

Continuing Coverage



Important Reminders

- Once notified of your qualifying event, Mercer Marketplace 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 or savings account. There is no fee for this option.*
 - *Pay online via debit or credit card. Please note: There's a \$20 processing fee associated with any payments made online.*
 - *Mail in a check with a payment coupon that Mercer Marketplace 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:

mercermarketplacebilling@serviceaccount.com

Payment & Election Mailing Address

Mercer Marketplace
PO Box 2280
Omaha, NE 68103-2079

Hours of Operation

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