



P.O. Box 240
Columbia, TN 38402

MEDICARE ADVANTAGE PLANS
MEMBER PREMIUM BILLING/PAYMENT FACT SHEET

Premium Payment Options

Option 1 – Direct Member Pay via Check

- Members will receive their invoices approximately ten (10) days in advance of the due date.
- Members can mail a check directly to the remittance address on their invoice and must include their payment coupon.
- Members can elect to pay the current month or prepay for subsequent months.
- Depending on when the member's payment is received, the payment may not be reflected until next month's invoice. Members can call Member Services or their bank to confirm a payment was received and processed.
- Member should allow up to five (5) **business** days for the payment to be received, processed and posted to their account.

Option 2 – Direct Member Pay via Credit/Debit Card (one time)

- Members will receive their invoices approximately ten (10) days in advance of the due date.
- Members can call 1-833-999-0103 to authorize a one-time credit or debit card charge for their current month premium or to pay for multiple months as well as pay online by visiting the website address <https://www.invoicecloud.com/fbhp>.

Option 3 – Automatic Deduction of Premium from Checking Account

- Members must complete a Bank Withdrawal Pre- Authorization Form and mail the form to the FBHP MAPD Billing Department, P.O. Box 240 Columbia, TN 38402 before payments can be processed. Note that for checking accounts, a voided check **MUST BE** attached to the form.
- Due to the timing of the receipt of this form and processing, the bank withdrawal authorization may not be processed in time for the current month's premium and, as such, either a one-time credit card payment will be required or the member will need to pay via check.

Farm Bureau Advantage HMO is a MAPD plan with a Medicare contract. Enrollment in Farm Bureau Advantage HMO depends on contract renewal.

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- The request could take up to two (2) months for the bank to being auto-debiting the member’s account. The member will get an invoice and will need to pay until the bank processes the form. The member can also reach out to the bank to confirm the status of their auto-debit.
- This form can be downloaded from the Farm Bureau Advantage HMO website <https://fbhealthplans.com/medicare-advantage/documents-forms/>.
- Members should retain a copy of their completed authorization form.
- If a member has elected to have the recurring payments from a checking account, **no invoice will be provided** and their checking account statement shall serve as their receipt.

Option 4 – Automatic Deduction of Premium through Credit/Debit Card

- Members must sign up for automatic recurring Auto Pay Credit/Debit Card monthly payments by visiting <https://www.invoicecloud.com/fbhp> to register your policy and set up Auto Pay.
- Members will use their Subscriber ID, Last Name, and Zip Code to pull up their invoice that is due.
- Members will select Register Policy at the bottom of the page and will be asked to include an email address and set up a password.
- Members will need to add a credit or debit card to their account and select the Auto Pay option to complete their Auto Pay set up.
- If a member has elected to have the recurring payments from a credit card, **no invoice will be provided** and their credit card invoice shall serve as their receipt.

Option 5 – Automatic Deduction of Premium from Social Security Check

- Members may request their Medicare Advantage premiums be withheld from their Social Security check by requesting this directly through their local Social Security Office or by going on line and submitting a request.
- The process may take at least one check cycle to begin and, in the interim, members may need to remit their premium payment through Option 1 or Option 2 noted above.
- If a member has elected to have their premiums deducted from their social security check, their monthly check remittance from SSA will serve as their receipt and they **will not receive a statement.**

If you have questions or want more information, call Farm Bureau Advantage HMO at 1-833-999-0103 Our hours of operation are 8 a.m. to 8 p.m. local time, 7 days a week October 1 – March 31 during which time our automated phone system may answer your call on Thanksgiving and Christmas day. April 1 – September 30 our hours are 8 a.m. to 8 p.m., Monday – Friday. Our automated phone system may answer your call on weekends and federal holidays. TTY users should call 711.

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