Billing and Payment Options flier for 2016

September 8, 2015

We've made it easy for your Individual clients to pay their premiums. This is important for several reasons:

- Their account must stay current and in good standing to remain in force
- Their first 2016 payment is required to keep a plan active or to start a new plan
- Timely first payment helps make sure they get their ID cards and other plan materials on time

Billing and Payment Options flier
That’s why we’ve included this updated Billing and Payment Options flier in our Open Enrollment and renewal packets. We want your clients to be clear on how they can pay their plan premiums. For 2016, the way your clients pay today will be the same, although they might need to update some important information that’s in the flier.

Important! If your client is in a plan that is being discontinued or they choose to move to a new plan, action is required to continue paying by bank draft. These members must notify us if they wish to continue using bank draft to pay their monthly premium.

We offer many ways to pay:

- Automatic bank withdrawal, also called bank draft. It’s an easy and preferred way to pay so your clients don’t have to worry about writing checks or mailing payments. If they don’t pay this way today, it’s easy to sign up, as explained in the flier.
- ePayBill online payment through our WebPay portal
- Pay by phone
- The client’s personal banking online bill-pay service
- Check or money order

Check out the Billing and Payment Options flier and be sure to share it with your Individual clients.

Reminder!
Members only receive the 31-day grace period for the first premium in 2016. Per CMS rules, once the first full premium is paid then the 90-day grace begins for all remaining premium periods for the year. The 90 days only pertains to on-exchange members with subsidy. Members that are off-exchange and on-exchange but do not receive a subsidy are always subject to a 31-day grace period.

If you have any questions, please contact Broker Services.

This article applies to:

- Virginia
- Individual (under 65)