Frequently Asked Questions

Statements

1. What is my “Account Statement”?

   The Account Statement is a premium (or payment) statement.

2. What information will I find on my statement?

   Your statement will include your current premium (if applicable), any current payments owed, plus any previous balances owed and any adjustments for previous billing periods. The total amount due will be presented along with a payment due date.

3. When is my payment due?

   Your payment is due by the 25th of each month. Any payments received after that date may not be reflected on the following months statement.

4. When can I view my statement?

   Your statement will be available on the first (1st) of each month. The current amount billed is for the current month’s coverage period. For example, your November 1st statement will show your November amount owed plus any past due balances, credits, and adjustments.

5. Why are previous months being billed on my statement?

   In some cases, we do not receive enrollment information prior to the 1st of each month. In these instances, prior months coverage, Low-Income subsidies and Late Enrollment Penalties will be retro-actively billed or credited.

6. What is a Low-Income Subsidy?

   A Low-Income Subsidy (LIS), also known as *Extra Help,* is a program through the Social Security Administration to provide qualified Medicare Beneficiaries with Extra Help in paying their monthly premiums, annual deductibles and co-payments related to their

Medicare Part D coverage. If you have LIS, this will be shown on your statement as a credit against your total premium.

7. Why am I being billed a Late Enrollment Penalty?

   Beneficiaries must enroll in Medicare Parts B and D when they first become eligible. If the member does not enroll at this time, does not have any other qualifying coverage, and then decides to enroll later, they may incur a monthly fee or penalty (LEP). If you have an LEP, CMS will notify us, and you will see this as a separate charge on your statement.

Payments

8. Can I make a one-time payment?

   Yes! From the premium portal website select Guest Payment. You do not need an account to use this feature, or you can call Customer Service at 1-877-672-8620 (TTY 711), daily from 8 a.m. to 8 p.m. local time.

9. What payment methods are accepted online?

   We accept all major credit cards, debit cards and electronic check payments.

10. Will payments made by “Bill Pay” or a personal check be reflected on my account?

    Yes! Personal checks and bill pay checks will be reflected on your account typically within 24-48 hours after processing (excluding Holidays).

11. Do you accept cash payments?

    Yes! Take your statement to a participating retail location to make a cash payment. Click here to find a participating retail location near you.

12. Are cash payments viewable on the premium portal?

    Yes! Cash payments will be reflected on your account within 24-48 hours (excluding Holidays).

13. My premium payment is withheld from my Social Security; can I see my payment on the premium portal?

    Yes! If your premium payment is withheld from your Social Security, you can view your payments we have received on your premium portal account.

    Remember, Social Security payments are paid in arrears. This means that payments posted in the current month are for the prior month's premium.

14. When will my Social Security (SSA) withheld premium payment be reflected on my premium portal account?

    SSA payments will be reflected by the 15th of each month.

Premium Portal

15. Do I need a computer and email address to set up a premium portal account?

    Yes. To sign up for a premium portal account you need an email address and a computer with internet access.

16. I have an email and computer with internet access, what else will I need to set up a premium portal account?

    To set up your premium portal account you will need to provide the following information: First and Last Name, Date of Birth and Health Plan Member ID.

17. Can I set up my premium portal account prior to my effective date?

    Yes! You may need to contact Customer Service at 1-877-672-8620 (TTY 711), daily from 8 a.m. to 8 p.m. local time, to get your Health Plan Member ID if you have not received your ID card.

18. I want to set up a recurring payment, but I do not have a computer or email address. What can I do?

You do not need a computer or email to set a recurring payment. You can set up a recurring payment by calling Customer Service at 1-877-672-8620 (TTY 711), daily from 8 a.m. to 8 p.m. local time.

19. Can I set up a recurring payment with Customer Service prior to my effective date?

    Yes! Just call Customer Service at 1-877-672-8620 (TTY 711), daily from 8 a.m. to 8 p.m. local time, and we will be happy to assist you.

20. If Customer Service sets up a recurring payment, will I then have a premium portal account?

    No. Customer Service will only set up the recurring payment. However, if you decide to later create a premium portal account any activity prior to your account creation will be accessible.

21. What payment dates can I select for my recurring payment?

    You can elect to have your recurring payment processed on the 5th, 10th, 20th, or 25th of the month.