



## Premium Payments for Exchange Members

A premium is your monthly amount due for your health insurance coverage. You will pay your premium directly to Vantage each month. Failure to pay your full premium on time each month will result in your medical and drug claims being pended or denied. It is your responsibility to make sure that your premium payment has successfully been processed. Notify Member Services of any changes in your payment method.

### » Timing

Premium Invoices are available around the 10<sup>th</sup> of each month. If you are not enrolled in **online billing** and have not received your Premium Invoice by the 15<sup>th</sup> of the month prior to the month of coverage, contact Member Services.

Premium Payments: Premium payments are due on the 25<sup>th</sup> of the month prior to the month of coverage. For example: March premiums must be received by February 25<sup>th</sup>. The monthly payment deadline of the 25<sup>th</sup> applies to all payments after your initial premium payment (except the December payment for January 2020 – see below). If the 25<sup>th</sup> falls on a weekend or holiday, premiums are due and ACH drafts will be drafted on the business day *prior to* the weekend or holiday.

New Members - January 2020 Premiums: Premiums for new members must be received by January 1<sup>st</sup> for January coverage. To ensure your ID Card arrives before January 1<sup>st</sup>, you must pay your full premium by December 20<sup>th</sup>.

Existing Members - January 2020 Premiums: Premiums for existing members are due on December 20<sup>th</sup> for January coverage. This payment deadline for January coverage is earlier than the normal deadline of the 25<sup>th</sup> because of the Christmas holidays.

ID Cards and Member Packets **will not be mailed** until payment has been processed and finalized.

### » Payment methods

Online or Member Portal – Visit [VantageHealthPlan.com/Exchange](http://VantageHealthPlan.com/Exchange) and click the green *Pay Online Here* button to pay. To make recurring monthly payments, you must create a Vantage Member Portal account at [Portal.VantageHealthPlan.com](http://Portal.VantageHealthPlan.com) after receiving your Member ID card.

Credit/debit cards – Call Vantage Member Services toll-free at **(844) 788-1909 to pay over the phone**. You may also complete the form at the bottom of your monthly Premium Invoice and mail it to Vantage to pay by card on a recurring or one-time basis.

ACH draft – Complete and return an Exchange ACH form to set up recurring drafts. The Exchange ACH form is located at [VantageHealthPlan.com/Exchange/PlanDocuments](http://VantageHealthPlan.com/Exchange/PlanDocuments). Drafts occur on or around the **25<sup>th</sup> of each month**.

Cash/money order - in-person at one of our locations listed below

Checks - in-person at the locations listed below or by mail using the Payment Mailing Address below

Please call Vantage's Member Services department toll-free at **(844) 833-7505** with any questions about premiums or about the billing and payment process.

#### Payment Mailing Address:

Vantage Health Plan, Inc.  
Attn: Accounting Department  
130 DeSiard Street, Ste. 300  
Monroe, LA 71201

#### In-Person Payment Addresses:

Vantage Monroe Office  
130 DeSiard Street, Suite 300  
Monroe, LA 71201

Vantage Baton Rouge Office  
5778 Essen Lane, Suite B  
Baton Rouge, LA 70810

Vantage Shreveport Office  
855 Pierremont Rd., Suite 109  
Shreveport, LA 71106