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.

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 You can also set up Auto Pay to have recurring premiums withdrawn from your bank account on the first business day of each month.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 5:00 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.