

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 and log into your 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 and select "Member Login." Then select "Create a secure account" under "Member? Register now!" and follow the instructions.

Making your first premium payment

If you're a new member enrolling in a plan you've purchased through an exchange ([HealthCare.gov](https://www.healthcare.gov) or [CoverMe.gov](https://www.coverme.gov)), you can make your first payment at harvardpilgrim.org/CMSInitialPaymentPG.

After completing the on-line application, you can choose from three different payment methods to activate your enrollment:

Credit Card

- › Make a one-time payment or set up automatic payments using either MasterCard, Visa, or Discover

Electronic Check

- › Make a one-time payment or set up automatic payments using either a checking or savings account

Mail a Check

- › We accept personal checks, bank check, and money orders. If you choose to pay by paper check, make sure you put your name and agency subscriber number on your check and mail to:

Harvard Pilgrim Health Care
Premium Cash Dept. Wing B
Attn: ME/NH Exchange
1 Wellness Way
Canton, MA 02021-1166

Please note: This address is for the first initial payment only. Do not send ongoing payments to this address. You will receive an invoice with the mailing address for ongoing monthly payments going forward.

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, including:



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



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. If you did not receive the application confirmation email or need the email resent, please call our sales department **(844) 349-8332**. Representatives are available Monday through Friday 8:30 a.m. to 5:00 p.m. For TTY services, call **711**.
- › Please allow up to 72 hours for your enrollment to be processed once your first initial payment is received.