HELPFUL TIPS & REMINDERS

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)*.

- **Preferred and 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.

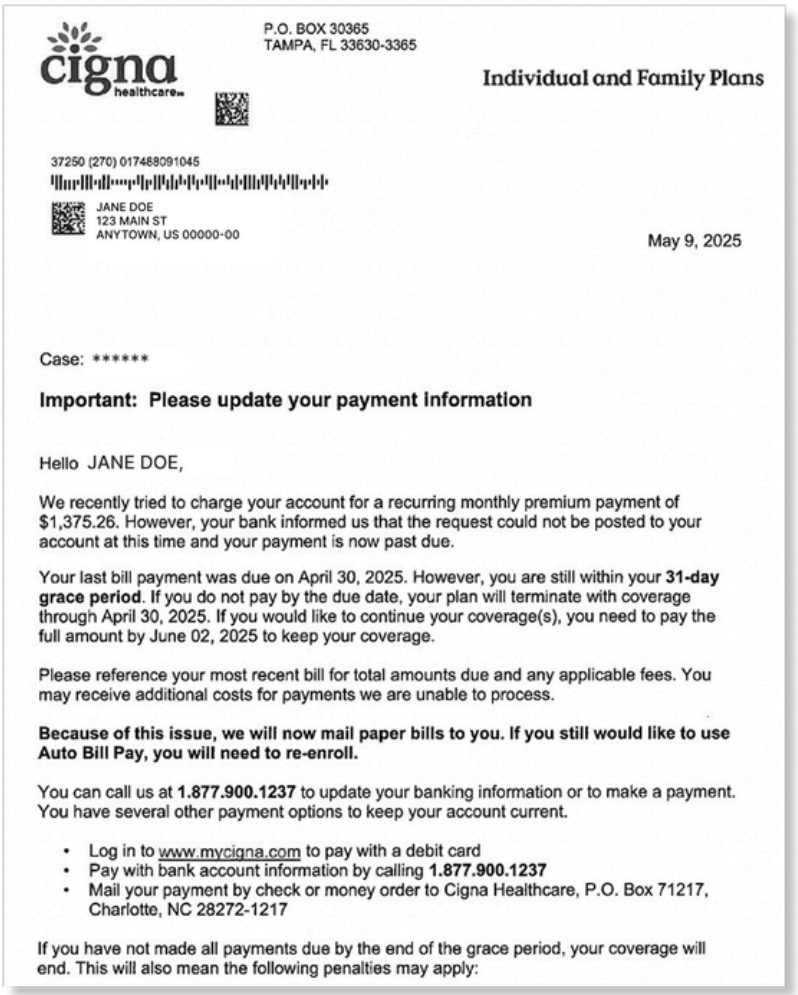
2. Check the date on the notice and which month the bill references. As paper mail can take longer to deliver and is subject to delays, a notice may have been sent while your payment was being processed.

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 Should Read & Take Action:

- If **Preferred or Easy-Enroll**, reach out to Take Command to verify that we have initiated a case for you.
- If **Self-Enroll**, contact your insurance carrier to verify your payment information is correct and set up for recurring payments.



cigna healthcare

P.O. BOX 30365
TAMPA, FL 33630-3365

Individual and Family Plans

37250 (270) 017488091045

JANE DOE
123 MAIN ST
ANYTOWN, US 00000-00

May 9, 2025

Case: ******

Important: Please update your payment Information

Hello JANE DOE,

We recently tried to charge your account for a recurring monthly premium payment of $1,375.26. However, your bank informed us that the request could not be posted to your account at this time and your payment is now past due.

Your last bill payment was due on April 30, 2025. However, you are still within your **31-day grace period**. If you do not pay by the due date, your plan will terminate with coverage through April 30, 2025. If you would like to continue your coverage(s), you need to pay the full amount by June 02, 2025 to keep your coverage.

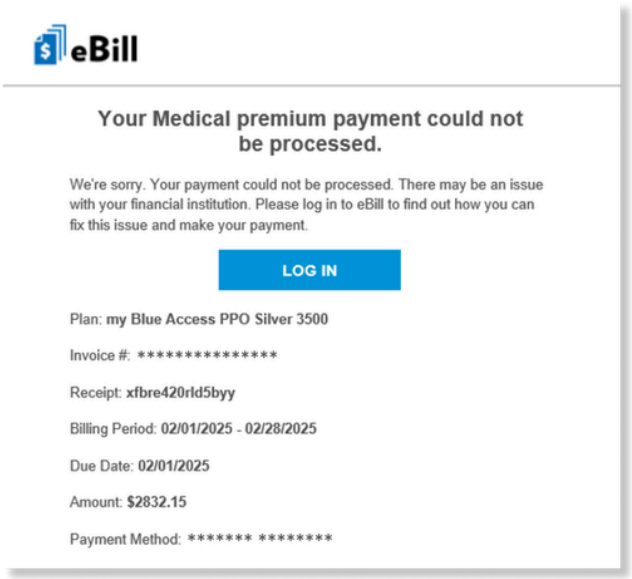
Please reference your most recent bill for total amounts due and any applicable fees. You may receive additional costs for payments we are unable to process.

Because of this issue, we will now mail paper bills to you. If you still would like to use Auto Bill Pay, you will need to re-enroll.

You can call us at **1.877.900.1237** to update your banking information or to make a payment. You have several other payment options to keep your account current.

- Log in to www.mycigna.com to pay with a debit card
- Pay with bank account information by calling **1.877.900.1237**
- Mail your payment by check or money order to Cigna Healthcare, P.O. Box 71217, Charlotte, NC 28272-1217

If you have not made all payments due by the end of the grace period, your coverage will end. This will also mean the following penalties may apply:



eBill

Your Medical premium payment could not be processed.

We're sorry. Your payment could not be processed. There may be an issue with your financial institution. Please log in to eBill to find out how you can fix this issue and make your payment.

LOG IN

Plan: **my Blue Access PPO Silver 3500**

Invoice #: **********

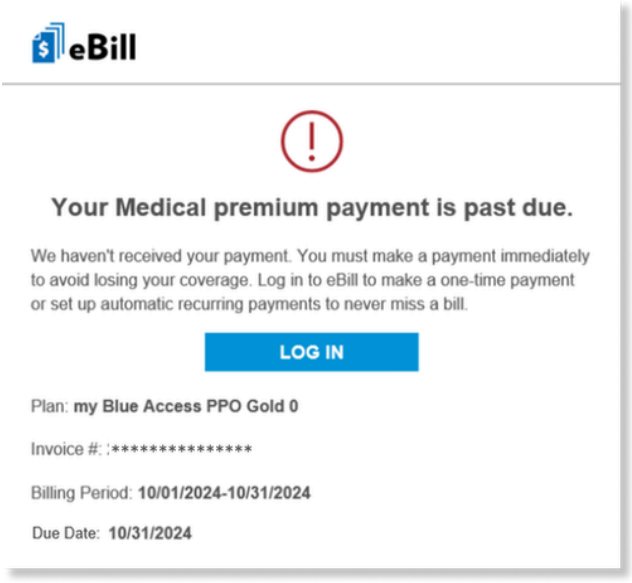
Receipt: **xfbre420rld5byy**

Billing Period: **02/01/2025 - 02/28/2025**

Due Date: **02/01/2025**

Amount: **$2832.15**

Payment Method: ******* ********



eBill

Your Medical premium payment is past due.

We haven't received your payment. You must make a payment immediately to avoid losing your coverage. Log in to eBill to make a one-time payment or set up automatic recurring payments to never miss a bill.

LOG IN

Plan: **my Blue Access PPO Gold 0**

Invoice #: **********

Billing Period: **10/01/2024-10/31/2024**

Due Date: **10/31/2024**

Examples of Communications You Can Read, Then Disregard:

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

