1. The College has contracted with HealthNow to administer the Direct Payment Plan (ACH) for retirees effective September 1, 2013
2. ACH deductions will always occur on the 20th of the previous month of benefits; so September retiree benefits, the ACH debit will occur on August 20
3. ACH is not mandatory at this time except for those retirees that are constantly in arrears and close to 60 days late with their payments
4. As of August 31, 2013, new Retirees must participate in ACH
5. For insufficient funds (NSF) the retiree will be charged $25 plus a $10 administrative fee
6. A retiree who gets their second NSF can no longer participate in ACH; they must pay with a check for two months of coverage at a time
7. Rate letters will be mailed to retirees to announce any rate changes: every July for new September rates and every November for the new January rates
8. Retirees do not have to sign a new ACH Authorization form when rates change
9. To terminate ACH, retirees must send us the request in writing (letter/email) at least 15 days in advance of the ACH transaction
10. Retirees must complete a new ACH Authorization form when they change banks or accounts