

Communications From Your Insurance Carrier

REMINDER: AutoPay Premium Payments

If your premium payment was set up to be paid through Take Command's AutoPay solution, you should not use your personal bank accounts to pay your monthly premiums. You should only use your Take Command AutoPay account details, available in your Take Command portal (*Benefits* → *Addition Premiums* → *Payment Information* → *click arrow to reveal banking information*).

- **Easy Enroll Plans:** No action needed.
- **Extra-Step Plans:** You will likely need to set up recurring payments in your carrier member portal. You may need to make an initial binder payment. Look for communications from Take Command.
- **Self-Enroll Plans:** You will need to complete enrollment with the carrier or on an exchange and use your Take Command AutoPay account details to make an initial payment and set up recurring payments.



Helpful Tips & Reminders Regarding Carrier Communications

1. You will likely receive monthly billing invoice notifications from your carrier. You can generally disregard these communications, as your carrier will automatically pull the payment from your Take Command AutoPay account on the due date.
2. Check the date on the notice and which month the bill references. As paper mail can take longer to deliver and is subject to delays, a notice may have been sent while your payment was being processed.
3. You can also check your carrier member portal to see if a payment date is upcoming or if a payment is past due. If past due, contact Take Command.
4. If you receive any carrier communications about missing payments or coverage risk due to non-payment, please reach out to Take Command. If this happens, our team is probably already aware and actively investigating, but contacting us would be a helpful next step.

Examples of Communications You Can Read, Then Disregard:

- Notices of monthly billing statements, reminders of upcoming AutoPay payments and confirmations of completed payments.

You have a new UnitedHealthcare monthly billing statement

UnitedHealthcare Individual & Family Plan <Notifications@eDelivery.uhc.com>
To: Jane Doe

United Healthcare

Jane,

A new monthly billing statement is ready for you. Some of the documents we post in your online portal have time-sensitive information, so be sure to take a look as soon as you're able. Pull up your new document by signing in to your online account at myuhc.com/exchange > [Claims & Accounts](#) > [Documents](#). If you have any questions, call the number on your health plan ID card.

[Sign in](#)

You have a new notice available to view



You have a new notice from the Scott and White Health Plan.

Please [log into your account now](#) to view this important information.

Here's where to find your notices in your online account:


1. Log into your account
2. Click on the Make a Payment hyperlink under the "Pay Your Premium" section
3. Click on the Make a Payment button
4. Click on Notices

Thank You,

Scott and White Health Plan

United Healthcare

Your scheduled auto-payment was submitted



Member ID: *****
Confirmation #: *****

Jane, we received your payment.

We received your auto-pay premium payment of \$0. It typically takes 1-3 business days to fully process your payment. If your payment is unsuccessful, we will send you an email.

Payment details
Payment method ending in: ****
Monthly premium amount: \$0
Start date:

Thanks for your payment

Your payment will be automatically made on the first of each month. If there's ever a problem processing your payment, we'll contact you to fix the issue.