



CONGRATULATIONS!

You have successfully enrolled into a Qualified Health Plan (Private Health Insurance)

Initial Billing and Help from Your Insurance Company

- When you buy a plan through Maryland Health Connection, you will receive a bill and/or instructions for paying your bill from the insurance company you chose.
- It is important to pay your first premium immediately. Your coverage will not start until the insurance company you chose receives your first premium payment in full.
- Once your payment is received by the insurance company, they will mail you a member ID card. You can obtain services once the premium is paid, regardless of whether you have received a member ID card.
- **Pay your bill by the first of the month if you can. Depending on your insurance company, your payment is due between the 1st and 15th of the month.**
- Please see below for specific payment instructions for your insurance company and contact information for how to get help with questions. If you have additional questions, call Maryland Health Connection's consumer support center at 1-855-642-8572 (TTY 1-855-642-8573).

CareFirst BlueCross BlueShield

Your plan may be canceled if payment is not received by the 7th of the month.

CAREFIRST	
Member Services & Bill Payment	1-855- 444-3121
Check the status of an application	1-855-444-3119
Visit the doctor but haven't received your ID card (and you haven't yet paid your first month's premium)	1-855-444-3119
Received an invoice and now need to make a payment to finalize your enrollment so that you can receive your ID card	1-866-907-1430
Visit the doctor but haven't received your ID card (and you have paid your first month's premium)	1-866-907-1430

**Cigna Health and Life Insurance Company**

There are several ways to pay your bill. Whether you pay by mail, phone, or electronically, you can always access your bill online. You can view up to 12 months of bills, review your payment status and history, and enroll in automatic payments at **myCigna.com**.

CIGNA	
Member Services	1-888-796-3471
Pay by Phone	1-877-900-1237

Evergreen Health Cooperative

You can submit your payment through the Member Portal at evergreenmd.org or by calling member services at 1-855-475-0990. Once your payment has been successfully received, your ID card will be mailed and be available on the member portal in two or three business days.

Please call member services at 1-855-475-0990 if you need any additional assistance.

Kaiser Permanente

Invoices are generally mailed within 3-5 days of receipt of enrollment through Maryland Health Connection. The invoice will include premium amount, due date and instructions for how to pay your premium. There are several ways to pay your bill. Whether you pay by mail, phone, or electronically. You can always access your bill online at **kp.org/paypremium**

KAISER PERMANENTE	
Customer Service & Billing Questions (English)	1-866-475-3925
Customer Service & Billing Questions (Spanish)	1-866-767-9993
To pay by phone (English)	1-866-475-3920
To pay by phone (Spanish)	1-866-767-0020

UnitedHealthcare

You may pay by mail, by phone or online at www.uhcexchangebilling.com. Please submit your payment as soon as possible so that they can send you a member ID card and other enrollment materials.

UNITED HEALTH CARE	
Member Services & Bill information and payments	1-877-855-7435