

Managing Your Account and Making Premium Payments

COBRA and Direct Bill



Managing Your Account

Online portal: Login through the Individual Login button in the upper right hand corner of the www.benstrat.com Home Page. This will take you to the WEX Health portal, where you can login or register as a new user.

New Users: Your registration code was sent with your Welcome Letter. If you no longer have this code, contact customer service to request the code.



Mobile App

Access your account easily and securely at any time by downloading the BenStrat Premium Billing mobile app from your mobile device's app store. The app can be used on Apple and Android phone and tablet devices.

Need help with access? Contact our customer service team through one of the methods listed on the back.

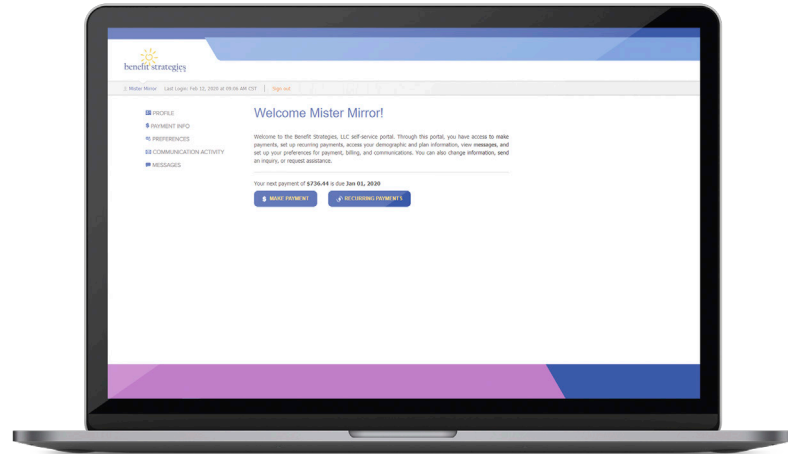


Options for Paying Premiums

1

Would you like your premium payments to come out of your bank account automatically each month on the day of the month that works best for you? Sign up electronically for Recurring ACH! There is no fee for this convenient way to make direct payments to Benefit Strategies.

It's easy to get started! In the online portal and mobile app, just look for the **Recurring Payments** link. You also can start and stop recurring payments at any time.



2

You can complete an electronic form on [benstrat.com](https://www.benstrat.com) to set up Recurring ACH. However, using this method to enroll means payments will pull on the due date indicated on your payment coupons.

Go to <https://www.benstrat.com/resources-forms/> and click on either **COBRA Administration** or **Direct Billing/Retiree Billing**. Next click on the **Recurring ACH Form** link and choose Form Submission. Complete the online form and submit.

3

You can also pay electronically with a **one time** ACH payment or one time credit/debit card payment through the online portal and mobile app. Please note the payment processing company charges a \$20 fee for this service.

4

And of course, you can always mail in your check or money order payment.

Have Questions?

We've got you covered.

Mon → Thurs: 8:00am – 6:00pm
Friday: 8:00am – 5:00pm ET

Online Chat: [benstrat.com](https://www.benstrat.com)
Text-To-Chat: 888-401-3539
Email: info@benstrat.com

Toll Free: 888-401-3539
Language translation service available
(Automated system available at all times)