# Breaking down your invoice



## Your health insurance premium

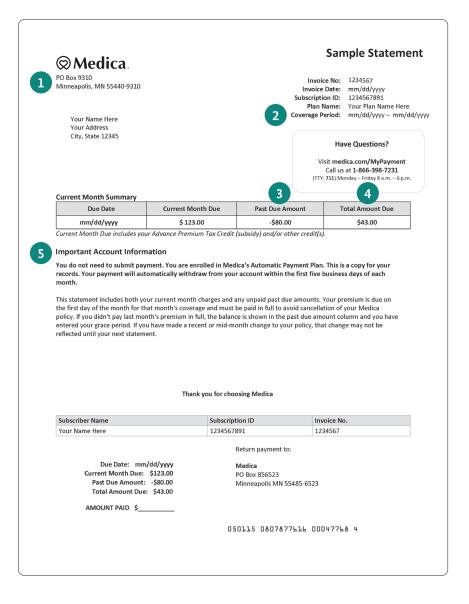
Each month, you'll get an invoice for your health insurance premium. Your premium is the amount you pay every month for your coverage. Here are tips on how to read your invoice and easy ways to pay.

- 1 Address
  This is our office address. Don't send payments here.
- Coverage period Always check the coverage period to know what month(s) you're paying for.
- Past due amount

  If this has a positive dollar amount, there is an unpaid amount from a past bill. If this has a negative dollar amount, you had a credit on your account. We'll use your credits to pay your current bill.
- Total amount due

  This is the total amount you pay. It's the current month plus any past due amount. If you're enrolled in automatic payments, we'll take out this amount.
- information
  This section shows if you're enrolled in automatic payments. It also explains general information about balances, credits, and due dates.

Important account





## Ways to pay your health insurance premium



#### Online

Sign into your member website at Medica.com/SignIn and select Manage + Pay Bills to make a one-time payment throughout the year using your bank account or credit/debit card (Visa and Mastercard only). You can also set up your payment to come out automatically each month by signing up for our Auto Pay Plan.



### **Phone**

Call Member Services at 1 (866) 398-7231 to sign up for our auto pay plan or make a payment using your bank account, pre-paid debit card or a credit/debit card (Visa and Mastercard only\*).



#### Mail 📉

Return the pay slip at the bottom of the invoice along with your check or money order in the envelope provided. Allow 10 business days for mailing and processing.

Medica

PO Box 856523

Minneapolis, MN 55485-6523

# It's important to pay your premium on time

The best way to keep your coverage is to pay your full premum by the first of every month. If you don't, we'll wait to process your medical and pharmacy claims. This means you may have to pay the full cost of your medications or health care services.



## Have a question?

Visit **Medica.com/MyPayment** for answers to common billing questions. Or, call Member Services at the number on the back of your Medica ID card.



<sup>\*</sup>A pre-paid debit card or a credit/debit card payment will only be accepted when you make your first payment. If you make future payments over the phone, we'll only accept payment through your bank account.