wrong, your employment changes, or your income changes, you are responsible to contact your SRS eligibility worker. **It is your responsibility to talk with your worker. EDS cannot do this for you.**

Automatic Payments: If you pay premiums by a draft from your bank account, EDS will be able to take your premium payment from your account. Drafts will occur on the 5th of each month.

Payment Address: Beginning with your July premium bill, the new mailing address for *Working Healthy* payments is:

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

Telephone Number: Beginning July 1st, contact the EDS Member Services if you have a problem or a question about your premium account. The telephone number is 1-866-688-5009. Someone will be available to speak with you Monday through Friday, 8:00 a.m. to 5:00 p.m.

Some common questions and answers are on the back of this letter to help you understand this change. We appreciate the opportunity *Working Healthy* has given us to assist you. We look forward to helping you manage your *Working Healthy* premium account.

Your local EDS Kansas Premium Billing and Payment Services Team

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 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?

You should continue paying your *Working Healthy* premiums to KATCO until July 1st. When you receive your July premium bill, you should send your payment to EDS. The EDS payment address is at the bottom of this page.

My premiums are paid by automatic draft (ACH). What do I need to do differently?

If your payments are drafted from a checking or savings account each month, you do not need to do anything. EDS will process these drafts on the 5th of each month, or the last business day before the 5th if the 5th is a weekend or holiday.

I paid several months worth of premiums in advance. What do I need to do?

EDS will know that you have paid in advance. You do not have to do anything.

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.

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Correspondence Address:

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