

CITY OF BAKERSFIELD

COBRA & RETIREE BILLING ADMINISTRATION

BACKGROUND ON P&A GROUP

- Founded in 1975 in Buffalo NY
- Over 3,300 customers with a focus on Public Sector
- Specialized in benefits administration services
- Provides Retiree billing services to hundreds of public agencies around the Country
 - City and County of San Francisco
 - City of Hayward
 - City of San Ramon
 - City of Glendale
 - City of Buffalo

PAYMENT OPTIONS

- Check or Money Order
 - Each month you will receive a premium payment coupon for you to include in the mailing of the premium payment
 - Check or Money Order should be made payable to the “P&A Group” and send to:
P&A Group
Department #652
P.O. Box 8000, Buffalo, NY 14267-8000
- Automated Clearing House (ACH) Payment
 - Auto-ACH debit from the designated financial institution
 - Online payment through P&A website
 - IVR phone payment via ACH debit

TRANSITION PROCESS FOR JANUARY 1ST 2018

- COBRA participants and Retirees should receive their welcome letter by mid-December
- Payment invoice will be mailed out by the 15th of prior month
- Premium payments are due the 1st of the month
- Common issues during the transition
 - Mailing the check to the City instead of P&A Group
 - The City will redirect the payment to P&A Group and reach out to the retiree
 - If payment is made out to the City a new check will need to be re-issued to P&A Group
 - Late on payment due unfamiliarity with the new process
 - P&A will send a reminder notice between the 15th and 20th of the month in which is due

CUSTOMER SERVICE

- P&A Group – any payment issue
 - Customer Service Hours are Monday through Friday from 5:30 a.m. to 7:00 p.m.
 - 1-800-688-2611
 - Online access to your account information (Effective January 1, 2018)
 - www.padmin.com
- The City – any update to member information (address, phone number, dependent, etc.)