



## COVID-19 Temporary Billing Options

We understand the impact the coronavirus outbreak is having on businesses in the region, and how some of our clients are struggling to keep their employees and maintaining benefits. In an effort to help our clients, MediExcel Health Plan has developed **Temporary Billing Options** for those who may need support during these difficult times. The following options will remain available beginning April 1st through October 1st, 2020.

- **60-day Grace Period** – clients have up to 60 days to pay their premiums before coverage is terminated. Late fees will be waived during the temporary period.
- **Credit Card Payments Accepted by Telephone** - clients who wish to make their payments by credit card may do so by calling **(619) 421-1659** option **5**.
- **Structured Payment Plans** – clients can contact our billing manager to discuss regular or partial payments to keep their coverage active. Participation and adherence to payment agreements will eliminate late fees during the payment plan period.
- **Cal-Cobra Administered by MediExcel** – clients with accounts in good standing can request laid-off employees to be moved to Cal-Cobra and administered by MediExcel.
- **Approved Group Accounts Can Stay Active** – clients terminating their last member can remain active for the six-month period and have their current contract honored. Groups renewing during this period will be required to accept their renewal proposal with new rates. To enroll your returning employees, notify us at [applications@mediexcel.com](mailto:applications@mediexcel.com).

To participate in any of the above-mentioned options, please e-mail our billing manager at [alizarraga@mediexcel.com](mailto:alizarraga@mediexcel.com), or call **(619) 421-1659** option **5**, Monday through Friday, between 8:00 a.m. and 5:00 p.m.

Thank you for choosing MediExcel Health Plan.

