



HOT TOPICS

Payment Support for Retail Applicants

Dedicated Payment Staff Added to Member Call Center

Our member and producer call centers are currently experiencing heavy call volumes and longer-than-normal hold times largely due to those attempting to pay their first month's premium. We have added personnel to our member call center to handle payment issues.

Those needing to make premium payments should refer to communications from us regarding their application and billing. For example, on-exchange applicants receive an applicant-specific link to pay online. We also have a [First Month's Premium Submission Overview Chart](#) that outlines all the ways your clients can submit that first payment.

If they choose to call member services at 888-697-0683 to make a payment, they can say "Payment" to be routed to the expanded team. For ongoing premium payments, note that payments do not post to a member's account immediately. Please allow 3-5 business days for processing.

When calling our Customer Advocates, your client will need to have either an e-application number or social security number on hand.

We apologize for the inconvenience and appreciate your patience.

Deadline Extended

If your client's deadline to pay the first month's premium for 2017 coverage was Jan. 1, we are extending that deadline until Saturday, Jan. 7, 11:59 p.m. CT. Due dates past Jan 1. still stand.