Payments

- All payments are due the first of every month.
- There is no grace period for the January 1st payment. Your payment must be received by January 1st or by the payment date shown on your first invoice. If you do not receive an invoice by December 28th it is best to pay online or by phone. Your enrollment will be cancelled if your payment is not received by the designated due date
- Payments can be made by phone, online, by mail and in some cases at a retail location.
- If you *do not* receive an invoice by mail your payment is still due the first of the month. If you do not receive an invoice call the number on the back of your card or use the "Health Insurance Company Contact List" provided to choose a payment option or to pay by phone.
- Keep a copy of your payment receipt or confirmation number.
- Keep a copy of your credit card statement or bank statement for the payment method used to pay your bill. This can be used as proof of payment if there are any future payment disputes.

- Call the number on the back of your card for any payment questions or billing issues.
- To monitor your account it is recommended that you create an account online with the insurance company you use. This can be done online or on your phone by downloading the company app. You can find more information about this on the company website. See the “Health Insurance Company Contact Information List” for company website details
- If you have followed all the instructions above and still cannot resolve your issue please contact me.

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