



July 18, 2025

Name
Address
Address 2

Dear Participant:

Effective September 22, 2025, Direct Bill administration for [COMPANYNAME] will move to Navia’s enhanced platform. Your Direct Bill plan will remain accessible in TaxSaver Plan’s system through Friday September 12, 2025.

What does this mean for you?

You will not have access to your Direct Bill account starting at 5pm EST on Friday, September 12, 2025, through Sunday, September 21, 2025. During this blackout period, we will transfer your Direct Bill information to Navia’s enhanced platform. Starting Monday, September 22, 2025, you can access your Direct Bill information at www.naviabenefits.com. Online registration instructions will be sent as we near the go live date of September 22, 2025. This blackout period will not affect your medical, dental and/or vision coverage.

Please be advised that Direct Bill payments must be sent to the new address starting September 22, 2025. Any payments received to the old address on or after Monday, September 22, 2025 will be forwarded to Navia’s payment location and may result in delays that could result in termination of coverage.

Old Address	New Address
TaxSaver Plan PO Box 2309 Omaha, NE 68103-2309	Navia Benefit Solutions PO Box 3961 Seattle, WA 98124

If you have recurring ACH payment set-up at the time of transition, your banking information will be transferred to the new platform.

We encourage you to join the participant webinar on Tuesday, September 23, 2025, at 10am PST/12pm CST to learn how to use Navia’s enhanced Direct Bill portal and other important information about the transition! If you are unable to attend, we recommend that you still register so you receive a recording of the webinar. Register for the webinar at <https://tinyurl.com/TaxSaverPPTWebinar> or scan the QR code below.





To learn more about the transition, check out our FAQs page here: <https://tinyurl.com/TaxSaverFAQ>

During the blackout period, Navia will mail you a takeover notice that will include your premium amount, payment coupons, and online registration instructions.

If you have any questions about this transition or your Direct Bill benefits, please feel free to contact us via email at cobra.support@naviabenefits.com or by phone (214) 559-0472 or toll free (800) 328-4337.

Thank you,

Your TaxSaver/Navia Service Teams