



# Molina is changing to serve you better.



## Thanks for your feedback. The changes you requested are coming soon.

We're making payment and billing for Molina Marketplace more secure and convenient. Maintaining your account and applying for Autopay will be easier than ever!

### What's new?

- Starting April 26, 2021, Molina is Going Green! Just choose paperless billing through your MyMolina account.
- Your monthly premium invoice and other payment communications will have a streamlined new look.
- Beginning with your May payment for June coverage and thereafter, premium payments will be due on the last calendar day of the month. Payments received after that will be considered past due.
- Signing up for automatic premium payments through AutoPay will be easier than ever!
- The AutoPay processing date will now be the last calendar day of the month, or the next business day if the last day falls on a weekend or holiday. Members that have automatic payments will receive updated Terms and Conditions in the mail.
- Address for Mailed-in Payments - A new address will be on the coupon attached to your premium bill starting in May 2021. To avoid processing delays, always mail your payment with the coupon on your most current bill to ensure it gets to the correct address.
- If you use your bank's Bill Pay option, remember to update the premium payment address on your bill pay to avoid processing delays.
- Pay My Bill page on MyMolina – The new look will make it easier to find the information you need!
- Phone Self-Service – Listen for updated menu options.

These updates will take place from April 14-25. During this time, enrollment changes and payments can be made, but you won't see or hear updates to your online account or on our automated phone system until after April 25.

For more information, please check our Frequently Asked Questions for answers.

### Frequently Asked Questions:

#### Are my benefits or PCP changing as a result of these enhancements?

- No. These changes will not affect your benefits or PCP.

#### Will this affect any claims my provider has previously submitted?

- No. There will be no impact to your claims.

#### How will I know if you receive a payment I make between April 14-25?

- You can confirm your payment cleared through your personal bank account.
- You can also confirm receipt of your payment on your next premium bill.

#### When will my Molina account be updated with the premium payment I made between April 14-25?

- Premium payments made from April 14-25 can be confirmed on your MyMolina account or through phone self-service starting on April 26.

#### When will my automatic payment be processed?

- The AutoPay process for May coverage will occur on April 23.
- Starting in May, and from then on, automatic payments will be processed on the last calendar day of the month, or the next business day if the last day of the month falls on a weekend or holiday.

#### What if I have questions about enrollment or premiums between April 14-25?

- All changes to enrollment or premium payments between April 14-25 will be reflected on your MyMolina account as of April 26.
- If you need additional assistance, call Member Services at the number on the back of your ID card.

#### What if I make a late payment for April coverage between April 14-25 and need medical care or a prescription?

- Your premiums for April are due by March 25. These enhancements should not affect your coverage as long as you pay your premium on time.
- If circumstances prevent you from paying on time, contact Member Services at the number on the back of your ID card for assistance.

#### I changed my coverage, but it's not updated in MyMolina. What should I do?

- Your changes will be reflected on May 1
- If you need further assistance, please contact Member Services at the number on the back of your ID card.

Still have questions? Please use our self-service options or call Member Services. And for a health care partner that continually improves how we serve you, lean on Molina.

Sincerely,  
Your Molina Marketplace Team

