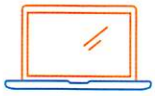
Paying your bill

If you receive a bill from us for a monthly premium, dental or pharmacy payment – you can pay in a way that's most convenient for you. Here's how:

Once you receive your bill, choose your payment method

Select the payment option listed below that works best for you.



PAY ONLINE

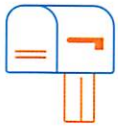
Visit **ExcellusBCBS.com/BillPay** and follow one of the options below:

- Use Express Pay to make a secure, one-time payment without signing in to an online account
- Sign in to your online account to pay your bill or set up automatic payments so future payments are paid on time each month*



PAY BY PHONE

Call the number on your bill and choose the option to pay your bill. Follow the prompts to make a one-time payment using your credit card, debit card or bank account



PAY BY MAIL

Mail the return portion of your bill with a check or money order payable to:

Excellus Health Plan
P.O. Box 5267
Binghamton, NY 13902-5267

Setting up automatic withdrawals

These can be set up even before you receive your first bill.

- To have your premium payment automatically deducted from Social Security call Customer Care. Note: you can not use this option to pay pharmacy bills.
- To set up recurring automatic withdrawals (Electronic Funds Transfer) from your bank, fill out the form under Automatic Payments at **ExcellusBCBS.com/BillPay** or call us to have it mailed to you.
- **It could take up to 60 days to set up these options. Continue to pay your bill until you receive a confirmation letter.**

Helpful tips:

- Your first bill will arrive about two weeks before your plan starts.
- Each month's premium is paid one month in advance. For example, a January premium payment would be due by December 31.
- If you have questions please call 1-877-883-9577 and talk with one of our Customer Care advocates. Hours are 8 a.m. to 8 p.m. Monday – Friday. From October 1 to March 31, representatives will be available seven days a week from 8 a.m. to 8 p.m.

*Some actions associated with your account, such as paying a bill online, may not be available until after your plan starts. Online automatic payments cannot be set up from the 1st-4th of each month.

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Excellus MEDICARE

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