

Automatic Payment FAQ

What is Automatic Payment?

Automatic payments is a feature that automatically pays future statements or balances using your preferred payment method (credit/debit card or bank account).

How do I set up an Automatic Payment?

1. Select Pay Online in the menu on the left hand of your member portal
2. Select the Pay Now button
3. Select Payment Plans
4. Select + New Automatic Payment
5. The Automatic Payment Limit reflects your monthly premium amount
6. Select using the toggle option to set up credit/debit card or bank account
7. Enter required fields
8. Select the Next button
9. Select the check box to agree to the terms and conditions
10. Select the Confirm Button
11. You can view a receipt or share the receipt to an email
12. If you have shared your email address during enrollment, you will receive an email receipt
13. Select the Done button to close the window

When are funds withdrawn after I have set up Automatic Payment?

Once automatic payment has been set up, your credit card or bank account will be debited around the 12th of the month.

Can I pick the day to have funds withdrawn using Automatic Payment?

No, funds are withdrawn after the 10th of the month.

Can I pick the Automatic Payment withdrawal amount?

No, the balance due is based on your monthly premium due.

Do I need to modify the Automatic payment withdrawal amount if my premium changed?

If your premium payment has increased, you will need to modify the Automatic Payment Limit that is being withdrawn. Funds will not be withdrawn above the Automatic Payment Limit. You can edit your automatic payment information.

1. Select Pay Online on the left hand of the screen
2. Select the Pay Now button
3. Select Payment Plans
4. Select Edit
5. Update the payment information
6. Complete the transaction

Can I make a one-time payment if I am set up with Automatic Payment?

Yes! You can make a one-time payment using the Pay Now button and selecting the Make a Payment option.

How do I reach a person if I need help?

Members can call 1-833-478-5853 to check the status of their autopay or to get it initiated.