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New features are coming July 6



New online
payment
experience



Pay by phone
anytime



More payment
choices with
AutoPay



Ask for help
online without
having to call



More content
available
in Spanish

While we make changes...

- Starting June 30: Online payments and paperless notices are unavailable
- July 3: Customer service by phone is unavailable

★ **July 6: All new and existing features are available**

New features are coming July 6

We've been making changes based on member feedback. Starting July 6, you'll see some new features. Online payments, paperless notices, and Customer Service will be unavailable for a few days while we make these changes.



New online payment experience

Our payment site has a new, simpler look.



Pay by phone

You can pay your premium by phone using your bank account. You can make a phone payment any time of day, even when our call center is closed.



More choices with AutoPay

You can choose the 15th or the 23rd of each month for your payment withdrawal. You can also choose a set payment amount for AutoPay.

- If you already have AutoPay, your payments will continue. Your payment will withdraw the 23rd of each month unless you change it.



Ask for help online without having to call

Through your online account, you'll be able to ask Customer Service for help with certain billing questions.



More content available in Spanish

Read your notices, bills, and your online account in Spanish if you prefer. You can change your language preference in your online account at any time.



More changes are on the way

More changes and improvements are coming. We'll keep you informed as they get closer.

IMPORTANT DATES

JUNE
30

**Tuesday,
June 30, 6 p.m.**

Online payments and paperless notices are unavailable

1

2

JULY
3

Friday, July 3

Customer Service is unavailable

4

5

JULY
6

Monday, July 6

All services are available

Our call center and some online features will be unavailable while we make changes:

- Online payments and paperless notices will be unavailable starting 6 p.m. on Tuesday, June 30
- Customer Service by phone will be unavailable on Friday, July 3

You can call, pay online, and see our new features starting Monday, July 6.

Walk-in centers

For health and safety reasons, our walk-in centers will continue to stay closed. We will let you know when they are ready to re-open safely.