



Harvard Pilgrim  
Health Care

a Point32Health company



# Online Billing and Payment

Making payments is now easier than ever for individuals and families.

## 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 via the Payment Portal link sent to the email provided on the application. After completing the online application, you can choose from three different payment methods to activate your enrollment.

### Credit Card

Pay with either MasterCard, Visa or Discover

Please note: A credit card may only be used for the first payment if you are on a Buy Direct plan. *Credit Cards are not accepted for ongoing monthly payments or automatic payments unless you are a ICHRA customer.*

### Electronic Check

Make a one-time payment using either a checking or savings account

### Mail a Check

We accept personal checks, bank checks and money orders. Print a coupon and mail payment to:

**Harvard Pilgrim Health Care**  
**Premium Cash Dept. Wing B**  
**Attn: Individual Market**  
**1 Wellness Way**  
**Canton, MA 02021-1166**

Please note: This address is for the first initial payment only. Do not send ongoing payments to this address. You will receive an invoice with the mailing address for ongoing monthly payments going forward.

## 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 You can also set up Auto Pay to have recurring premiums withdrawn from your bank account on the first business day of each month.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 Online member account. To set up an Online member account, go to [harvardpilgrim.org](http://harvardpilgrim.org), select "Members," and under "Member Login" select "Create an Account." Once the account is created under "Helpful Resources" near the bottom of the home page, select "Make a Premium Payment".

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

### Billing and Auto Pay

Schedule Premium invoices are generated during the first week of each month for the next month's coverage.

If you receive paper invoices, they will arrive to you by mail no later than the 15th of each month. If you use Online Billing, you will be able to review your invoice around the fifth of each month. Emails will be sent notifying members that invoices are available online. Payments are due on the first of the month for that coverage period. If you are enrolled in Auto Pay, your payment will be debited from your bank account on the first business day of each month. The withdrawal amount will be noted on your monthly premium invoice.

If you did not receive the application confirmation email or need the email resent, please call our sales department **844-349-8332**. Representatives are available Monday through Friday 8:30 a.m. to 5:00 p.m. For TTY services, call **711**.

Please allow up to 72 hours for your enrollment to be processed once your first initial payment is received.