



IMPORTANT BILLING CHANGES

We are writing to update you on the transition to our new benefits administration platform, SIMON.

This innovative online system will significantly enhance your experience in managing employee benefits, including streamlined access to billing, payments, and enrollment.

Monthly Billing: Say goodbye to paper bills! You will now receive an email alert when your bill is ready to view on the employer portal. The SIMON system ensures that your account balance is always up-to-date, reflecting the latest changes without waiting for a monthly statement.

New billing date: Going forward, bills will be generated on the 5th of the month. Payments must be posted by the 1st of the month for the coverage month. Payments received after the 1st may incur fees. Please see the [example](#) of the billing/payment cycle and refer to the online [Administration Manual](#) for a full description of the billing/payment cycle.

Premium payments: Your September premium should be paid by the due date as usual. For those customers enrolled in our direct debit program, we will debit your account for September premium on September 3. For those customers sending checks to our lockbox or making a payment on Webster Payment-Link, the last day to pay premium via these methods is September 10.

Starting with your October invoice, you'll have several options to pay your premium in the SIMON system:

- One-time ACH payment on the date of your choice. See enclosed information pertaining to SIMON ACH payments
- Monthly recurring ACH payment for the balance due on the due date. You can enable this feature in SIMON. See this [information](#) pertaining to SIMON ACH payments
- Credit card (processing fees apply).

For customers currently paying premium by check, please note that our P.O. Box 150495 will be closed. We will continue to accept premium payments by check for a short time after the transition to SIMON. Checks should be sent to our office, CBIA Health Connections at 350 Church Street, Hartford CT 06103.

Important Notice for October Bill: Your October bill will be processed within SIMON on September 16. It will be available exclusively in SIMON.

You can access SIMON through the [CBIA Health Connections employer portal](#). If you do not currently have access to the CBIA Health Connections employer portal, we will assign billing and payment credentials to the individual currently receiving your bill via mail and email when your first bill is posted on SIMON.

Please contact HCSERVICE@cbia.com or 860.525.2242 with any questions. We appreciate your attention to these updates and look forward to serving you through SIMON.