

## UNS Direct Billing FAQ

### Why am I receiving a notice from WEX?

WEX administers post-employment benefits billing and enrollment for UNS. You are receiving a notice from WEX to ensure you know where to make appropriate payments to continue your UNS benefits coverage as a Retiree, COBRA or Long-Term Disability (LTD) participant. To maintain coverage:

- Payments must be made monthly to WEX.
- If payment is not received by the end of the coverage month, your coverage will terminate on the last day of the most recent month for which payment was received.

### When does my post-employment coverage begin?

Your active employee coverage ends on the last day of the month your employment ends. Your post-employment coverage administered through WEX begins on the first day of the following month to ensure there is no gap or overlap in coverage.

### When does my UNS post-employment coverage end?

**Retirees'** UNS coverage eligibility ends when you become eligible for Medicare:

- ***Coverage terminates on the first day of the month you turn age 65.***
- Starting your Medicare enrollment process at least 90 days prior to your eligibility date will ensure you are enrolled on time to avoid any coverage gaps or penalties.

If a former employee turns 65 before the spouse or dependent child(ren):

- The dependents will be assigned a new subscriber ID with BCBS of Arizona.
- This change occurs effective the first day of the month the former employee turns 65.

**LTD Participants'** UNS coverage eligibility ends when Long Term Disability benefits end or when you become eligible for Medicare, whichever is sooner:

- ***Coverage terminates on the last day of the month your LTD benefits end or the first day of the month you turn 65.***
- Starting your Medicare enrollment process at least 90 days prior to your eligibility date will ensure you are enrolled on time to avoid any coverage gaps or penalties.

**COBRA Participants'** coverage end is based on your Active coverage end date. Please refer to the communications you received from WEX for your specific coverage end date.

### **What if I want to change my coverage?**

Changes to your coverage can only be made under the following circumstances (similar to Active coverage):

- Qualifying Life Event (QLE), such as marriage, divorce, or loss of other coverage
- Annual Open Enrollment, held in the fall for the following year

If you have questions about a potential QLE please contact WEX within 30 days of the event date at (866) 451-3399.

Annual Open Enrollment materials:

- Will be mailed in the fall to the address listed in your WEX portal
- May include carrier changes and benefit updates

### **What do I do if I have issues with my enrollment?**

WEX sends your enrollment to BCBS of Arizona (Medical), Delta Dental and VSP (Vision). After payment is made, allow up to one week for coverage to appear as active.

If your enrollment is not active you can contact WEX to confirm payment has been received and enrollment has been transmitted to carriers.

If that is confirmed and issues persist, contact the UNS Human Resources Solution Center for support at [EmployeeServices@tep.com](mailto:EmployeeServices@tep.com) and (520) 884-3690.

### **What do I do if I have issues with my coverage or claims?**

For plan questions, coverage issues, or claims you can contact the carrier directly. Carrier contact information is available at <https://myunsbenefits.com/contact>.

### **Is there a fee for making payments?**

There are no additional fees when payments are made by check, through the mail or set up as recurring monthly payments.

There is a \$20 processing fee for one-time online payments.

### **Who do I contact if I still need help?**

If you need additional assistance after contacting WEX or the carriers, please reach out to:

UNS Human Resources Solution Center  
[EmployeeServices@tep.com](mailto:EmployeeServices@tep.com)  
(520) 884-3690