Direct bill participant,

You recently received your 2022 direct bill statement from Optum dated December 9, 2021. Since then, we have learned these statements contained incorrect billing amounts and incorrect plan information. Information Technology Services (ITS) is in the process of correcting their data files that contain this information and will send the corrected files to Optum promptly. Once the new file is sent to Optum, new direct billing statements will be mailed to all participants in the next 7-10 business days.

Please review how the above-mentioned information will impact you.

- You have until Jan 31, 2022, to pay January premiums.
  - In an effort to accommodate impacted participants, we are extending a 30-day grace period to February 28, 2022 for January 2022 premium payments.
- If you already registered your account with Optum, you must complete the registration process again once you receive your new billing statement from Optum. Registration instructions, in addition to a recording on how to register, is located on our main benefits webpage: https://louisville.edu/hr/benefits.
- Please do not send any payments or set up ACH drafts with Optum until you receive your new billing statement.
  - If you already sent in your January payment, Optum will hold your check and apply payment to your updated billing statement. Overpayments will be held as a credit on your account and applied to future premiums. Underpayments will be applied and outstanding balances will be applied to your February billing statement.
  - If you already set up your ACH, you will need to complete the set-up process again when you re-register your account upon receipt of your new billing statement.

We sincerely apologize and understand this error has caused tremendous inconvenience and added concern for all involved. Please visit our retirement webpage for updates related to this matter at www.louisville.edu/hr/benefits/retiree or contact benefits at benefits@louisville.edu or 502-852-3698, if you have any further questions. Note: a benefits specialist will be available to assist you over Winter Break during regularly scheduled office hours.

Sincerely,

Information Technology Services
University of Louisville