

Online Billing and Payment

Making payments is now easier than ever for individuals and families

Making your first premium payment

If you're a new member enrolling in a plan you've purchased directly from Harvard Pilgrim, you can make your first payment through our new **Online Billing and Payment** feature. After completing the online application, you can choose from three different payment methods to activate your enrollment.

1 Credit Card

- Pay with either MasterCard, Visa or Discover
- Receive a confirmation email when your payment has been processed

Please note: A credit card may only be used for the first payment.

2 Electronic Check

- Electronic payment is also available for processing ongoing monthly premium payments (see below)
- Make a one-time payment using either a checking or savings account
- Receive a confirmation email when your payment has been scheduled and processed

3 Mail a Check

Print a coupon and mail payment to:

Premium Cash Department,
4th Floor,
Attn: Individual Market
Harvard Pilgrim Health Care
1600 Crown Colony Drive
Quincy, MA 02169

Setting up one-time or ongoing online payments

Once you complete the initial payment, you can use our new **Online Billing and Payment** Web site for future invoicing and payment needs.* There, you can make a one-time payment using either a savings or checking account. You can also set up Auto Pay to have recurring premiums withdrawn from your bank account on the first business day of each month.

You can easily access the payment option of your choice through your *HPHConnect* for Members account. To set up an *HPHConnect* account, go to www.harvardpilgrim.org, select "Members," and under "Your Account" select "Create an account." Under "My Account" on the *HPHConnect* home page, select "Online Billing New."

Through **Online Billing and Payment**, which features same-day processing on payments made by 5:30 p.m., you can also:

- Review your payment and invoice history for up to two years
- Receive email notifications when invoices have been generated and payments have been processed
- Manage a wide array of account information
- Access invoices or sign up for paperless billing

* Current members can do this beginning January 1, 2016.



Billing and Auto Pay Schedule

Premium invoices are generated during the first week of each month for the next month's coverage. If you receive paper invoices, they will arrive to you by mail no later than the 15th of each month. If you use Online Billing, you will be able to review your invoice around the fifth of each month. Emails will be sent notifying members that invoices are available online. Payments are due on the first of the month for that coverage period. If you are enrolled in Auto Pay, your payment will be debited from your bank account on the first business day of each month. The withdrawal amount will be noted on your monthly premium invoice.



Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of Connecticut, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.