



## Employee Health Insurance Statements Frequently Asked Questions (FAQ)s—November 2020

The Department of Revenue issues statements to employees for payment of health insurance deductions when they are not deducted from a regular paycheck or if no paycheck was issued. Following are some frequently asked questions.

**Why am I receiving a statement when health insurance payments are deducted automatically out of my paycheck?** Our records indicate that you did not receive a paycheck or did not have a health insurance deduction for the pay period(s) reflected on this statement. When in unpaid status, you are responsible for your contribution and must remit payment to prevent termination of your County-sponsored health benefits. Once you return to work, your payroll deductions will resume via the standard payroll process. Or, you may receive this statement because of new health benefit coverage where a payroll deduction was not taken but coverage was effective (e.g., a new hire or life event enrollment at the deadline).

**What payment options do I have?** You can remit payments online, over the phone, in person or by mail with a personal check or money order to 118 N. Clark Street, Room 1160, Chicago, IL 60602. If you anticipate being on leave for an extended period, you can pay ahead on your account (before an amount is due or a higher amount than is due).

**How do I remit payments online?** Payments can be remitted online at <https://payments.lexisnexis.com/IL/Cook/Insurance>.

**How do I remit payments over the phone?** Payments can be remitted over the phone by calling (888) 497-8701. You will need to state Cook County Provider ID# - 58840 and the allocation code from the health insurance statement.

**I just went on a leave of absence and was told that I would receive a statement from you for my premiums. When can I expect to receive one?** Statements are generated and mailed out after leave begins when an employee is on unpaid status and there is no Cook County paycheck. Employees on leave still utilizing paid time off will have a regular payroll deduction for coverage. Announcements that statements have been mailed, along with due dates, are posted on [cookcountyrisk.com](http://cookcountyrisk.com).

**Why am I receiving a statement when I have returned to work?** Due to the timing of statement processing, it is possible that you may receive statements covering prior payroll periods upon your return to work.

**How long do I have to remit my payment?** You have up to 30 days to remit your payment on your current amount due.

**Why is there a collection amount on my invoice?** The collection amount is the past due invoice amounts that have been sent to collections. Payments will be applied to the collection amount first.

**What happens if I do not remit payment within the required timeframe?**

Employees currently on an unpaid leave status must pay their account balances in full or return to work by the due date or coverage will be terminated at the end of the month. Employees back at work whose balances are not paid in full by the due date will have their accounts turned over to a collection agency. If you have questions about the amount of your premium, contact the Department of Risk Management, Employee Benefits Division at 312-603-8493.



November 4, 2020

The Cook County Department of Revenue issues statements to employees for the payment of health benefit deductions when it is not possible for them to be deducted from a regular paycheck or if no paycheck is issued. Attached is an invoice that represents your regular payroll deductions for health benefits for pay periods 3-9 of fiscal year 2020. This period covers the paychecks of **May 15, 2020 – August 7, 2020**. Please note that this invoice may also include prior pay periods previously billed.

Cook County has been covering the cost of your health benefits during this time. While this invoice covers several pay periods, it is critical that you keep your account current for your health benefit coverage to remain in effect. **Please note that payment on this invoice is due on December 3, 2020 and it is expected that all invoices are to be paid in full by the due date.**

Please note that if you are on unpaid status, and we do not receive payment in full on the current invoice by December 3, 2020 your health benefit coverage will be terminated on December 31, 2020. If you are back at work and do not pay the full amount on your statement by December 3, 2020, your account will be sent to collections.

**The Revenue Department is now accepting credit card payments online or over the phone.**

Online payments can be remitted at <https://payments.lexisnexis.com/IL/Cook/Insurance>.

Phone payments can be remitted at (888) 497-8701. You will need to provide Cook County Provider ID# - 58840 and the allocation code from the health insurance statement.

If you have any questions about your health benefit coverage or this statement, please leave a message for the Department of Risk Management on the Employee Benefits Division billing line at (312) 603-8493, or via email at [risk.mgmt@cookcountyil.gov](mailto:risk.mgmt@cookcountyil.gov).

We appreciate your attention to your account. For additional information on the invoicing and billing process, please see the enclosed Frequently Asked Questions (FAQ) document.