



INITIAL PREMIUM Submission Overview Chart

The premium payment for the first month of coverage for on- and off-exchange qualified health plans must be paid for an application to effectuate. Applicants should follow the instructions on their initial premium billing letter/email notices when making their first payment; their notices include the same Customer Advocate phone number and link to the payment portal as shown below. We want to give you the same information in case your clients reach out for assistance.

PAYMENT OPTION	CHANNEL	PLAN TYPE	WHERE TO SUBMIT	
Electronic Bank Account Withdrawal	Online	On Exchange Off Exchange	This option is available during the online application process via the Retail Shopping Cart . Applicants can also pay online by going to our Payment Options page and selecting the green "Register and pay" button under "I'm a New Member." ¹	
Electronic Bank Account Withdrawal	Phone	On Exchange Off Exchange	CALL 888-697-0683 Call our Customer Advocates to make a one-time electronic bank account payment via the phone. <i>NOTE: Currently, the automated Interactive Voice Response system does NOT have an initial premium payment option. Instead, applicants must speak directly with a Customer Advocate.</i>	
Electronic Bank Account Withdrawal	Fax	Off Exchange only	FAX 888-697-0686 Applicants can submit the paper application and include bank draft information for electronic bank account withdrawal.	
Credit Card Debit Card	Online	On Exchange Off Exchange	Applicants can pay online while applying via the Retail Shopping Cart . Applicants can also pay online by going to our Payment Options page and selecting the "Register and pay" button under "I'm a New Member." Visa®, MasterCard® and Discover® debit and credit cards are accepted. ¹ <i>NOTE: Credit cards are allowed for the first initial premium payment only; members cannot use credit cards for subsequent premium payments.</i>	
Paper Check Money Order Cashier's Check	Regular Mail* (PO Box)	On Exchange Off Exchange	On Exchange* BCBSTX P.O. Box 650774 Dallas TX 75265-0774	Off Exchange* BCBSTX PO BOX 3236 Naperville IL 60566-7236
Paper Check Money Order Cashier's Check	Overnight Mail* (physical address)	On Exchange Off Exchange	On Exchange* BCBSTX c/o First Data/Remitco 1010 W Mockingbird Ln, Ste 100, Box 650774 Dallas TX 75247	Off Exchange* BCBSTX 1000 Warrenville Rd, Ste 400 Naperville IL 60563

¹ If applicants use the payment portal to pay their first premium, they can also use the payment portal to set up recurring payments for ongoing premiums. We recommended applicants complete those steps to enable on-time payments and avoid disruptions.

* Applicants must include their payment coupons that were sent with their initial payment reminders. If the first month's premium is sent to us without a way for our Customer Advocates to match the payment to the application, the payment may not be processed.