

Continuing Coverage



Important Reminders

- Once notified of your qualifying event, Aptia will mail you a Direct Bill (SPM) Welcome Notice, which includes payment coupons for 12 months and login information to your online account.

There are three ways to make a payment:

- *Set up recurring monthly ACH withdrawals from your checking, savings, or credit card. There is no fee for this option. Note: When using a credit card, recurring payments deactivate if a payment is owed for a prior month, the account is paid ahead, or the payment is declined. After the situation is resolved, you will need to complete the recurring payment setup steps again.*
- *Pay online via one-time credit card or debit card. Please note: There's a \$20 processing fee associated with any payments made online.*
- *Mail in a check with a payment coupon that Aptia provides you with.*
- Premiums are due on an ongoing basis on the first of the month. A standard 60-day grace period may apply, but any grace period and its length varies by account. Refer to your Welcome Notice to find out if you have a grace period. If you don't postmark your payment within the grace period, your coverage will be terminated.
- Please note that your Direct Bill account uses the same system as COBRA, so you may see references to COBRA when calling or signing into the system.

Questions? Contact Us.



Direct Bill Account Specialists

Phone: 877-248-0510

Fax: 855-858-9477

Email:

aptia365billing@serviceaccount.com

Payment & Election Mailing Address

Aptia

PO Box 2280

Omaha, NE 68103-2079

Hours of Operation

7 a.m. to 10 p.m. ET (M-F)

