

# Online Billing and Payment for Exchange Members

## Our new payment website makes it easier than ever!

You can conveniently access online billing and payment options with our new, easy-to-use website. To access the site, visit [harvardpilgrim.org](http://harvardpilgrim.org) and login to your member account. Then select "Pay Bill Online" under "Top Tasks."

**If you don't have a member account,** setting one up is easy. Go to [harvardpilgrim.org](http://harvardpilgrim.org) and select "Member Login." Then select "Create a secure account" under "Member? Register now!" and follow the instructions.

## Online billing and payment enhancements

	Before	New payment process
<b>Payment schedule</b>	Payment was due on the 20th of the month prior to coverage month.	Payment is due on the first day of the coverage month (first business day of the coverage month if using Auto Pay).
<b>Auto Pay enrollment</b>	Re-enrollment in Auto Pay was required prior to plan re-enrollment.	<ul style="list-style-type: none"> <li>• If you choose the <b>Standard</b> payment schedule (which requires paying the full amount due by the due date), there is no need to re-enroll in Auto Pay.</li> <li>• If you <u>currently</u> use the <b>Custom</b> payment schedule, re-enrollment in Auto Pay is still required.</li> </ul> <p>Please Note: the Custom payment schedule will not be available as an option for 2019.</p>

**Please see reverse for more details.**

## Payment and Invoicing Options:



**Schedule or make a one-time electronic payment using a savings account, checking account or credit card**



**Review your current month's invoice and your invoice history up to two years**



**Go Green - enroll in paperless billing**



**Download and print prior monthly invoices up to two years**



**Print a coupon when submitting a check through the mail**



**Payments processed prior to 5:30 p.m. will be posted to your account the same day**



**Enroll in Auto Pay to set up recurring payments from your bank or credit card, withdrawing monthly charges on the first business day**

Our website also offers other great features to make managing your information easier:

- Add/delete bank accounts
- Request a refund
- Receive email notifications when invoices have been generated and payments have been processed

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## 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 deducted from your bank account on the first business day of each month. The withdrawal amount will be noted on your monthly premium invoice.

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**Online billing and payment to make life easier.**

**[harvardpilgrim.org](http://harvardpilgrim.org) | (877) 907-4742**

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