



a **Point32Health** company

# Online Billing and Payment to Make Life Easier

## Convenient online billing and payment for Exchange members

There's nothing fun about paying bills. But when it's easier to do, it's a little easier to bear. You can conveniently access online billing and payment options through your Harvard Pilgrim member account. Visit [harvardpilgrim.org](https://harvardpilgrim.org) and log into your account. Then select "Make a premium payment" under "Helpful Resources."

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

## Making your first premium payment

- Schedule or make a one-time electronic payment using a savings account, checking account or credit card
- Pay with either MasterCard, Visa or Discover. *Please note: If you're a new member enrolling in a plan you've purchased through an exchange ([Healthcare.gov](https://Healthcare.gov) or [Coverme.gov](https://Coverme.gov)), you can make your first payment at [harvardpilgrim.org/CMSInitialPaymentPG](https://harvardpilgrim.org/CMSInitialPaymentPG)*
- Enroll in Auto Pay to set up recurring payments from your bank or credit card, withdrawing monthly charges on the first business day
- Print a coupon when submitting a check through the mail:  
**Harvard Pilgrim Health Care**  
**Premium Cash Dept. Wing B**  
**Attn: ME/NH Exchange**  
**1 Wellness Way**  
**Canton, MA 02021-1166**
- Add/delete bank accounts and request a refund
- Review your current month's invoice; review, download and print your invoice history for up to two years
- Go Green – enroll in paperless billing

## Billing and Auto Pay Schedule

- 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. You will receive email notification when your invoices are posted.
- Your payment is due on the first of each month. Payments processed prior to 5:30 p.m. ET will be posted to your account the same day.
- If you're enrolled in Auto Pay, your payment will be deducted from your bank or credit card account on the first business day of each month. The withdrawal amount will be noted on your monthly invoice.
- You will receive email notification when your payments have been processed.