Automatic Payment Warning!!

***If you set up automatic payments for your health insurance plan please beware of the following or you could run the risk of having your health insurance terminated without notice.***

1. If you set up automatic payments for your insurance during the year DO NOT assume that the automatic payments will continue into the next year. Call the insurance company to be sure that you have a payment “scheduled” for you January 1st payment. You can confirm this by logging into your account or by calling Member Services to confirm that you have a payment scheduled for January 1st.
2. Keep a record of all receipts and confirmation numbers associated with your payment until the payment has been credited to your account. This is very important if you pay in CASH at a retail store since cash payments cannot be traced and your receipt will be your only proof of payment.
3. If you have a problem with your payment you must call the INSURANCE COMPANY not the HEALTH INSURANCE MARKETPLACE.
4. If the insurance company says your insurance was cancelled due to non-payment and you have concrete proof that you made a payment and it cleared your bank or your credit card account and you have the payment confirmation number or you have a receipt from the retail store where you made your payment you will need to provide this to the INSURANCE COMPANY. If the insurance company feels the error is not on their part you will need to contact the Health Insurance Marketplace to have the account reinstated. You will need your proof of payment showing the termination due to non-payment was due to no fault of your own.
5. If you need assistance please contact me.

***Sheron E Sidbury***

***Healthcare Cost Containment Specialist***

***24 hour text and voice messaging service: 703-947-0325***

***Phone number: 703-568-0654 (direct line)***

***Fax: 703-997-8522***

***Email:*** [***sheron@sesinsureme.com***](mailto:sheron@sesinsureme.com)

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