



October 28, 2013

Name

Address

City State Zip

Effective January 1, 2014, the University of Arkansas is contracting out the collection of retiree dental and life insurance premiums to UMR. Your coverage is not changing, the insurance company is not changing and the premiums are not changing. The University is simply changing the method in which you pay your monthly premiums.

**Your current coverage is:** Life Insurance: Enrolled (\$10,000 coverage at \$8.33 a month)  
Dental: Not Enrolled

**As of 10/25/2013, your premiums are paid through:** 10/31/2013

Again, the life and dental plans and premiums are not changing but the way you pay for those plans is changing.

- UMR will provide the billing services for all retiree life and dental participants.
- You will pay your premiums through the University of Arkansas through December 2013. If you are currently paying premiums by bank draft, the UA will continue to bank draft your monthly premiums through December 2013.
- If you are paid up with the University past December 31, 2013, you will not start paying premiums through UMR until you have exhausted your payment period through the UA. See above your "paid through" date. *Note the UA cannot accept premium payments for retiree insurance past December 2013.*
- In early December 2013 you will receive information in the mail from UMR addressing the payment processes for life and dental insurance. That information will include a payment coupon booklet to use in sending in your monthly premium payments. It will also include a form to complete to make your payments through electronic fund transfer from your bank account. You will have the option to pay premiums in advance on a quarterly, semi-annual or annual basis.
- Payments are due on the first of each month. Bank drafts will occur on the 10<sup>th</sup> of each month. If you choose to use the electronic payment process, it will be best to plan to send a check to pay for January 2014 premiums and begin the electronic payment process with February 2014.
- If you are currently on an Early Retirement Agreement covering your life and dental insurance premiums, the life and dental premiums will continue under the existing terms of that agreement and you will not be responsible for your premium payments until the agreement has expired. At the time your Early Retirement Agreement ends, you will pay your premiums through UMR. See paid through period above.

### Helpful Reminders and Tips

- If you have not received the payment information mailing from UMR by December 10, 2013, please contact UMR retiree/direct billing at 1-800-207-1824. They will confirm your participation information and request a replacement packet be mailed out for you. But please be patient and wait until December 10, 2013, to ensure the mailing has had time to reach you.
- If you wish to set up electronic funds transfers to pay for dental or life insurance, it will be best to send checks covering those payments for the month of January 2014 and begin the electronic fund transfers with February 2014. Remember, payments for January are due on January 1<sup>st</sup>.
- If you are currently on a Early Retirement Agreement covering your health insurance premiums, premiums will continue under the existing terms of that agreement and you will not be responsible for your premium payments until the agreement has expired. See paid through date above.
- If you have paid premiums in advance and are pre-paid past January 2014, you will not switch to paying through UMR until your pre-paid period is past. *Note the UA cannot accept premium payments for retiree insurance past December 2013.*

We know this is a big change and our office will continue to be available to you to assist with questions and clarifications. Please do begin to work directly with the UHC and UMR billing representatives but don't hesitate to contact us if you have difficulty in finding needed information or have other questions.

Sincerely,

Richard Ray  
Benefits Director