



Hello,

Following up on our recent communications, we are writing to provide key details about the upcoming transition of your COBRA and Direct Billing administration to WEX Health, Inc. (WEX). This change will be effective **October 1, 2025**.

To ensure you have all the information you need in one easy-to-access spot, we have created a dedicated [microsite](#). We encourage you to visit this central hub for key updates, essential forms, and helpful videos that will introduce you to our new platform.

As the parent company of UnifyHR and Chard Snyder, WEX is committed to providing you and your members with our most enhanced platform, comprehensive resources, and strong support. We are confident this change will lead to a smoother and more efficient experience.

Your New Administration at a Glance

Once this transition is complete, your administration will include:

- **LEAP:** Our integrated employer portal provides streamlined access to your account information, COBRA administration, and support teams. [Overview video](#)
- **COBRA Employer Portal:** Our robust COBRA administration platform offers efficient access to plan and member data and a suite of reports to help you manage your COBRA needs with confidence. [Overview video](#)
- **Knowledgebase:** An extensive library full of articles and video tutorials.
- **Mobile App:** An easy-to-use application that provides your members with instant access to their COBRA benefits. [Overview video](#)

Employer Highlights

LEAP Registration and Login

You will need to register for your new LEAP account. You will soon receive a registration email from **noreply@wexhealth.com**. Please follow the link in that email to create a username and password and set your security preferences. For a visual guide, please review our [video tutorial](#) or visit the microsite for additional details.

Remittance and Reporting

WEX will collect premiums from your COBRA and Direct Bill members and remit funds for all fully paid premiums on a monthly basis, no later than the 15th business day of each month.

- **Method:** By default, remittance will be provided via check. If you prefer to receive funds via electronic funds transfer (EFT), please complete the [Authorization](#)

[Agreement for Automated Clearing House \(ACH\) Direct Payments](#) form which is available on the microsite.

- When completing the form, please use **10/01/2025** as the effective date and include your 5-digit Group ID Number (GPID), which you can find on your LEAP account homepage after you've registered.
- **Reporting:** Your remittance report will be easily accessible via the **COBRA Employer Portal**. This report contains important information, including remittance start and end dates, a detailed breakdown of collected premiums, and individual member data. For additional information, please see our [Remittance Overview](#) on the microsite.

We also offer a comprehensive suite of reporting options through our COBRA portal. For your security, WEX does not send reports via email, but you can easily and securely access them through the **COBRA Employer Portal**. You can either schedule reports to run automatically or generate them on demand. For a detailed breakdown of all available reports, please review the [COBRA Reporting Options Overview](#) on the [microsite](#) or watch our helpful video tutorials:

- [How to run COBRA reports](#)
- [How to download your COBRA report results](#)

Administrative Fees and Invoicing

Your final Chard Snyder or UnifyHR invoice for the September billing period will be provided in November. This is because Chard Snyder and UnifyHR invoices are billed one month after the billing period ends. WEX also bills in arrears, but it issues invoices on the fifth business day of the month following the billing period. As a result, in November you will also receive your first WEX invoice covering the October billing period.

- **Invoice Access:** WEX will send an email to your designated billing contacts on the fifth business day of each month. For your convenience, your invoices are also accessible via LEAP.
- **Invoice Payment:** Payment is due 30 days after the invoice date. Please mail the top portion of the invoice along with your check to:
WEX Health, Inc. P.O. Box 9528 Fargo, ND 58106-9528
If you'd like to set up automatic payments, please complete and return the [Authorization Agreement for ACH Direct Payments](#) form.
- **Note on Rates:** While your rates are not changing, they will appear differently on the new invoice. For a [detailed comparison of your billable items](#), please visit the microsite.

Client-Specific Details

If your account has specific details that require individual attention, such as a current or upcoming renewal or file integrations, a member of our team will contact you soon to provide additional information.

Member Highlights

Communications and Payments

Your current members will receive a Takeover Notice (if COBRA) or a Welcome Notice (if Billing) via mail, confirming that their services will transfer to WEX effective October 1, 2025. This notice will also provide instructions for making future payments and setting up new login credentials.

This migration will affect your members' payment experience. We've already notified them of these changes by including a targeted communication in their August billing reminder.

You can review a copy of the [participant communication](#) on our microsite.

Late Payment Extension

WEX can extend members' payment deadlines for October to help prevent terminations related to late payment. Please note that such **extensions require your explicit instruction**.

If you would like to offer a one-time late payment extension for October, please **contact our support team** at COBRAemployerservices@wexhealth.com to **provide the new payment deadline date and to confirm this intent**.

We look forward to partnering with you and appreciate your patience during this transition. If you have any questions, please let us know.

Thank you,

Your WEX Health Services Team

For questions and support, please contact: COBRAemployerservices@wexhealth.com

[unsubscribe](#)