



WellCare Reminders to Help You Get Started!

Dear Member:

Welcome to WellCare. Our first priority is giving you access to quality care and services. We are writing to provide you with some helpful billing and premium payment information for the 2020 plan year.

1. In December:

- Your December premium payment should be mailed to the address noted on your Aetna invoice.
- You will receive a WellCare payment book to use for your 2020 monthly premium payments.
- If your premiums are currently being deducted from your Social Security (SSA) or Railroad Retirement (RRB) check your premiums will continue to be deducted in 2020. *(Note: A payment booklet will not be mailed to you).*
- If you setup Electronic Funds Transfer or recurring Bank Account/Credit Card payments before we bill for January you may receive a statement for your January premium instead of a payment book.

2. Starting in January, make your payments to WellCare.

- We offer several easy options to pay your premiums. More information is available on the next page.
- Please remember to pay your plan premium no later than the **20th** day of each month.
- If you mail your premium payments be sure to use the address below. If you pay online through your bank's website, refer to this address and remember to update your premium amount for 2020.

WellCare
P.O. Box 75510
Chicago, IL 60675-5510

Easy Options for Paying Your Premium

There are several ways to pay your premium. Choose the method that works best for you.

Set Up Electronic Funds Transfer (EFT). This lets us automatically deduct payments from your bank account. To set this up, you must authorize the EFT. You can get details at www.wellcare.com/PDP. Or you can call Customer Service and we will mail a form to you to complete and return to us. The EFT draft will only include the amount due for each month.

Pay online. You can use a credit card, checking account or savings account to make single or recurring payments. Log in to your member portal at www.wellcare.com/PDP. In the *Payments* section, click on *Pay your Premium*. Payments using a credit card or bank account may also be made by mobile app and by calling the Customer Service number on your ID card. *NOTE: The recurring payments options you may have established with Aetna will end on 12/31/19.*

Pay by Check or Money Order: Mail your payment and payment stub to our WellCare address listed on the first page.

Deduct the premiums from your Social Security (SSA) check or your Railroad Retirement Board (RRB) check. Medicare may need three months to approve these payments. You *must pay your monthly premiums* until SSA or RRB payments begin. *If you are changing (or have changed) plans, you must call and ask for SSA or RRB deductions again.*

Pay with cash at walk-in locations in your area. Please visit www.checkfreepay.com for locations near you.

Two things that could affect your premium amount:

- ***Extra Help:*** *If you qualify, you could get assistance with your premium.*
- ***Late Enrollment Penalty:*** *If you have to pay a Late Enrollment Penalty, Medicare will add the penalty to your monthly premium.*

Questions? We're here to help.

Visit us online at www.wellcare.com/PDP

Customer Service: 1-833-207-4241 Mon-Fri 8AM- 8PM Local Time

TTY users: **711**

Thank you for trusting WellCare with your healthcare needs.

Billing Department

WellCare Health Plans, Inc., (PDP) is a Medicare-approved Part D sponsor. Enrollment in WellCare (PDP) depends on contract renewal. Please contact your plan for details.

WellCare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1-877-374-4056** (TTY: **711**).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-877-374-4056** (TTY: **711**).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-877-374-4056** (TTY: **711**)