

Direct Bill Notifications

| Notification | Description | Sent Via |
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| 45 Day with 1st Premium Month Paid | A member receives a 45 Day First Premium Month Paid letter when they submit their election form with a payment that covers only one month of their premium but they owe for multiple months. | Mailed Letter |
| 45 Day No Payment Notice | A member receives a 45 Day No Payment letter when they submit their election form but do not send any payment with the form. | Mailed Letter |
| 45 Day Notice Partial Payment | A member receives a 45 Day Partial Payment letter when they submit their election form with a payment that does not cover at least one premium month. | Mailed Letter |
| Confirmation of Preference Change Email | A direct bill member will receive this email when the member changed their communication preference from physical letters to email notifications. After members update their preferences (within 2-3 hours), an email is sent confirming their communication preference change. | Email (Must Opt In) |
| Enrollment Confirmation | A Qualified Beneficiary/Direct Billing receives an Enrollment Confirmation letter when their status changes to Enrolled (E). | Mailed Letter |
| Late Payment Reminder Letter | A member receives a Late Payment Reminder letter when the TPA has not received the member's premium payment by the due date. It notifies the member of the last accepted postmark date and their premium amount due, as well as the address where they should send their payment. | Mailed Letter |
| Online Payment Confirmation | A consumer receives this email when an online payment is successfully received. | Email (Must Opt In) |
| Open Enrollment Notification | A Qualified Beneficiary/Direct Bill consumer receives this when they need to be informed of an Open Enrollment opportunity | Mailed Letter |
| Partial Payment | A Qualified Beneficiary/Direct Bill consumer receives a Partial Payment letter when they submit a payment (or a reallocation occurs) that does not fully satisfy their current premium due. It reminds the member of their remaining balance. | Mailed Letter |
| Plan Change Notice | A Qualified Beneficiary/Direct Bill consumer receives a Plan Change letter when something causes a change to their plan. It details the change that occurred, and outlines how the change affects the member's coverage levels and premiums. Common reasons a Plan Change Notice generates could be due to: a plan is added, dropped, deleted, a coverage level change, dependent plan added, dependent plan dropped or a rate change. | Mailed Letter |
| Premium Coupon Book | A member can receive either a Premium Coupon Book or a Premium Notice to summarize their upcoming payments and remind them of the due dates. | Mailed Letter |
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| Reinstatement Notice | A Qualified Beneficiary/Direct Bill consumer receives a Reinstatement letter when a timely payment or a reallocation restarts their terminated continuation coverage. | Mailed Letter |
| Subsidy Notice | A Qualified Beneficiary/Direct Bill consumer receives a Subsidy letter when subsidy schedule is entered for the member. | Mailed Letter |
| Termination Notice | A Qualified Beneficiary/Direct Bill consumer receives a Termination letter when their status changes to Terminated (T) on all plans, most typically because of non-payment of the premium. | Mailed Letter |

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| Update To Your Account Email | A direct bill member will receive this email notification whenever a letter would finish overnight processing through the Letter Queue. These email notifications will not layout the account update, they will instead ask the member to log into their online account to view account information. | Email (Must Opt In) |
| Voided Payments Notice | A Qualified Beneficiary/Direct Bill consumer receives a Voided Payment letter when Mercer Marketplace voids their payment. | Mailed Letter |
| Welcome Notice | A Direct Bill member receives a Welcome letter after you create a record for them. This letter contains the information the member needs to access the Member Account including their unique registration identification number, the account's web address, and logon instructions. | Mailed Letter |