

# UMR Retiree and Direct Billing Administration new premium payment system

Beginning **March 1, 2026**, UMR will be switching to a new direct billing and payment platform.

## Frequently asked questions

### What's changing?

The new direct billing payment platform offers a secure member portal so you can easily make premium payments online. Using the member portal is preferred, but optional. We're also switching to monthly premium invoices in place of yearly coupons for mailing check or money order payments.

Other changes include:

- New look to your premium invoices
- Members who choose to continue to mail their payments will use a new payment address listed on your monthly premium invoice, starting in March.
  - If you already mailed your March payment, it will still be applied to your account.
  - If applicable, any overpayments will be transitioned to the new payment platform.
- If you pay using electronic funds transfer (EFT):
  - Beginning **March 2026**, your premiums will be deducted on the 10th of each month or the business day prior if the 10th falls on a weekend or holiday, covering that month's payment. Previously, your payment was deducted on the 20th of the month for the upcoming month.
    - Your February 2026 premium was deducted on January 20th, so no premium payment will be pulled from your bank account in February. Your March payment will be deducted on March 10, 2026.
  - If you're already enrolled in automatic payments, your current bank account information will be moved to the new payment platform. Remember, it may take a few business days for the transaction to reflect in your bank account.
  - Please note that going forward, the description appearing on your bank statement for ACH transactions will show as UMR COBRA.

### What's staying the same?

The Retiree and Direct Billing Administration team is not changing. Our dedicated and skilled billing specialists are still available 7 a.m.–5 p.m. Central time, Monday through Friday. Our phone number, email address, fax number and correspondence address will remain the same.

- **Phone number:** 800-207-1824
- **Email:** [retireeadministration@umr.com](mailto:retireeadministration@umr.com)
- **Fax:** 855-256-5640
- **Correspondence address:** UMR Retiree and Direct Billing  
P.O. Box 1087  
Wausau, WI 54402-1087

### **What do I need to do?**

There's nothing you need to do if you're currently enrolled with automatic payments. Your bank account information will be moved to the new payment platform. If you're paying via check or money order, you'll need to update the payment address or you may choose to pay your premiums online in the new member payment portal.

### **Why switch to the new platform?**

The transition to the new direct billing and payment platform is part of our continued commitment to improving system performance, strengthening security and enhancing the overall user experience. These enhancements will help ensure you enjoy a more seamless member experience.

### **How will the new member payment portal work for me?**

You'll be able to do all transactions online. Some of the features include:

- Setting up automatic payments
- Making one-time payments
- Checking your balance
- Viewing letters previously mailed to you
- Managing your billing preferences, and more

You'll receive detailed instructions on how to enroll and sign into the portal with your March invoice.

### **Questions?**

If you have any questions once you receive your welcome letter in February, you can contact the Retiree and Direct Billing team by calling **800-207-1824** from 7 a.m.–5 p.m. Central time, Monday through Friday. A specialist will be happy to assist you.