



TCC Coverage Enrollment Process for Aetna Participants

Please Note: The following information applies to Aetna CDHP, HMO, and PPO plans only.

Where do I send my election form and payment?

Election forms and payment should be sent to:
Payflex Systems USA, Inc.
Benefits Billing Department
PO BOX 953374
St. Louis, MO 63195-3374

Can I make my payment online?

Yes. Once you have submitted your election form and it has been processed you will be able to make your initial payment online. However, you will first need to register on our web site at www.payflexdirect.com. After registering, you will need to log out and log back in using the username and password you created. To confirm if an election form has been processed, the PayFlex COBRA Customer Service team can be contacted at: 888-678-7835 Please allow for mailing and processing time.

Participants can choose to make a "One-time" payment or choose "Recurring" online payments from their checking or savings account through Electronic Funds Transfer (EFT).

How long will it take to process my election form if the initial payment is sent with the election form?

Please allow up to 5 business days for processing once your form and payment have been received.

Once your form is processed and your payment is posted, an enrollment confirmation letter and coupons will be mailed to you so you can continue to make ongoing monthly payments. Once you elect recurring EFT, you will not receive coupons.

How long will it take to process my election form if the initial payment is "not" sent with the election form?

Please allow up to 5 business days for processing once your form has been received.

Once your election form has been received and processed it will be pending for payment. Once the form is received a letter will be mailed to you advising that your enrollment is pending and that payment is required. The letter will provide the date the payment is due as well as the payment options.